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July 11, 2000

Ms. Blanca S. Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

000 836 -TP

Re: Docket No.
Petition for Approval of Interconnection, Resale and Unbundling Agreement

Dear Ms. Bayo:

Please find enclosed for filing an original and five copies of GTE Florida Incorporated's Petition for Approval of Interconnection, Resale and Unbundling Agreement with Time Warner Telecom. The agreement consists of a total of 111 pages. Service has been made as indicated on the Certificate of Service. If there are any questions regarding this matter, please contact me at (813) 483-2617.

Very truly yours,

Kim
Kimberly Caswell

KC:tas
Enclosures

A part of GTE Corporation

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Approval of Interconnection,)
Resale and Unbundling Agreement between)
GTE Florida Incorporated and Time Warner Telecom)
_____)

Docket No. D00836-TP
Filed: July 11, 2000

**PETITION OF GTE FLORIDA INCORPORATED FOR APPROVAL OF
INTERCONNECTION, RESALE AND UNBUNDLING AGREEMENT WITH
TIME WARNER TELECOM**

GTE Florida Incorporated (GTE) files this petition before the Florida Public Service Commission seeking approval of an interconnection, resale and unbundling agreement which GTE has entered with Time Warner Telecom (TWTC). In support of this petition, GTE states:

1. The United States Congress passed legislation amending the Communications Act of 1934. This act, referred to as the Telecommunications Act of 1996, requires that any "interconnection agreement adopted by negotiation or arbitration shall be submitted for approval to the State commission." *Telecommunications Act of 1996, §252(e)*.

2. Under the federal act, interconnection/resale agreements can be rejected by the state commission only if the commission finds that the agreement (or any portion thereof) discriminates against a telecommunications carrier not a party to the agreement or if the implementation of that agreement is not consistent with the public interest, convenience and necessity.

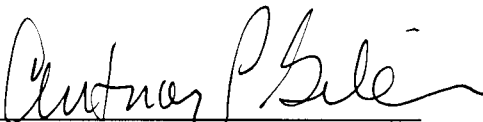
3. The agreement with TWTC (attached hereto as Attachment A) does not discriminate against other similarly situated carriers and is also consistent with the public interest, convenience and necessity. As such, GTE seeks approval of the agreement from

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the Commission, as required under the federal statutory provisions noted above.

WHEREFORE, GTE respectfully requests that the Commission approve the attached interconnection, resale and unbundling agreement entered with TWTC and that GTE be granted all other relief proper under the circumstances.

Respectfully submitted on July 11, 2000.

By: 
Kimberly Caswell
P. O. Box 110, FLTC0007
Tampa, Florida 33601-0110
Telephone No. (813) 483-2617

Attorney for GTE Florida Incorporated

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of GTE Florida Incorporated's Petition For Approval of Interconnection, Resale and Unbundling Agreement with Time Warner Telecom was sent via overnight delivery on July 10, 2000 to:

Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Time Warner Telecom
Attention: Carolyn Marek
Vice President Regulatory Affairs
233 Bramerton Court
Franklin, TN 37069

Kimberly Caswell
2001 Kimberly Caswell

INTERCONNECTION, RESALE AND UNBUNDLING AGREEMENT

BETWEEN

GTE FLORIDA INCORPORATED

AND

TIME WARNER TELECOM

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INTERCONNECTION, RESALE AND UNBUNDLING AGREEMENT

This Interconnection, Resale and Unbundling Agreement (the "Agreement"), is by and between GTE Florida Incorporated, with its address for purposes of this Agreement at 600 Hidden Ridge Drive, Irving, Texas 75038 ("GTE"), and Time Warner Telecom, in its capacity as a certified Provider of local two-way wireline dial-tone service ("TWTC"), with its address for this Agreement at 233 Bramerton Court, Franklin, Tennessee 37069 (GTE and TWTC being referred to collectively as the "Parties" and individually as a "Party"). This Agreement covers services in the State of Florida only (the "State").

WHEREAS, interconnection between competing Local Exchange Carriers (LECs) is necessary and desirable for the mutual exchange and termination of traffic originating on each LEC's network; and

WHEREAS, the Parties desire to exchange such traffic and related signaling in a technically and economically efficient manner at defined and mutually agreed upon interconnection points; and

WHEREAS, the Parties wish to enter into an agreement to interconnect their respective telecommunications networks on terms that are fair and equitable to both Parties; and

WHEREAS, Section 251 of the Telecommunications Act of 1996 (the "Act") imposes specific obligations on LECs with respect to the interconnection of their networks, resale of their telecommunications services, access to their poles, ducts, conduits and rights-of-way and, in certain cases, the offering of certain Unbundled Network Elements (UNEs) and physical collocation of equipment in LEC premises; and

NOW, THEREFORE, in consideration of the mutual provisions contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, GTE and TWTC hereby covenant and agree as follows:

ARTICLE I
SCOPE AND INTENT OF AGREEMENT

1. Pursuant to this Agreement, the Parties will extend certain arrangements to one another within each area in which they both operate within the State for purposes of interconnection and the exchange of traffic between their respective end-user customers, and reciprocal access to poles, ducts, conduits and rights-of-way. This Agreement also governs the purchase by TWTC of certain telecommunications services provided by GTE in its franchise areas for resale by TWTC, the purchase by TWTC of certain Unbundled Network Elements from GTE, and the terms and conditions of the collocation of certain equipment of TWTC in the premises of GTE. This Agreement is an integrated package that reflects a balancing of interests critical to the Parties. This Agreement will be submitted to the Florida Public Service Commission (the "Commission") for approval. The Parties agree that their entrance into this Agreement is without prejudice to and does not waive any positions they may have taken previously, or may take in the future, in any legislative, regulatory, judicial or other public forum addressing any matters, including matters related to the same types of arrangements and/or matters related to GTE's cost recovery covered in this Agreement. If GTE wishes to obtain services from TWTC that this agreement does not require TWTC to provide, TWTC agrees to negotiate with GTE with respect to such services, subject to differences between the obligations of GTE and TWTC under the Act.

2. The services and facilities to be provided to TWTC by GTE in satisfaction of this Agreement may be provided pursuant to GTE tariffs. Should such services and facilities be modified by Order, including any modifications resulting from other Commission proceedings, federal court review or other judicial action, and unless otherwise specified herein, such modifications will be deemed to automatically supersede any rates and terms and conditions of this Agreement. The Parties shall cooperate with one another for the purpose of incorporating required modifications into this Agreement.

ARTICLE II
DEFINITIONS

1. General Definitions.

Except as otherwise specified herein, the following definitions shall apply to all Articles and Appendices contained in this Agreement. Additional definitions that are specific to the matters covered in a particular Article may appear in that Article. To the extent that there may be any conflict between a definition set forth in this Article II and any definition in a specific Article or Appendix, the definition set forth in the specific Article or Appendix shall control with respect to that Article or Appendix.

1.1 **Access Service Request (ASR)**

An industry standard form, which contains data elements and usage rules used by the Parties to add, establish, change or disconnect services or trunks for the purposes of Interconnection.

1.2 **Act**

The Telecommunications Act of 1996, Public Law 104-104 of the 104th United States Congress effective February 8, 1996.

1.3 **Affiliate**

A person, corporation or other legal entity that, directly or indirectly, owns or controls a Party, or is owned or controlled by, or is under common ownership or control with a Party.

1.4 **Answer Supervision**

An off-hook supervisory signal.

1.5 **Applicable Law**

All laws, statutes, common law, regulations, ordinances, codes, rules, guidelines, orders, permits, and approvals of any Governmental Authority, which apply or relate to the subject matter of this Agreement.

1.6 **As-Is Transfer (AIT)**

The transfer of all telecommunications services and features available for resale, that are currently being provided for a specific account, without the requirements of a specific enumeration of the services and features on the Local Service Request (LSR).

1.7 **Automatic Location Identification/Data Management System (ALI/DMS)**

The emergency services (E-911/911) database containing customer location information (including name, address, telephone number, and sometimes special information from the local service provider) used to process subscriber access records into Automatic Location Identification (ALI) records.

1.8 **Automated Message Accounting (AMA)**

The structure inherent in switch technology that initially records telecommunication message information. AMA format is contained in the Automated Message Accounting document, published by Telcordia Technologies as GR-1100-CORE which defines the industry standard for message recording.

- 1.9 **Automatic Number Identification (ANI)**
The number transmitted through the network identifying the calling party.
- 1.10 **Basic Local Exchange Service**
Voice grade access to the network that provides: the ability to place and receive calls; touch-tone service, access to operator services; access to directory assistance; access to emergency services (E911); access to telephone relay service (TRS); access to interexchange carriers of the customer's choice; standard white pages directory listing; and toll blocking for low-income consumers participating in Lifeline (subject to technical feasibility).
- 1.11 **Bill-and-Keep Arrangement**
A billing arrangement whereby either Party may track traffic exchanged between the parties but neither Party shall bill the other and no compensation for such traffic shall be paid from one Party to the other.
- 1.12 **Bona Fide Request (BFR)**
Process intended to be used when requesting customized Service Orders for certain services, features, capabilities or functionality defined and agreed upon by the Parties as services to be ordered as BFRs.
- 1.13 **Business Day**
Monday through Friday, except for holidays on which the U.S. mail is not delivered.
- 1.14 **Central Office Switch**
A switch used to provide telecommunications services including (1) End Office Switches which are Class 5 switches from which end-user Exchange Services are directly connected and offered, and (2) Tandem Office Switches which are Class 4 switches which are used to connect and switch trunk circuits between and among central office switches. Central office switches may be employed as combination end office/tandem office switches (combination Class 5/Class 4).
- 1.15 **Centralized Message Distribution System (CMDS)**
The billing record and clearing house transport system that the Regional Bell Operating Companies (RBOCs) and other incumbent LECs use to efficiently exchange out collects and in collects as well as Carrier Access Billing System (CABS) records.
- 1.16 **CLLI Codes**
Common Language Location Identifier Codes.
- 1.17 **Commission**
The Florida Public Service Commission.
- 1.18 **Common Channel Signaling (CCS)**
A high-speed specialized packet-switched communications network that is separate (out-of-band) from the public packet-switched and message networks.

- 1.19 **Competitive Local Exchange Carrier (CLEC)**
Any company or person authorized to provide local exchange services in competition with an ILEC.
- 1.20 **Compliance**
Environmental and safety laws and regulations based upon a federal regulatory framework, with certain responsibilities delegated to the States. An environmental/safety compliance program may include review of applicable laws/regulations, development of written procedures, training of employees and auditing.
- 1.21 **Conversation Time**
The time that both Parties' equipment is used for a completed call, measured from the receipt of Answer Supervision to the receipt of Disconnect Supervision.
- 1.22 **Currently Available**
Existing as part of GTE's network at the time of the requested order or service and does not include any service, feature, function or capability that GTE either does not provide to itself or to its own end users, or does not have the capability to provide.
- 1.23 **Customer**
GTE or TWTC, depending on the context and which Party is receiving the service from the other Party.
- 1.24 **Customer Service Record Search**
Applied to LSR when CLEC requests a customer service record search prior to account conversion from GTE or from another CLEC. Search typically is for basic account information, listing/directory information, service and equipment listing, and billing information. Applied on a per requested loop and/or port basis.
- 1.25 **Dedicated Transport**
An Unbundled Network Element that is purchased for the purpose of transporting Telecommunication Services between designated Serving Wire Centers (SWC). Dedicated Transport may extend between two GTE SWCs (Interoffice Dedicated Transport or IDT) or may extend from the GTE SWC to the CLEC premise (CLEC Dedicated Transport or CDT). CDT remains within the exchange boundaries of the SWC, while IDT traverses exchange boundaries.
- 1.26 **Disconnect Supervision**
An on-hook supervisory signal end at the completion of a call.
- 1.27 **DS-1**
A service carried at digital signal rate of 1.544 Mbps.
- 1.28 **DS-3**
A service carried at digital signal rate of 44.736 Mbps.

- 1.29 **Electronic File Transfer**
A system or process which utilizes an electronic format and protocol to send/receive data files.
- 1.30 **Enhanced Service Provider (ESP) /Internet Service Provider (ISP) Traffic**
Traffic bound to any Enhanced Service Provider or Internet Service Provider.
- 1.31 **E-911 Service**
A method of routing 911 calls to a PSAP that uses a customer location database to determine the location to which a call should be routed. E-9-1-1 service includes the forwarding of the caller's Automatic Number Identification (ANI) to the PSAP where the ANI is used to retrieve and display the Automatic Location Identification (ALI) on a terminal screen at the answering Attendant's position. It usually includes selective routing.
- 1.32 **Exchange Message Interface (EMI)**
An industry standard record used to exchange telecommunications message information among CLECs for billable, non-billable, sample, settlement and study data. EMI format is defined in BR-010-200-010 CRIS Exchange Message Record, published by Telcordia Technologies.
- 1.33 **Exchange Service**
All basic access line services, or any other services offered to end users which provide end users with a telephonic connection to, and a unique telephone number address on, the Public Switched Telecommunications Network (PSTN), and which enable such end users to place or receive calls to all other stations on the PSTN.
- 1.34 **Expanded Interconnection Service (EIS)**
A service that provides interconnecting carriers with the capability to terminate basic fiber optic transmission facilities, including optical terminating equipment and multiplexers, at GTE's wire centers and access tandems and interconnect those facilities with the facilities of GTE.
- 1.35 **Facility**
All buildings, equipment, structures and other items located on a single site or contiguous or adjacent sites owned or operated by the same persons or person as used in Article III, Section 47.
- 1.36 **FCC**
The Federal Communications Commission.
- 1.37 **Generator**
Under the Resource Conservation Recovery Act (RCRA), the person whose act produces a hazardous waste (40 CFR 261) or whose act first causes a hazardous waste to become subject to regulation
- 1.38 **GTE Guide**
The GTE Open Market Transition Order/Processing Guide, LSR Guide, and Products and Services Guide which contain GTE's operating procedures for ordering, provisioning,

trouble reporting and repair for resold services and unbundled elements and GTE's CLEC Interconnection Guide which provides guidelines for obtaining interconnection of GTE's Switched Network with the networks of all certified CLECs for reciprocal exchange of traffic.

1.39 **GTOC**

GTE Telephone Operating Company.

1.40 **Hazardous Chemical**

As defined in the U.S. Occupational Safety and Health (OSHA) hazard communication standard (29 CFR 1910.1200), any chemical which is a health hazard or physical hazard.

1.41 **Hazardous Waste**

As described in Resource Conservation Recovery Act (RCRA), a solid waste(s) which may cause, or significantly contribute to an increase in mortality or illness or pose a substantial hazard to human health or the environment when improperly treated, stored, transported or disposed of or otherwise managed because of its quantity, concentration or physical or chemical characteristics.

1.42 **Imminent Danger**

As described in the Occupational Safety and Health Act and expanded for environmental matters, any conditions or practices at a facility which are such that a danger exists which could reasonably be expected to cause death or serious harm or significant damage to the environment or natural resources.

1.43 **Incumbent Local Exchange Carrier (ILEC)**

Any local exchange carrier that was as of February 8, 1996, deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. §69.601(b) of the FCC's regulations.

1.44 **Initial Service Order**

A charge applied to each LSR of Unbundled Loops and/or Ports with the exception of Subsequent Service Order changes to existing CLEC accounts.

1.45 **Interconnection Facility**

See "Internetwork Facilities".

1.46 **Interconnection Point (IP)**

The physical point on the network where the two parties interconnect. The IP is the demarcation point between ownership of the transmission facility.

1.47 **Interexchange Carrier (IXC)**

A telecommunications service provider authorized by the FCC to provide interstate long distance communications services between LATAs and is authorized by the State to provide inter- and/or intraLATA long distance communications services within the State.

1.48 **Interim Number Portability (INP)**

The delivery of Local Number Portability (LNP) capabilities, from a customer standpoint in terms of call completion, with as little impairment of functioning, quality, reliability, and

convenience as possible and from a carrier standpoint in terms of compensation, through the use of existing and available call routing, forwarding, and addressing capabilities.

1.49 **Internetwork Facilities**

The physical connection of separate pieces of equipment, transmission facilities, etc., within, between and among networks, for the transmission and routing of exchange service and exchange access.

1.50 **ISDN User Part (ISUP)**

A part of the SS7 protocol that defines call setup messages and call takedown messages.

1.51 **Line Information Data Base (LIDB)**

One or all, as the context may require, of the Line Information databases owned individually by GTE and other entities which provide, among other things, calling card validation functionality for telephone line number cards issued by GTE and other entities. A LIDB also contains validation data for collect and third number-billed calls; i.e., Billed Number Screening.

1.52 **Line Side**

Refers to an end office switch connection that has been programmed to treat the circuit as a local line connected to an ordinary telephone station set. Line side connections offer only those transmission and signaling features appropriate for a connection between an end office and an ordinary telephone set.

1.53 **Local Access and Transport Area (LATA)**

A geographic area for the provision and administration of communications service; i.e., intraLATA or interLATA.

1.54 **Local Exchange Carrier (LEC)**

Any company certified by the Commission to provide local exchange telecommunications service. This includes the Parties to this Agreement.

1.55 **Local Exchange Routing Guide (LERG)**

The Telcordia Technologies reference customarily used to identify NPA-NXX routing and homing information, as well as network element and equipment designation.

1.56 **Local Number Portability (LNP)**

The ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.

1.57 **Local Service Request (LSR)**

The industry standard form, which contains data elements and usage rules, used by the Parties to establish, add, change or disconnect resold services and unbundled elements for the purposes of competitive local services.

1.58 **Local Traffic**

Traffic that is originated by an end user of one Party and terminates to the end user of the other Party within GTE's then current local serving area, including mandatory local calling

scope arrangements. A mandatory local calling scope arrangement is an arrangement that provides end users a local calling scope, Extended Area Service (EAS), beyond their basic exchange serving area. Local Traffic does not include optional local calling scopes (i.e., optional rate packages that permit the end user to choose a local calling scope beyond their basic exchange serving area for an additional fee), referred to hereafter as "optional EAS".

1.59 **Loop Facility Charge**

A charge applied to LSRs when field work is required for establishment of unbundled loop service. Applied on a per LSR basis.

1.60 **Main Distribution Frame (MDF)**

The distribution frame used to interconnect cable pairs and line trunk equipment terminating on a switching system.

1.61 **Meet-Point Billing (MPB)**

Refers to an arrangement whereby two LECs jointly provide the transport element of a switched access service to one of the LEC's end office switches, with each LEC receiving an appropriate share of the transport element revenues as defined by the effective access tariffs.

1.62 **Mid-Span Fiber Meet**

An Interconnection architecture whereby two carriers' fiber transmission facilities meet at a mutually agreed-upon IP.

1.63 **Multiple Exchange Carrier Access Billing (MECAB)**

Refers to the document prepared by the Billing Committee of the Ordering and Billing Forum (OBF), which functions under the auspices of the Carrier Liaison Committee (CLC) of the Alliance for Telecommunications Industry Solutions (ATIS). The MECAB document, published by Telcordia Technologies as Special Report SR-BDS-000983, contains the recommended guidelines for the billing of an access service provided by two or more LECs, or by one LEC in two or more states within a single LATA.

1.64 **Multiple Exchange Carriers Ordering and Design Guidelines for Access Services - Industry Support Interface (MECOD)**

A document developed by the Ordering/Provisioning Committee under the auspices of the Ordering and Billing Forum (OBF), which functions under the auspices of the Carrier Liaison Committee (CLC) of the Alliance for Telecommunications Industry Solutions (ATIS). The MECOD document, published by BellcoreTelcordia Technologies as Special Report SR-STIS-002643, establishes methods for processing orders for access service which is to be provided by two or more LECs.

1.65 **Network Interface Device (NID)**

The point of demarcation between the end user's inside wiring and GTE's facilities.

1.66 **911 Service**

A universal telephone number which gives the public direct access to the PSAP. Basic 911 service collects 911 calls from one or more local exchange switches that serve a geographic area. The calls are then sent to the correct authority designated to receive such calls.

1.67 **North American Numbering Plan (NANP)**

The system of telephone numbering employed in the United States, Canada, and Caribbean countries that employ NPA 809.

1.68 **Numbering Plan Area (NPA)**

Also sometimes referred to as an area code, is the three digit indicator which is defined by the "A", "B", and "C" digits of each 10-digit telephone number within the NANP. Each NPA contains 800 possible NXX Codes. There are two general categories of NPA, "Geographic NPAs" and "Non-Geographic NPAs". A Geographic NPA is associated with a defined geographic area, and all telephone numbers bearing such NPA are associated with services provided within that geographic area. A Non-Geographic NPA, also known as a "Service Access Code" or "SAC Code" is typically associated with a specialized telecommunications service which may be provided across multiple geographic NPA areas. 800, 900, 700, and 888 are examples of Non-Geographic NPAs.

1.69 **NXX, NXX Code, Central Office Code or CO Code**

The three digit switch entity indicator which is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.

1.70 **Owner or Operator**

As used in OSHA regulations, owner is the legal entity, including a lessee, which exercises control over management and record keeping functions relating to a building or facility. As used in the Resource Conservation and Recovery Act (RCRA), operator means the person responsible for the overall (or part of the) operations of a facility (see reference in Article III, Section 47).

1.71 **Party/Parties**

GTE and/or TWTC.

1.72 **Pole Attachment**

Refers to the definition set forth in Article X.

1.73 **Provider**

GTE or TWTC depending on the context and which Party is providing the service to the other Party.

1.74 **Public Safety Answering Point (PSAP)**

An answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only, and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of Emergency Response Agencies (ERAs) such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.

1.75 **Rate Center**

The specific geographic point and corresponding geographic area that are associated with one or more particular NPA-NXX Codes that have been assigned to a LEC for its

provision of Exchange Services. The geographic point is identified by a specific Vertical and Horizontal (V&H) coordinate that is used to calculate distance-sensitive end user traffic to/from the particular NPA-NXXs associated with the specific Rate Center.

1.76 **Right-of-way (ROW)**

The right to use the land or other property of another party to place poles, conduits, cables, other structures and equipment, or to provide passage to access such structures and equipment. A ROW may run under, on, or above public or private property (including air space above public or private property) and may include the right to use discrete space in buildings, building complexes, or other locations.

1.77 **Routing Point**

Denotes a location that a LEC has designated on its network as the homing (routing) point for traffic that terminates to Exchange Services provided by the LEC that bear a certain NPA-NXX designation. The Routing Point is used to calculate airline mileage for the distance-sensitive transport element charges of Switched Access Services. Pursuant to Telcordia Technologies Practice BR795-100-100, the Routing Point may be an end office location, or a "LEC Consortium Point of Interconnection." The Routing Point must be in the same LATA as the associated NPA-NXX.

1.78 **Service Control Point (SCP)**

The node in the signaling network to which informational requests for service handling, such as routing, are directed and processed. The SCP is a real time database system that, based on a query from the SSP, performs subscriber or application-specific service logic, and then sends instructions back to the SSP on how to continue call processing.

1.79 **Service Switching Point (SSP)**

A Signaling Point that can launch queries to databases and receive/interpret responses used to provide specific customer services.

1.80 **Shared Transport**

The physical interoffice facility not dedicated to any one customer, that is used to transport a call between switching offices. A central office switch translates the end user dialed digits and routes the call over a Common Transport Trunk Group that rides interoffice transmission facilities. These trunk groups and the associated interoffice transmission facilities are accessible by any end user (GTE end user or TWTC end user when TWTC has purchased unbundled local switching), and are referred to as "shared transport facilities".

1.81 **Signaling Point (SP)**

A node in the CCS network that originates and/or receives signaling messages, or transfers signaling messages from one signaling link to another, or both.

1.82 **Signaling System 7 (SS7)**

The signaling protocol, Version 7, of the CCS network, based upon American National Standards Institute (ANSI) standards.

1.83 **Signal Transfer Point (STP)**

A packet switch in the CCS network that is used to route signaling messages among SSPs, SCPs and other STPs in order to set up calls and to query databases for advanced

services. GTE's network includes mated pairs of local and regional STPs. STPs are provided in pairs for redundancy. GTE STPs conform to ANSI T1.111-8 standards.

1.84 **Subsidiary**

A corporation or other legal entity that is majority owned by a Party.

1.85 **Subsequent Service Order**

Applied to LSRs requesting a service change to an existing unbundled account (no CLEC transfer). For disconnect-only LSRs, no NRC will be applied.

1.86 **Synchronous Optical Network (SONET)**

Synchronous electrical (STS) or optical channel (OC) connections between LECs.

1.87 **Switched Access Service**

The offering of facilities for the purpose of the origination or termination of traffic to or from Exchange Service customers in a given area pursuant to a switched access tariff. Switched Access Services include: Feature Group A, Feature Group B, Feature Group C, Feature Group D, 800 access and 900 access services.

1.88 **Telcordia Technologies**

A wholly owned subsidiary of Science Applications International Corporation (SAIC). The organization conducts research and development projects for its owners, including development of new telecommunications services. Telcordia Technologies also provides certain centralized technical and management services for the regional holding companies and also provides generic requirements for the telecommunications industry for products, services and technologies.

1.89 **Telecommunications Services**

The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

1.90 **Third Party Contamination**

Environmental pollution that is not generated by the LEC or TWTC but results from off-site activities impacting a facility.

1.91 **Transfer of Service**

A charge applied to LSR's which involve account changes (e.g., CLEC to CLEC transfers, DA & CPE billing changes on Unbundled Ports).

1.92 **Trunk Side**

Refers to a central office switch connection that is capable of, and has been programmed to treat the circuit as, connecting to another switching entity, for example, to another central office switch. Trunk side connections offer those transmission and signaling features appropriate for the connection of switching entities and cannot be used for the direct connection of ordinary telephone station sets.

1.93 **Trunk Group Service Request - (TGSR)** is a document used by the access provider (AP) to advise the access customer (AC) of servicing information (immediate and planned

servicing) concerning Feature Groups B, C, and D, or Basic Serving Arrangement equivalent services.

1.94 **Unbundled Network Element (UNE)**

Generally a facility or equipment used in the provision of a Telecommunications Service. Specific references to UNEs contained throughout this Agreement shall be to the network elements that are to be unbundled pursuant to Article VII of this Agreement.

1.95 **Undefined Terms**

Terms that may appear in this Agreement which are not defined. Parties acknowledge and agree that any such terms shall be construed in accordance with customary usage in the telecommunications industry as of the effective date of this Agreement.

1.96 **Vertical Features (including CLASS Features)**

Vertical services and switch functionalities provided by GTE, including but not limited to: Automatic Call Back; Automatic Recall; Call Forwarding Busy Line/Don't Answer; Call Forwarding Don't Answer; Call Forwarding Variable; Call Forwarding - Busy Line; Call Trace; Call Waiting; Call Number Delivery Blocking Per Call; Calling Number Blocking Per Line; Cancel Call Waiting; Distinctive Ringing/Call Waiting; Incoming Call Line Identification Delivery; Selective Call Forward; Selective Call Rejection; Speed Calling; and Three Way Calling/Call Transfer.

1.97 **Wire Center**

A building or space within a building that serves as an aggregation point on a LEC's network, where transmission facilities and circuits are connected or switched. Wire Center can also denote a building in which one or more Central Offices, used for the provision of exchange services and access services, are located.

ARTICLE III
GENERAL PROVISIONS

1. Scope of General Provisions.

Except as may otherwise be set forth in a particular Article or Appendix of this Agreement, in which case the provisions of such Article or Appendix shall control, these General Provisions apply to all Articles and Appendices of this Agreement.

2. Term and Termination.

2.1 Term.

Subject to the termination provisions contained in this Agreement, the term of this Agreement shall be from the Effective Date of this Agreement until May 11, 2002 and shall continue in effect for consecutive six (6) month terms unless either Party gives the other Party at least ninety (90) calendar days written notice of termination, which termination shall be effective at the end of the then-current term ("Termination Date"). In the event notice is given less than 90 calendar days prior to the end of the current term, this Agreement shall remain in effect for 90 calendar days after such notice is received, provided, that in no case shall the Termination Date be extended beyond 90 calendar days after the end of the current term.

2.2 Post-Termination Arrangements.

In the case of termination, all service arrangements made available under this agreement and existing at the time of termination will continue without interruption until the earliest of

- (a) a new agreement is executed by the Parties either through negotiation or arbitration under the Act or pursuant to an election under Section 252(i);
- (b) TWTC elects to take advantage of standard terms and conditions contained in GTE's tariff or substitute document approved and made generally effective by the Commission, if any;
- (c) the expiration of 180 days from the date of termination; provided that TWTC has given GTE notice of request to commence negotiations at the time of termination of the Agreement under the Act; or
- (d) if either Party has petitioned for arbitration under Section 252(b)(1) of the Act, the expiration of the period referred to in Section 252(b)(4)(c) of the Act. Until such time, the Parties will continue to compensate each other as provided in the Agreement and will conduct a true-up from the date of termination of this Agreement so that all economic terms contained in a new agreement or terms and conditions elected under clause (b) will be applied retroactively to that date..

2.3 Termination Upon Default.

Either Party may terminate this Agreement in whole or in part in the event of a default by the other Party; *provided however*, that the non-defaulting Party notifies the defaulting party in writing of the alleged default and that the defaulting Party does not cure the alleged default within sixty (60) calendar days of receipt of written notice thereof. Default is defined to include:

- (a) A Party's insolvency or the initiation of bankruptcy or receivership proceedings by or against the Party; or
- (b) A Party's refusal or failure in any material respect properly to perform its obligations under this Agreement, or the violation of any of the material terms or conditions of this Agreement.

2.4 Termination Upon Sale.

Notwithstanding the above provisions, neither Party shall terminate this Agreement upon default without following applicable law including Commission guidelines for termination upon default, if any Notwithstanding any termination hereof, the Parties shall at all times comply with their interconnection obligations under the Act.

2.5 Liability Upon Termination.

Termination of this Agreement, or any part hereof, for any cause shall not release either Party from any liability which at the time of termination had already accrued to the other Party or which thereafter accrues in any respect to any act or omission occurring prior to the termination or from an obligation which is expressly stated in this Agreement to survive termination.

3. Amendments.

Any amendment, modification, or supplement to this Agreement must be in writing and signed by an authorized representative of each Party. The term "this Agreement" shall include future amendments, modifications, and supplements.

4. Assignment.

Any assignment by either Party of any right, obligation, or duty, in whole or in part, or of any interest, without the written consent of the other Party shall be void, except that either Party may assign all of its rights, and delegate its obligations, liabilities and duties under this Agreement, either in whole or in part, to any entity that is, or that was immediately preceding such assignment, a Subsidiary or Affiliate of that Party; or if a Party transfers either a portion or its entire local telecommunications business in Florida then with respect to any right, obligation, or duty, in whole or in part, or of any interest, pertaining to the transferred portion of the business, to the transferee of such business, without consent, but with written notification. The effectiveness of an assignment shall be conditioned upon the assignee's written assumption of the rights, obligations, and duties of the assigning Party.

5. Authority.

Each person whose signature appears on this Agreement represents and warrants that he or she has authority to bind the Party on whose behalf he or she has executed this Agreement. Each Party represents he or she has had the opportunity to consult with legal counsel of his or her choosing and TWTC has not relied on GTE counsel, pursuant to this Agreement.

6. Responsibility for Payment.

GTE may charge TWTC and TWTC will pay GTE a deposit before GTE is required to perform under this agreement if TWTC has not established a good payment history with GTE. Such deposit will be calculated based on GTE's estimated two-month charges to TWTC using TWTC's forecast of resale lines and unbundled loops and ports. Interest will be paid on the deposit in accordance with state requirements for end user deposits.

7. CLEC Profile.

Before orders can be taken, the CLEC Profile must be completed and returned; and, if required, an advanced deposit paid. TWTC will provide GTE with its Operating Company Number (OCN), Company Code (CC), and Customer Carrier Name Abbreviation (CCNA) as described in the GTE Guide. TWTC agrees to warrant to GTE that it is a certified provider of telecommunications service. TWTC will document its Certificate of Operating Authority on the CLEC Profile and agrees to update this CLEC Profile as required to reflect its current certification.

8. Contact Exchange.

The Parties agree to exchange and to update contact and referral numbers for order inquiry, trouble reporting, billing inquiries, and information required to comply with law enforcement and other security agencies of the government.

9. Electronic Interface.

The Parties shall work cooperatively in the implementation of electronic gateway access to GTE operational support systems functions in the long-term in accordance with established industry standards. TWTC should refer to the GTE Guide for the current OSS capabilities.

9.1 TWTC may migrate to fully interactive system to system interconnectivity. GTE, with input from TWTC and other carriers, shall provide general interface specifications for electronic access to this functionality. These specifications will be provided to enable TWTC to design system interface capabilities. Development will be in accordance with applicable national standards committee guidelines. Such interfaces will be available as expeditiously as possible.

9.2 All costs and expenses for any new or modified electronic interfaces exclusively to meet TWTC requirements that GTE determines are different from what is Currently Available will be paid by TWTC, if GTE is in agreement.

9.3 TWTC shall be responsible for modifying and connecting any of its pre-ordering and ordering systems with GTE provided interfaces as described in the Guide.

10. Billing and Payment.

Except as provided elsewhere in this Agreement and where applicable, in conformance with Multiple Exchange Carrier Access Billing (MECAB) guidelines and Multiple Exchange Carriers Ordering and Design Guidelines for Access Services-Industry Support Interface (MECOD), TWTC and GTE agree to exchange all information to accurately, reliably, and properly order and bill for features, functions and services rendered under this Agreement.

10.1 Back Billing.

Neither Party will bill the other Party for previously unbilled charges that are for more than one-year prior to the current billing date.

10.2 Dispute.

If one Party disputes a billing statement issued by the other Party, the billed Party shall notify Provider in writing regarding the nature and the basis of the dispute within six (6) months of the statement date or the dispute shall be waived. The Parties shall diligently work toward resolution of all billing issues.

10.3 Late Payment Charge.

If any portion of an amount due to a Party (the Billing Party) under this Agreement is subject to a bona fide dispute between the Parties, the party billed (the Billed Party) shall within six (6) months of its receipt of the invoice containing such disputed amount give notice to the Billing Party of the amount its disputes (Disputed Amounts) and include in such notice the specific details and reasons for disputing each item. The Billed Party shall pay when due: (i) all undisputed amounts to the Billing Party; and (ii) all Disputed Amounts to Billing Party. Any amounts not paid when due shall accrue interest from the date such amounts were due at the lesser of (i) one and one-half percent (1-1/2%) per month; or (ii) the highest rate of interest that may be charged under applicable law. If the Billed Party prevails with regard to any of the amount disputed, it shall be entitled to interest on such amount from date of payment at the lesser of (i) one and one-half percent (1-1/2%) per month; or, (ii) the highest rate that may be charged under applicable law.

10.4 Due Date.

Payment is due thirty (30) calendar days from the bill date.

10.5 Audits.

Either Party may conduct an audit of the other Party's books and records pertaining to the Services provided under this Agreement, no more frequently than once per twelve (12) month period, to evaluate the other Party's accuracy of billing, data and invoicing in accordance with this Agreement. Any audit shall be performed as follows: (i) following at least thirty (30) Business Days' prior written notice to the audited Party; (ii) subject to the reasonable scheduling requirements and limitations of the audited Party; (iii) at the auditing Party's sole cost and expense; (iv) of a reasonable scope and duration; (v) in a manner so as not to interfere with the audited Party's business operations; and (vi) in compliance with the audited Party's security rules. . Call information reviewed in the course of an audit will be subject to the protections for confidential information in this Article III, Section 11, whether or not that information is marked confidential.

11. Binding Effect.

This Agreement shall be binding on and inure to the benefit of the respective successors and permitted assigns of the Parties.

12. Capacity Planning and Forecasting.

Within thirty (30) days from the effective date of this Agreement, the Parties agree to have met and developed joint planning and forecasting responsibilities which are applicable to Local Services, including Features, UNEs, Interim Number Portability (INP), Interconnection Services, Collocation, Poles, Conduits and Rights-of-Way (ROW). GTE may delay processing TWTC service orders should the Parties not perform obligations as specified in this Section 12. Such responsibilities shall include but are not limited to the following:

12.1 The Parties will establish periodic reviews of network and technology plans and will notify one another no later than six (6) months in advance of changes that would impact either Party's provision of services.

12.2 TWTC will furnish to GTE information that provides for state-wide annual forecasts of order activity, in-service quantity forecasts, and facility/demand forecasts.

12.3 The Parties will develop joint forecasting responsibilities for traffic utilization over trunk groups and yearly forecasted trunk quantities.

12.4 TWTC shall notify GTE promptly of changes greater than ten percent (10%) to current forecasts (increase or decrease) that generate a shift in the demand curve for the following forecasting period.

13. Compliance with Laws and Regulations.

Each Party shall comply with all federal, state, and local statutes, regulations, rules, ordinances, judicial decisions, and administrative rulings applicable to its performance under this Agreement.

14. Confidential Information.

14.1 Identification.

Either Party may disclose to the other proprietary or confidential customer, technical, or business information in written, graphic, oral or other tangible or intangible forms ("Confidential Information"). In order for information to be considered Confidential Information under this Agreement, it must be marked "Confidential" or "Proprietary," or bear a marking of similar import except for information regarding the identity of TWTC customers and customers proprietary network information. Orally or visually disclosed information shall be deemed Confidential Information only if contemporaneously identified as such and reduced to writing and delivered to the other Party with a statement or marking of confidentiality within thirty (30) calendar days after oral or visual disclosure.

Notwithstanding the foregoing, preorders and all orders for services or UNEs placed by TWTC pursuant to this Agreement, and information that would constitute customer proprietary network information of TWTC end user customers pursuant to the Act and the rules and regulations of the FCC, as well as recorded usage information with respect to TWTC end users, whether disclosed by TWTC to GTE or otherwise acquired by GTE in the course of its performance under this Agreement, and where GTE is the North American Numbering Plan (NANP) Number Plan Administrator, TWTC information submitted to GTE in connection with such responsibilities shall be deemed Confidential Information of TWTC for all purposes under this Agreement whether or not specifically marked or designated as confidential or proprietary.

14.2 Handling.

In order to protect such Confidential Information from improper disclosure, each Party agrees:

- (a) That all Confidential Information shall be and shall remain the exclusive property of the source;
- (b) To limit access to such Confidential Information to authorized employees who have a need to know the Confidential Information for performance of this Agreement;
- (c) To keep such Confidential Information confidential and to use the same level of care to prevent disclosure or unauthorized use of the received Confidential Information as it exercises in protecting its own Confidential Information of a similar nature;

- (d) Not to copy, publish, or disclose such Confidential Information to others or authorize anyone else to copy, publish, or disclose such Confidential Information to others without the prior written approval of the source;
- (e) To return promptly any copies of such Confidential Information to the source at its request; and
- (f) To use such Confidential Information only for purposes of fulfilling work or services performed hereunder and for other purposes only upon such terms as may be agreed upon between the Parties in writing.

14.3 Exceptions.

These obligations shall not apply to any Confidential Information that was legally in the recipient's possession prior to receipt from the source, was received in good faith from a third party not subject to a confidential obligation to the source, now is or later becomes publicly known through no breach of confidential obligation by the recipient, was developed by the recipient without the developing persons having access to any of the Confidential Information received in confidence from the source, or that is required to be disclosed pursuant to subpoena or other process issued by a court or administrative agency having appropriate jurisdiction, provided, however, that the recipient shall give prior notice to the source and shall reasonably cooperate if the source deems it necessary to seek protective arrangements.

14.4 Survival.

The obligation of confidentiality and use with respect to Confidential Information disclosed by one Party to the other shall survive any termination of this Agreement for a period of three (3) years from the date of the initial disclosure of the Confidential Information.

15. Consent.

Where consent, approval, or mutual agreement is required of a Party, it shall not be unreasonably withheld, or delayed.

16. Fraud.

Each Party assumes responsibility for all fraud associated with their respective end-user customers and accounts. Neither Party shall bear responsibility for, nor be required to investigate or make adjustments to the other's account in cases of fraud. The Parties agree that they shall cooperate with one another to resolve cases of fraud. The Parties' fraud minimization procedures are to be cost effective and implemented so as not to unduly burden or harm one Party as compared to the other.

17. Reimbursement of Expenses.

By entering into this Agreement neither Party waives any of its rights under applicable law including, but not limited to, any right it may have to seek and obtain recovery of costs associated with providing services to the other Party.

18. Dispute Resolution.

18.1 Alternative to Litigation.

Except as provided under Section 252 of the Act with respect to the approval of this Agreement by the Commission, the Parties desire to resolve disputes arising out of or relating to this Agreement or the attachments thereto without litigation. Accordingly,

except for action seeking a temporary restraining order or an injunction related to the purposes of this Agreement, or suit to compel compliance with this dispute resolution process, the Parties agree to use the following alternative dispute resolution procedures as the sole remedy with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

18.2 Negotiations.

In the event of a dispute between the Parties arising out of or relating to this Agreement or the attachments thereto, at the written request of a Party, each Party will appoint a knowledgeable, responsible representative to meet and negotiate in good faith to resolve any dispute arising out of or relating to this Agreement. The Parties intend that these negotiations be conducted by non-lawyer, business representatives. The location, format, frequency, duration, and conclusion of these discussions shall be left to the discretion of the representatives. Upon agreement, the representatives may utilize other alternative dispute resolution procedures such as mediation to assist in the negotiations. Discussions and correspondence among the representatives for purposes of these negotiations shall be treated as confidential information developed for purposes of settlement, exempt from discovery, and shall not be admissible in the arbitration described below or in any lawsuit without the concurrence of all Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and may, if otherwise discoverable, be discovered or otherwise admissible, be admitted in evidence, in the arbitration or lawsuit.

18.3 Arbitration.

If the negotiations conducted pursuant to Section 19.2 do not resolve the dispute within thirty (30) Business Days of the initial written request, either Party may invoke the dispute resolution procedures of the Commission as the sole remedy with respect to any controversy or claim arising out of this Agreement or its breach. To the extent the result of such dispute resolution procedures are subject to review by the Commission, FCC, a court of competent jurisdiction, or otherwise, neither Party hereby waives its right to seek such review and the Parties hereby agree that such right to review shall continue to be available to the extent it would otherwise be available under applicable law. If the Commission does not have a process for resolving disputes under interconnection agreements or the Commission declines to apply such procedures within a reasonable period of time to any dispute arising under this Agreement, the dispute may be submitted to a binding arbitration by a single arbitrator pursuant to the Commercial Arbitration Rules of the American Arbitration Association except that the Parties may select an arbitrator outside American Arbitration Association rules upon mutual agreement. A Party may demand such arbitration in accordance with the procedures set out in those rules. Discovery shall be controlled by the arbitrator and shall be permitted to the extent set out in this section. Each Party may submit in writing to a Party, and that Party shall so respond to, a maximum of any combination of thirty-five (35) (none of which may have subparts) of the following: interrogatories, demands to produce documents, or requests for admission. Each Party is also entitled to take the oral deposition of one individual of another Party. Additional discovery may be permitted upon mutual agreement of the Parties. The arbitration hearing shall be commenced within sixty (60) Business Days of the demand for arbitration. The arbitration shall be held in a mutually agreeable city. The arbitrator shall control the scheduling so as to process the matter expeditiously. The Parties may submit written briefs. The arbitrator shall rule on the dispute by issuing a written opinion within thirty (30) Business Days after the close of hearings. The times specified in this section may be extended upon mutual agreement of the Parties or by the arbitrator upon a showing of good cause. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.

18.4 Expedited Arbitration Procedures.

If the issue to be resolved through the negotiations referenced in Section 18.2 directly and materially affects service to either Party's end-user customers, then the period of resolution of the dispute through negotiations before the dispute is to be submitted to binding arbitration shall be five (5) Business Days. Once such a service affecting dispute is submitted to arbitration, the arbitration shall be conducted pursuant to the expedited procedures rules of the Commercial Arbitration Rules of the American Arbitration Association (i.e., rules 53 through 57).

18.5 Costs.

Each Party shall bear its own costs of dispute resolution procedures. A Party seeking discovery shall reimburse the responding Party the costs of production of documents (including search time and reproduction costs of disputed procedures). The Parties shall equally split the fees of the arbitration and the arbitrator.

18.6 Continuous Service.

The Parties shall continue providing services to each other during the pendency of any dispute resolution procedure, and the Parties shall continue to perform their obligations (including making payments in accordance with Article IV, Section 4) in accordance with this Agreement.

19. Entire Agreement.

This Agreement constitutes the entire agreement of the Parties pertaining to the subject matter of this Agreement and supersedes all prior agreements, negotiations, proposals, and representations, whether written or oral, and all contemporaneous oral agreements, negotiations, proposals, and representations concerning such subject matter. No representations, understandings, agreements, or warranties, expressed or implied, have been made or relied upon in the making of this Agreement other than those specifically set forth herein.

20. Expenses.

Except as specifically set out in this Agreement, each Party shall be solely responsible for its own expenses involved in all activities related to the subject of this Agreement.

21. Force Majeure.

In the event performance of this Agreement, or any obligation hereunder, is either directly or indirectly prevented, restricted, or interfered with by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts, unavailability of equipment from vendor, changes requested by Customer, or any other circumstances beyond the reasonable control and without the fault or negligence of the Party affected, the Party affected, upon giving prompt notice to the other Party, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference (and the other Party shall likewise be excused from performance of its obligations on a day-to-day basis until the delay, restriction or interference has ceased); *provided however*, that the Party so affected shall use diligent efforts to avoid or remove such causes of nonperformance and both Parties shall proceed whenever such causes are removed or cease.

22. Good Faith Performance.

In the performance of their obligations under this Agreement, the Parties shall act in good faith. In situations in which notice, consent, approval or similar action by a Party is permitted or required by

any provision of this Agreement, such action shall not be conditional, unreasonably withheld or delayed.

23. Governing Law.

This Agreement shall be governed by and construed in accordance with the Telecommunications Act of 1996, applicable federal and (to the extent not inconsistent therewith) domestic laws of the state where the services are provided or the facilities reside and shall be subject to the exclusive jurisdiction of the courts therein.

24. Standard Practices.

The Parties acknowledge that GTE shall be adopting some industry standard practices and/or establishing its own standard practices to various requirements hereunder applicable to the CLEC industry which may be added in the Guide. TWTC agrees that GTE may implement such practices to satisfy any GTE obligations under this Agreement so long as practices are not inconsistent with this Agreement or applicable law and if a conflict occurs between the Guide and Terms of this Agreement, the terms of the Agreement prevail. A copy has been provided to TWTC and is incorporated by reference into this Agreement.

25. Headings.

The headings in this Agreement are inserted for convenience and identification only and shall not be considered in the interpretation of this Agreement.

26. Independent Contractor Relationship.

The persons provided by each Party shall be solely that Party's employees and shall be under the sole and exclusive direction and control of that Party. They shall not be considered employees of the other Party for any purpose. Each Party shall remain an independent contractor with respect to the other and shall be responsible for compliance with all laws, rules and regulations involving, but not limited to, employment of labor, hours of labor, health and safety, working conditions and payment of wages. Each Party shall also be responsible for payment of taxes, including federal, state and municipal taxes, chargeable or assessed with respect to its employees, such as Social Security, unemployment, workers' compensation, disability insurance, and federal and state withholding. Each Party shall indemnify the other for any loss, damage, liability, claim, demand, or penalty that may be sustained by reason of its failure to comply with this provision.

27. Law Enforcement Interface.

27.1 Except to the extent not available in connection with either Party's operation of its own business, the Parties shall provide seven day a week/twenty-four hour a day assistance to law enforcement persons for emergency traps, assistance involving emergency traces and emergency information retrieval on customer invoked CLASS services.

27.2 The Parties agree to work jointly with each other in security matters to support law enforcement agency requirements for taps, traces, court orders, etc. Charges for providing such services by GTE for TWTC customers will be billed to TWTC and charges for providing such services by TWTC for GTE customers will be billed to GTE.

27.3 Where applicable GTE will, in non emergency situations, inform the requesting law enforcement agencies that the end-user to be wire tapped, traced, etc. is a TWTC Customer and shall refer them to TWTC. TWTC will, in non emergency situations, inform the requesting law enforcement agencies that the end-user to be wire tapped, traced, etc. is a GTE Customer and shall refer them to GTE.

28. Liability and Indemnity.

28.1 Indemnification.

Subject to the limitations set forth in Section 28.4 of this Article III, each Party agrees to release, indemnify, defend, and hold harmless the other Party from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, whether suffered, made, instituted, or asserted by any other party or person, for invasion of privacy, personal injury to or death of any person or persons, or for losses, damages, or destruction of property, whether or not owned by others, proximately caused by the indemnifying Party's negligence or willful misconduct, regardless of form of action. The indemnified Party agrees to notify the other Party promptly, in writing, of any written claims, lawsuits, or demands for which it is claimed that the indemnifying Party is responsible under this Section and to cooperate in every reasonable way to facilitate defense or settlement of claims. The indemnifying Party shall have complete control over defense of the case and over the terms of any proposed settlement or compromise thereof. The indemnifying Party shall not be liable under this Section for settlement by the indemnified Party or any claim, lawsuit, or demand, if the indemnifying Party has not approved the settlement in advance, unless the indemnifying Party has had the defense of the claim, lawsuit, or demand tendered to it in writing and has failed to assume such defense. In the event of such failure to assume defense, the indemnifying Party shall be liable for any reasonable settlement made by the indemnified Party without approval of the indemnifying Party.

28.2 End-User and Content-Related Claims.

Each Party agrees to release, indemnify, defend, and hold harmless the other Party, its affiliates, and any third-party provider or operator of facilities involved in the provision of services, UNEs or Facilities under this Agreement (collectively, the "Indemnified Party") from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by either Party's end-users against an Indemnified Party arising from Services, UNEs or Facilities. Either Party further agrees to release, indemnify, defend, and hold harmless the Indemnified Party from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by any third party against an Indemnified Party arising from or in any way related to actual or alleged defamation, libel, slander, interference with or misappropriation of proprietary or creative right, or any other injury to any person or property arising out of content transmitted by the Indemnified Party or such Party's end-users, or any other act or omission of the Indemnified Party or such Party's end-users.

28.3 DISCLAIMER.

EXCEPT AS SPECIFICALLY PROVIDED TO THE CONTRARY IN THIS AGREEMENT, GTE MAKES NO REPRESENTATIONS OR WARRANTIES TO CUSTOMER CONCERNING THE SPECIFIC QUALITY OF ANY SERVICES, UNEs OR FACILITIES PROVIDED UNDER THIS AGREEMENT. PROVIDER DISCLAIMS, WITHOUT LIMITATION, ANY WARRANTY OR GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR FROM USAGES OF TRADE.

28.4 Limitation of Liability.

Each Party's liability, whether in contract, tort or otherwise, shall be limited to direct damages, which shall not exceed the monthly charges, plus any related costs/expenses

GTE may recover, including those under Section 17 above, for the services or facilities for the month during which the claim of liability arose. Under no circumstance shall either Party be responsible or liable for indirect, incidental, or consequential damages, including, but not limited to, economic loss or lost business or profits, damages arising from the use or performance of equipment or software, or the loss of use of software or equipment, or any accessories attached thereto, delay, error, or loss of data. Should either Party provide advice, make recommendations, or supply other analysis related to the services or facilities described in this Agreement, this limitation of liability shall apply to provision of such advice, recommendations, and analysis.

28.5 Intellectual Property.

Neither Party shall have any obligation to defend, indemnify or hold harmless, or acquire any license or right for the benefit of, or owe any other obligation or have any liability to, the other based on or arising from any claim, demand, or proceeding by any third party alleging or asserting that the use of any circuit, apparatus, or system, or the use of any software, or the performance of any service or method, or the provision or use of any facilities by either Party under this Agreement constitutes direct or contributory infringement, or misuse or misappropriation of any patent, copyright, trademark, trade secret, or any other proprietary or intellectual property right of any third party.

29. Multiple Counterparts.

This Agreement may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall together constitute but one and the same document.

30. No Third Party Beneficiaries.

Except as may be specifically set forth in this Agreement, this Agreement does not provide and shall not be construed to provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other right or privilege.

31. Notices.

Any notice to a Party required or permitted under this Agreement shall be in writing and shall be deemed to have been received on the date of service if served personally, on the date receipt is acknowledged in writing by the recipient if delivered by regular U.S. mail, or on the date stated on the receipt if delivered by certified or registered mail or by a courier service that obtains a written receipt. Upon prior immediate oral agreement of the parties' designated recipients identified below, notice may also be provided by facsimile, Internet or electronic messaging system, which shall be effective if sent before 5:00 p.m. on that day, or if sent after 5:00 p.m. it will be effective on the next Business Day following the date sent. Any notice shall be delivered using one of the alternatives mentioned in this section and shall be directed to the applicable address indicated below or such address as the Party to be notified has designated by giving notice in compliance with this section:

If to GTE:

GTE Florida Incorporated
Attention: Assistant Vice President/Associate General Counsel
Service Corporation
600 Hidden Ridge - HQEWMNOTICES
Irving, TX 75038
Telephone number: 972/718-6361
Facsimile number: 972/718-3403
Internet Address: wmnotices@telops.gte.com

and

GTE Florida Incorporated
Attn: Director-Wholesale Contract Compliance
Network Services
600 Hidden Ridge - HQEWMNOTICES
Irving, TX 75038
Telephone Number: 972/718-5988
Facsimile Number: 972/719-1519
Internet Address: wmnotices@telops.gte.com

If to TWTC: Time Warner Telecom
Attention: Carolyn Marek
Vice President Regulatory Affairs
233 Bramerton Court
Franklin, TN 37069
Telephone number: 615/376-6404
Facsimile number: 615/376-6405
Internet Address: carolyn.marek@twtelecom.com

32. Protection.

32.1 Impairment of Service.

The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this Agreement shall not interfere with or impair service over any facilities of the other Party, its affiliated companies, or its connecting and concurring carriers involved in its services, cause damage to its plant, violate any applicable law or regulation regarding the invasion of privacy of any communications carried over the Party's facilities or create hazards to the employees of either Party or to the public (each hereinafter referred to as an "Impairment of Service").

32.2 Resolution.

If either Party causes an Impairment in Service, the Party whose network or service is being impaired (the "Impaired Party") shall promptly notify the Party causing the Impairment of Service (the "Impairing Party") of the nature and location of the problem and that, unless promptly rectified, a temporary discontinuance of the use of any circuit, facility or equipment may be required. The Impairing Party and the Impaired Party agree to work together to attempt to promptly resolve the Impairment of Service. If the Impairing Party is unable to promptly remedy the Impairment of Service, then the Impaired Party may at its option temporarily discontinue the use of the affected circuit, facility or equipment.

33. Publicity.

Any news release, public announcement, advertising, or any form of publicity pertaining to this Agreement, provision of Services, UNEs or Facilities pursuant to it, or association of the Parties with respect to provision of the services described in this Agreement shall be subject to prior written approval of both GTE and TWTC.

34. Regulatory Agency Control.

This Agreement shall at all times be subject to changes, modifications, orders, and rulings by the Federal Communications Commission and/or the applicable state utility regulatory commission to the extent the substance of this Agreement is or becomes subject to the jurisdiction of such agency.

35. Changes in Legal Requirements.

GTE and TWTC further agree that the terms and conditions of this Agreement were composed in order to effectuate the legal requirements in effect at the time the Agreement was produced. Any modifications to those requirements will be deemed to automatically supersede any terms and conditions of this Agreement.

36. Effective Date.

This Agreement will be effective only upon execution and delivery by both Parties and approval by the Commission in accordance with Section 252 of the Act. . If this Agreement or changes or modifications thereto are subject to approval of a regulatory agency, the "effective date" of this Agreement for such purposes will be five (5) Business Days after such approval or in the event this Agreement is developed in whole or in part through arbitration, sixty (60) Business Days after such approval. Such date (i.e., five (5) or, if arbitrated, sixty (60) Business Days after the approval) shall become the "effective date" for all purposes.

37. Regulatory Matters.

Each Party shall be responsible for obtaining and keeping in effect all FCC, state regulatory commission, franchise authority and other regulatory approvals that may be required in connection with the performance of its obligations under this Agreement.

38. Rule of Construction.

No rule of construction requiring interpretation against the drafting Party hereof shall apply in the interpretation of this Agreement.

39. Section References.

Except as otherwise specified, references within an Article of this Agreement to a Section refer to Sections within that same Article.

40. OSS Performance Measurements

40.1 The Parties will provide a level of service to each other with respect to services and facilities under this Agreement in compliance with the non-discrimination requirements of the Act.

40.2 The performance measurements detail the areas of performance to be tracked, reported and audited. GTE will make available monthly performance measurement data via the internet on GTE's WISE website. The results of these performance measurements shall be used to indicate the level of quality of service GTE provides to CLEC and satisfies GTE's obligations under the Act or state law. Furthermore, GTE expects to satisfy requirements for reporting and auditing as may be mandated by state law.

40.3 Performance measurements to measure quality of service are provisional and subject to continued evolution as driven by the industry and state commissions. Performance measurements, when developed and implemented on GTE's WISE website (<http://www.gte.com/wise>), shall be made available to CLEC and shall automatically modify and/or replace existing performance measurements GTE currently makes available to all CLECs.

40.4 GTE's performance measurements are made available on a nationwide basis to all qualifying CLECs. Such performance measurements provide for standards to measure the quality of services, elements or functions offered by GTE within the following major categories:

- (a) **Pre-Ordering**
Pre-ordering activities relate to the exchange of information between GTE and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to GTE. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by GTE.
- (b) **Ordering**
Ordering activities include the exchange of information between GTE and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by GTE. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in GTE's service order creation system.
- (c) **Provisioning**
Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and GTE on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.
- (d) **Maintenance**
Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between GTE and CLEC related to service repair requests, the processing of trouble ticket requests by GTE, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by GTE and the effectiveness and quality of the service restoral process.
- (e) **Network Performance**
Network performance involves the level at which GTE provides services and facilitates call processing within its network. GTE also has the responsibility to complete network upgrades efficiently. If network outages do occur, GTE needs to provide notification so appropriate network management and customer notification can occur by CLECs. Network performance is evaluated on the quality of interconnection, the timeliness of notification of network outages and the timeliness of network upgrades (code openings) GTE completes on behalf of the CLEC.
- (f) **Billing**

Billing involves the exchange of information necessary for CLECs to bill its customers, to process the end user's claims and adjustments, to verify GTE's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of GTE billing processes associated with CLEC customers.

- (g) **Collocation**
GTE is required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which GTE handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.
- (h) **Data Base Updates**
Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by GTE.
- (i) **Interfaces**
GTE provides the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with GTE. Additionally, in many instances, CLEC personnel must work with the service personnel of GTE. Measurements in this category assess the availability to the CLECs of systems and personnel at GTE work centers.

41. Severability.

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be unenforceable, the rest of the Agreement shall remain in full force and effect and shall not be affected unless removal of that provision results, in the opinion of either Party, in a material change to this Agreement. If a material change as described in this paragraph occurs as a result of action by a court or regulatory agency, the Parties shall negotiate in good faith for replacement language. If replacement language cannot be agreed upon within a reasonable period, either Party may initiate dispute resolution to resolve the issue in accordance with this Agreement.

42. Subcontractors.

Provider may enter into subcontracts with third parties or affiliates for the performance of any of Provider's duties or obligations under this Agreement.

43. Subsequent Law.

The terms and conditions of this Agreement shall be subject to any and all applicable laws, rules, or regulations that subsequently may be prescribed by any federal, state or local governmental authority. To the extent required by any such subsequently prescribed law, rule, or regulation, the Parties agree to modify, in writing, the affected term(s) and condition(s) of this Agreement to bring them into compliance with such law, rule, or regulation.

44. Taxes.

Any state or local excise, sales, or use taxes (excluding any taxes levied on income) resulting from the performance of this Agreement shall be borne by the Party upon which the obligation for payment is imposed under applicable law, even if the obligation to collect and remit such taxes is

placed upon the other Party. The collecting Party shall charge and collect from the obligated Party, and the obligated Party agrees to pay to the collecting Party, all applicable taxes, except to the extent that the obligated Party notifies the collecting Party and provides to the collecting Party appropriate documentation as GTE requires that qualifies the obligated Party for a full or partial exemption. Any such taxes shall be shown as separate items on applicable billing documents between the Parties. The obligated Party may contest the same in good faith, at its own expense, and shall be entitled to the benefit of any refund or recovery, provided that such Party shall not permit any lien to exist on any asset of the other Party by reason of the contest. The collecting Party shall cooperate in any such contest by the other Party. The other Party will indemnify the collecting Party from any sales or use taxes that may be subsequently levied on payments by the other Party to the collecting Party.

44.1 Tax.

A charge which is statutorily imposed by the state or local jurisdiction and is either (a) imposed on the seller with the seller having the right or responsibility to pass the charge(s) on to the purchaser and the seller is responsible for remitting the charge(s) to the state or local jurisdiction or (b) imposed on the purchaser with the seller having an obligation to collect the charge(s) from the purchaser and remit the charge(s) to the state or local jurisdiction.

Taxes shall include but not be limited to: federal excise tax, state/local sales and use tax, state/local utility user tax, state/local telecommunication excise tax, state/local gross receipts tax, and local school taxes. Taxes shall not include income, income-like, gross receipts on the revenue of a Provider, or property taxes. Taxes shall not include payroll withholding taxes unless specifically required by statute or ordinance.

44.2 Fees/Regulatory Surcharges.

A charge imposed by a regulatory authority, other agency, or resulting from a contractual obligation, in which the seller is responsible or required to collect the fee/surcharge from the purchaser and the seller is responsible for remitting the charge to the regulatory authority, other agency, or contracting party.

Fees/Regulatory Surcharges shall include but not be limited to E-911/911, E311/311, franchise fees, and Commission surcharges.

45. Trademarks and Trade Names.

Except as specifically set out in this Agreement, nothing in this Agreement shall grant, suggest, or imply any authority for one Party to use the name, trademarks, service marks, or trade names of the other for any purpose whatsoever.

46. Waiver.

The failure of either Party to insist upon the performance of any provision of this Agreement, or to exercise any right or privilege granted to it under this Agreement, shall not be construed as a waiver of such provision or any provisions of this Agreement, and the same shall continue in full force and effect.

47. Environmental Responsibility.

47.1 Each Party is responsible for compliance with all laws regarding the handling, use, transport, storage, and disposal of, and for all hazards created by and damages or injuries caused by, any materials brought to or used at the Facility. In accordance with Section 47.10, each Party will indemnify the other for all claims, fees, penalties, damages, and

causes of action with respect to these materials. No substantial new safety or environmental hazards shall be created or new hazardous substances shall be used by one Party at a Facility of the other Party. Each Party must demonstrate adequate training and emergency response capabilities related to materials brought to, used, or existing at the Facility of the other Party.

- 47.2 Each Party, their invitees, agents, employees, and contractors agree to comply with such reasonable environmental or safety practices/procedures, whether or not required by law, as requested by one Party when working at a Facility of the other Party. The Parties acknowledge and agree that nothing in this Agreement or in any of their respective practices/procedures constitutes a warranty or representation by either Party that compliance with practices/procedures, with this Agreement, or with directions or recommendations will achieve compliance with any applicable law. Each Party is responsible for ensuring that all activities conducted by one Party at the Facility of the other are in accordance with all applicable federal, state, and local laws, regulations, permits, and agency orders, approvals, and authorizations relating to safety, health, and the environment.
- 47.3 GTE and TWTC shall provide to each other notice of known and recognized physical hazards or hazardous substances brought to, used, or existing at the Facility. Each Party is required to promptly provide specific notice of conditions or circumstances potentially posing a threat of imminent danger, including, by way of example only, a defective utility pole or significant petroleum contamination in a manhole.
- 47.4 Each Party shall obtain and use its own environmental permits, approvals, or identification numbers to the extent that such permits, approvals, or identification numbers are required under applicable laws. If the relevant regulatory authority refuses to issue a separate permit, approval, or identification number to a Party after a complete and proper request by that Party for same, then the other Party's permit, approval, or identification number may be used as authorized by law and upon prior approval of that Party. In that case, the Party using the permit, approval, or identification number must comply with all environmental, health, and safety practices/procedures of the other Party relating to the activity in question, including, but not limited to, use of environmental Abest management practices (BMP) and selection criteria for vendors and disposal sites. The Parties acknowledge and agree that nothing in this Agreement, use of permits, approvals, or identification numbers, or compliance with practices/procedures constitutes a representation or warranty that these activities will be in compliance with applicable laws, and such compliance or use of permits, approvals, or identification numbers creates no right of action against the other Party.
- 47.5 If Third Party Contamination is discovered at a Facility, the Party uncovering the contamination must timely notify the proper safety or environmental authorities, to the extent that such notification is required by applicable law. If either Party discovers Third Party Contamination, the Party making the discovery will immediately notify the other Party and will consult with that Party prior to making any required notification, unless the time required for prior consultation would preclude that Party from complying with an applicable reporting requirement.
- 47.6 GTE and TWTC shall coordinate plans or information required to be submitted to government agencies, such as, by way of example only, emergency response plans and chemical inventory reporting. If fees are associated with such filings, GTE and TWTC must develop a cost sharing procedure.
- 47.7 When conducting operations in any manhole or vault area, each Party shall follow appropriate practices/procedures in evaluating and managing any water, sediment, or other material present in the manhole or vault area so as to ensure compliance with all applicable laws, regulations, permits, and requirements applicable in such circumstances

and to ensure safe practices. Each Party shall be responsible for obtaining any permit, regulatory approval, or identification number necessary for any of its operations involving the evaluation, collection, discharge, storage, disposal, or other management of water, sediment, or other material present in the other Party's manhole or vault area. Neither Party shall not be responsible for any costs incurred by the other Party in meeting its obligations under this Section.

- 47.8 Each Party shall provide reasonable and adequate compensation to the other Party for any additional or increased costs associated with compliance with any federal, state, or local law, regulation, permit, or agency requirement related to safety, health, or the environment where such additional or increased cost is incurred as a result of providing that Party with interconnection or collocation, including, but not limited to, costs associated with obtaining appropriate permits or agency authorizations or approvals, remediation or response to any release or threatened release of any regulated substance, investigation or testing related, and training or notification requirements.
- 47.9 Activities impacting safety or the environment of a Right of Way (ROW) must be harmonized with the specific agreement and the relationship between that Party and the land owner. In this regard, each Party must comply with any limitations associated with a ROW, including, but not limited to, limitations on equipment access due to environmental conditions (e.g., wetland areas having equipment restrictions).
- 47.10 Notwithstanding Section 27, with respect to environmental responsibility under this Section 47, GTE and TWTC shall each indemnify, defend, and hold harmless the other Party from and against any claims (including, without limitation, third-party claims for personal injury or real or personal property damage), judgments, damages (including direct and indirect damage and punitive damages), penalties, fines, forfeitures, cost, liabilities, interest and losses arising from or in connection with (a) the indemnifying Party's negligent or willful misconduct, regardless of form; (b) the violation or alleged violation of any federal, state, or local law, regulation, permit, or agency requirement relating to safety, health, or the environment; or (c) the presence or alleged presence of contamination arising out of the indemnifying Party's acts or omissions concerning its operations at that Facility.

48. TBD Prices.

Numerous provisions in this Agreement and its Attachments refer to pricing principles. If a provision references prices in an Attachment and there are no corresponding prices in such Attachment, such price shall be considered "To Be Determined" (TBD). With respect to all TBD prices, prior to TWTC ordering any such TBD item, the Parties shall meet and confer to establish a price. If the Parties are unable to reach agreement on a price for such item, an interim price shall be set for such item that is equal to the price for the nearest analogous item for which a price has been established (for example, if there is not an established price for a non recurring charge (NRC) for a specific UNE, the Parties would use the NRC for the most analogous retail service for which there is an established price). Any interim prices so set shall be subject to modification by any subsequent decision of the Commission. If an interim price is different from the rate subsequently established by the Commission, any underpayment shall be paid by TWTC to GTE, and any overpayment shall be refunded by GTE to TWTC, within 45 Business Days after the establishment of the price by the Commission.

ARTICLE IV
GENERAL RULES GOVERNING RESOLD SERVICES
AND UNBUNDLED ELEMENTS

1. General.

General regulations, terms and conditions governing rate applications, technical parameters, service availability, definitions and feature interactions, as described in the appropriate GTE intrastate local, toll and access tariffs, apply to retail services made available by GTE to TWTC for resale and UNEs provided by GTE to TWTC, when appropriate, unless otherwise specified in this Agreement. As applied to services or UNEs offered under this Agreement, the term "Customer" contained in the GTE Retail Tariff shall be deemed to mean "TWTC" as defined in this Agreement. In the event of a conflict between the terms and conditions of this Agreement and any GTE tariff, the terms and conditions of this Agreement will prevail.

2. Liability of GTE.

2.1 Inapplicability of Tariff Liability.

GTE's general liability, as described in the GTE Retail Tariff, does not extend to TWTC's customers or any other third party. Liability of GTE to TWTC resulting from any and all causes arising out of services, facilities, UNEs or any other items relating to this Agreement shall be governed by the liability provisions contained in this Agreement and no other liability whatsoever shall attach to GTE. GTE shall be liable for the individual services, facilities or elements that it separately provides to TWTC and shall not be liable for the integration of components combined by TWTC.

2.2 TWTC Tariffs or Contracts.

TWTC shall, in its tariffs or other contracts for services provided to its end-users using services, facilities or UNEs obtained from GTE, provide that in no case shall GTE be liable to TWTC's end-users or any third parties for any indirect, special or consequential damages, including, but not limited to, economic loss or lost business or profits, whether foreseeable or not, and regardless of notification by TWTC of the possibility of such damages and TWTC shall indemnify and hold GTE harmless from any and all claims, demands, causes of action and liabilities based on any reason whatsoever from its customers as provided in this Agreement. Nothing in this Agreement shall be deemed to create a third-party beneficiary relationship with TWTC's end-users.

2.3 No Liability for Errors.

GTE is not liable for mistakes that appear in GTE's listings, 911 and other information databases, or for incorrect referrals of end-users to TWTC for any ongoing TWTC service, sales or repair inquiries, and with respect to such mistakes or incorrect referrals, TWTC shall indemnify and hold GTE harmless from any and all claims, demands, causes of action and liabilities whatsoever, including costs, expenses and reasonable attorney's fees incurred on account thereof, by third parties, including TWTC's end-users or employees. For purposes of this Section 2.3, mistakes and incorrect referrals shall not include matters arising out of the willful misconduct of GTE or its employees or agents.

3. Unauthorized Changes.

3.1 Procedures.

If TWTC submits an order for resold services or unbundled elements under this Agreement in order to provide service to an end-user that at the time the order is submitted is obtaining its local services from GTE or another LEC using GTE resold services or unbundled elements, and the end-user notifies GTE that the end-user did not authorize TWTC to provide local exchange services to the end-user, TWTC must provide GTE with written documentation of authorization from that end-user within thirty (30) Business Days of notification by GTE. If TWTC cannot provide written documentation of authorization within such time frame, TWTC must within three (3) Business Days thereafter:

- (a) notify GTE to change the end-user back to the LEC providing service to the end-user before the change to TWTC was made; and
- (b) provide any end-user information and billing records TWTC has obtained relating to the end-user to the LEC previously serving the end-user; and
- (c) notify the end-user and GTE that the change back to the previous LEC has been made.

Furthermore, GTE will bill TWTC fifty dollars (\$50.00) per affected line to compensate GTE for switching the end-user back to the original LEC.

4. Impact of Payment of Charges on Service.

TWTC is solely responsible for the payment of all charges for all services, facilities and elements furnished under this Agreement, including, but not limited to, calls originated or accepted at its or its end-users' service locations for resale or UNE. If TWTC fails to pay when due any and all charges billed to TWTC under this Agreement, including any late payment charges (collectively, "Unpaid Charges"), and any or all such charges remain unpaid more than forty-five (45) Business Days after the bill date of such Unpaid Charges excepting previously disputed charges for which TWTC may withhold payment, GTE shall notify TWTC in writing that it must pay all Unpaid Charges to GTE within seven (7) Business Days. If TWTC disputes the billed charges, it shall, within said seven (7) day period, inform GTE in writing of which portion of the Unpaid Charges it disputes, including the specific details and reasons for the dispute, unless such reasons have been previously provided, and shall immediately pay to GTE all undisputed charges. If TWTC and GTE are unable, within thirty (30) Business Days thereafter, to resolve issues related to the disputed charges, then either TWTC or GTE may file a request for arbitration under Article III of this Agreement to resolve those issues. Upon resolution of any dispute hereunder, if TWTC owes payment it shall make such payment to GTE with any late payment charge under Article III, Section 10.3, from the original payment due date. If TWTC owes no payment, but has previously paid GTE such disputed payment, then GTE shall credit such payment including any late payment charges. If TWTC fails to pay any undisputed Unpaid Charges, TWTC shall, at its sole expense, within five (5) Business Days notify its end-users that their service may be disconnected for TWTC's failure to pay Unpaid Charges, and that its end-users must select a new provider of local exchange services. GTE may discontinue service to TWTC upon failure to pay undisputed charges as provided in this Section 4, and shall have no liability to TWTC or TWTC's end-users in the event of such disconnection. If TWTC fails to provide such notification or any of TWTC's end-users fail to select a new provider of services within the applicable time period, GTE may provide local exchange services to TWTC's end-users under GTE's applicable end-user tariff at the then current charges for the services being provided. In this circumstance, otherwise applicable service establishment charges will not apply to TWTC's end-user, but will be assessed to TWTC.

5. Unlawful Use of Service.

Services, facilities or unbundled elements provided by either Party pursuant to this Agreement shall not be used by either Party or its end users for any purpose in violation of law. Each Party shall be responsible to ensure that their end users use of services, facilities or unbundled elements provided hereunder comply at all times with all applicable laws. Either Party may refuse to furnish service to the other Party or disconnect particular services, facilities or unbundled elements provided under this Agreement or, as appropriate, an end user when (i) an order is issued by a court of competent jurisdiction finding that probable cause exists to believe that the use made or to be made of the service, facilities or unbundled elements is prohibited by law or (ii) a Party is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by one Party is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of law. Termination of service shall take place after reasonable notice is provided to the affected Party, or as ordered by the court. If facilities have been physically disconnected by law enforcement officials at the premises where located, and if there is not presented to the affected Party the written finding of a court, then upon request of that Party and agreement to pay restoral of service charges and other applicable service charges, the service shall promptly be restored.

6. Timing of Messages.

With respect to GTE resold measured rate local service(s), chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the network. Timing of messages applicable to GTE's Port and Local Switching element (usage sensitive services) will be recorded based on originating and terminating access.

7. Procedures For Preordering, Ordering, Provisioning, Etc.

Certain procedures for preordering, ordering, provisioning, maintenance and billing and electronic interfaces for many of these functions are described in Appendix F. All costs and expenses for any new or modified electronic interfaces TWTC requires that GTE determines are Currently Available and GTE agrees to develop specifically for TWTC will be paid by TWTC pursuant to Appendix F. The schedule for implementation of any new or modified electronic interfaces will be developed by GTE according to industry standards and will be based upon the amount of work needed to design, test and implement the new or modified interface

8. Letter of Authorization

8.1 GTE will not release the Customer Service Record (CSR) containing Customer Proprietary Network Information (CPNI) to TWTC on GTE end-user customer accounts unless TWTC first provides to GTE a written Letter of Authorization (LOA), signed by the end user customer, authorizing the release of such information to TWTC, or if state or federal law provides otherwise, in accordance with such law. GTE will not use TWTC's LOA to attempt to retain or regain the business of a subscriber who has switched or intends to switch to TWTC. GTE will provide TWTC with any requested CSR within 24 hours of TWTC providing the LOA.

8.2 An (LOA) will be required before GTE will process an order for Services provided in cases in which the subscriber currently receives Exchange Service from GTE or from a local service provider other than TWTC. Such LOA may be a blanket LOA or such other form as agreed upon between GTE and TWTC.

9. Customer Contacts.

Except as otherwise provided in this Agreement or as agreed to in a separate writing by TWTC, TWTC shall provide the exclusive interface with TWTC's end-user customers in connection with the marketing or offering of TWTC services. Except as otherwise provided in this Agreement, in those instances in which GTE personnel are required pursuant to this Agreement to interface directly with TWTC's end-users, such personnel shall not identify themselves as representing GTE. All forms, business cards or other business materials furnished by GTE to TWTC end-users shall be generic in nature. In no event shall GTE personnel acting on behalf of TWTC pursuant to this Agreement provide information to TWTC end-users about GTE products or services unless otherwise authorized by TWTC.

ARTICLE V

INTERCONNECTION AND TRANSPORT AND TERMINATION OF TRAFFIC

1. Services Covered by This Article.

1.1 Types of Services.

This Article governs the provision of internetwork facilities (i.e., physical interconnection services and facilities), Meet-Point Billing (MPB) by GTE to TWTC or by TWTC to GTE and the transport and termination and billing of Local, IntraLATA Toll, optional EAS traffic and jointly provided Interexchange Carrier (IXC) access between GTE and TWTC. The services and facilities described in this Article shall be referred to in this Article V as the "Services."

1.1.1 TWTC initiates orders for trunk-side interconnection services by sending an ASR to GTE. TWTC should submit ASRs to GTE through on-line applications or electronic files. The ordering process is described in the GTE Guide. The ASR will be reviewed by GTE for validation and correction of errors. Errors will be referred back to TWTC. TWTC then will correct any errors that GTE has identified and resubmit the request to GTE electronically through a supplemental ASR.

2. Billing and Rates.

2.1 Service Ordering, Service Provisioning, and Billing.

TWTC will order services for interim number portability, directly from GTE through an electronic interface or fax. The following describes generally the processes GTE will use for ordering, provisioning and billing for interconnection facilities and services. Except as specifically provided otherwise in this Agreement, service ordering, provisioning, billing and maintenance shall be governed by the GTE Guide.

2.2 Rates and Charges.

Customer agrees to pay to Provider the rates and charges for the Services set forth in the applicable appendices to this Agreement. GTE's rates and charges are set forth in Appendix A attached to this Agreement and made a part hereof. TWTC's separate rates and charges are also set forth in Appendix A attached hereto and made a part hereof.

2.3 Billing.

Provider shall render to Customer a bill for interconnection services on a current basis. Charges for physical facilities and other non-usage sensitive charges shall be billed in advance, except for charges and credits associated with the initial or final bills. Usage sensitive charges, such as charges for termination of Local Traffic, shall be billed in arrears. TWTC is required to order trunks pursuant to Section 4.3.3 of this Article.

2.4 Billing Specifications.

The Parties agree that billing requirements and outputs will be consistent with the industry standard formats and guidelines.

2.4.1 Usage Measurement: Usage measurement for calls shall begin when Answer Supervision or equivalent Signaling System 7 (SS7) message is received from

the terminating office and shall end at the time of call disconnect by the calling or called subscriber, whichever occurs first.

2.4.2 Minutes of use (MOU), or fractions thereof, shall not be rounded upward on a per-call basis, but will be accumulated over the billing period. At the end of the billing period, any remaining fraction shall be rounded up to the nearest whole minute to arrive at total billable minutes for each interconnection. MOU shall be collected and measured in minutes, seconds, and tenths of seconds.

3. Transport and Termination of Traffic.

3.1 Traffic to be Exchanged.

The Parties shall reciprocally terminate Local, IntraLATA Toll, optional EAS and jointly provided IXC traffic originating on each other's networks utilizing either Direct or Indirect Network Interconnections as provided in Section 4 or Section 5 herein. To this end, the Parties agree that there will be interoperability between their networks. The Parties agree to exchange traffic associated with third party LECs, CLECs and Wireless Service Providers pursuant to the compensation arrangement specified in Section 3.3 herein. In addition, the Parties will notify each other of any anticipated change in traffic to be exchanged (e.g., traffic type, volume).

The Parties have not agreed as to how ESP/ISP Traffic should be exchanged between the Parties and whether and to what extent compensation is due either Party for exchange of such traffic. GTE's position is that the FCC cannot divest itself of rate setting jurisdiction over such traffic, that such traffic is interstate and subject to Part 69 principles, and that a specific interstate rate element should be established for such traffic. TWTC's position is that ESP/ISP traffic should be treated as local for the purposes of inter-carrier compensation and should be compensated on the same basis as voice traffic between end users and that state commissions may continue to rule on the issue of mutual compensation for ESP/ISP Traffic. The FCC has issued a NPRM on prospective treatment of ESP/ISP Traffic. Nevertheless, without waiving any of its rights to assert and pursue its position on issues related to ESP/ISP Traffic, each Party agrees, solely for the purposes of facilitating the completion of this Agreement pending further regulatory action on these issues, that until such issues are resolved, the Parties shall exchange and track ESP/ISP Traffic but no compensation shall be paid for ESP/ISP Traffic exchanged between the Parties and neither party shall bill the other for such traffic. At such time as the law governing the issue of compensation for termination of ESP/ISP Traffic is resolved the Parties will conduct a true-up to apply, effective as of the effective date of this Agreement, the appropriate compensation principles established by such governing law to the ESP/ISP Traffic tracked by the Parties, or if such governing law precludes any compensation, no compensation will apply. The parties further agree that if the FCC issues rules as a result of its NPRM on the prospective treatment of ESP/ISP traffic which do not prescribe a specific compensation scheme or proscribe compensation for ESP/ISP Traffic, but instead establish a process for negotiation or resolution of disputes relating to such compensation, the Parties will follow such process to resolve the issue of compensation for such traffic under this Agreement and will apply the outcome retroactively to the effective date of this Agreement. This interim agreement not to compensate for ESP/ISP Traffic, shall in no manner whatsoever establish any precedent, waiver, course of dealing or in any way evidence either Party's position or intent with regard to exchange and/or compensation of ESP/ISP Traffic, each Party reserving all its rights with respect to these issues.

3.2 Compensation For Exchange Of Traffic.

- 3.2.1 Mutual Compensation. The Parties shall compensate each other for the exchange of Local Traffic originated by or terminating to the Parties' end -user customers in accordance with Section 3.2.2 of this Article. The Parties agree to the initial state level exempt factor representative of the share of traffic exempt from local compensation. This initial exempt factor is set forth in Appendix A. This factor will be updated quarterly in like manner or as the Parties otherwise agree. Once the traffic that is exempt from local compensation can be measured, the actual exempt traffic will be used rather than the above factor. This factor is applied to terminating usage to determine the jurisdiction for rate application (See Section 4.35 below). Charges for the transport and termination of optional EAS, intraLATA toll and interexchange traffic shall be in accordance with the Parties' respective intrastate or interstate access tariffs, as appropriate. IntraLATA toll billing between GTE and TWTC and Interexchange traffic is billed to the Interexchange Carrier per meet point guidelines.
- 3.2.2 Bill-and-Keep. The Parties shall assume that Local Traffic originated by or terminating to the Parties' end-user customers is roughly balanced between the Parties unless traffic studies indicate otherwise. Accordingly, the Parties agree to use a Bill-and-Keep Arrangement with respect to termination of Local Traffic only. Either Party may request that a traffic study be performed no more frequently than once a quarter. Should such traffic study indicate, in the aggregate, that either Party is terminating more than 60 percent of the Parties' total terminated minutes for Local Traffic, either Party may notify the other that mutual compensation will commence pursuant to the rates set forth in Appendix A of this Agreement and following such notice it shall begin and continue for the duration of the Term of this Agreement unless otherwise agreed. Nothing in this Section 3.2.2 shall be interpreted to (i) change compensation set forth in this Agreement for ESP/ISP Traffic or services other than Local Traffic, including but not limited to internetwork facilities, access traffic or wireless traffic, or (ii) allow either Party to aggregate traffic other than Local Traffic for the purpose of compensation under the Bill-and-Keep Arrangement described in this Section 3.2.2, except as set forth in Section 3.1 above.
- 3.2.3 Sharing of Access Charges on Calls to Ported Numbers. Until permanent number portability is implemented, the Parties agree that switched access termination to a ported number will be billed by the party providing interim number portability and that the party billing the switched access will share the switched access revenue with the other party. After permanent number portability is implemented the Parties agree to renegotiate sharing of access charges to ported numbers in accordance with permanent number portability requirements. In lieu of actual measurements of minutes and/exchange of billing records for this traffic the Parties agree that the Party providing the ported number will pay the other Party the rate per line/per month as specified in Appendix B.
- 3.2.3.1 The number of lines/talk paths per ported number that are subject to compensation will be determined at the time the end user customer's local service is changed from one party to the other. The number of lines per number eligible for the shared revenue arrangement described in this section will be limited to the number of lines in service on the date of conversion plus a 10% growth margin. After conversion the number of lines per number available for compensation can only be increased by mutual consent of the parties.

3.2.3.2 The Parties agree that the compensation rate in Appendix B may change as a result of changes in access, traffic volume or for other reasons and agree to renegotiate the rates if a significant event occurs. At a minimum, the parties agree to reevaluate the rate on an annual basis.

3.2.3.3 The Parties agree that terminating switched access calls ported via interim number portability may appear to the receiving party to be a local call and that the implementation of reciprocal compensation for terminating local calls may result in overcompensation for ported switched access calls. Therefore the Parties agree to renegotiate the terminating shared access compensation rate if reciprocal compensation for local calls is implemented.

3.2.3.4 As part of the revenue sharing arrangement described in Section 3.2.3 the Party receiving the payments on a per line per month basis agrees to provide the following information on its invoice: Name of the end user accounts, the ported telephone numbers, the telephone numbers assigned to the lines in its switch, the INP methods used, class of service, and dates of initial installation and disconnects.

3.2.3.5 Upon implementation of permanent local number portability, the Parties agree to transition all interim number portability customers and their services to permanent local number portability methods within a mutually agreed upon time frame and discontinue use of further interim methods of number portability.

3.3 Tandem Switching Traffic.

The Parties will provide tandem switching for traffic between the Parties' end offices subtending each other's access tandem, as well as for traffic between either Party's end-users and any third party which is interconnected to the other Party's access tandems as follows:

3.3.1 The originating Party will compensate the tandem Party for each minute of originated tandem switched traffic which terminates to third party (e.g., other CLEC, ILEC, or wireless service provider). The applicable rate for this charge is the tandem transiting charge identified in Appendix A.

3.3.2 The originating Party also assumes responsibility for compensation to the company which terminates the call.

3.3.3 The Parties agree to enter into their own agreements with third-party providers. In the event that either Party sends traffic through GTE's network to a third-party provider with whom that Party does not have a traffic interexchange agreement, then the originating Party agrees to indemnify the other Party for any termination charges rendered by a third-party provider for such traffic.

3.4 Inter-Tandem Switching.

The Parties will only use inter-tandem switching for the transport and termination of intraLATA toll traffic originating on each other's network at and after such time as either TWTC has agreed to and fully implemented an existing intraLATA toll compensation mechanism such as IntraLATA Terminating Access Compensation (ITAC) or a functional equivalent thereof. The Parties will only use inter-tandem switching for the transport and termination of Local Traffic originating on each other's network at and after such time as the Parties have agreed to and fully implemented generally accepted industry signaling

standards and Automated Message Accounting (AMA) record standards which shall support the recognition of multiple tandem switching events.

4. Direct Network Interconnection.

4.1 Network Interconnection Architecture.

TWTC may interconnect with GTE on its network at any of the minimum Currently Available points required by the FCC. Interconnection at additional points will be reviewed on an individual case basis. Where the Parties mutually agree following a Bona Fide Request (BFR) to directly interconnect their respective networks, interconnection will be as specified in the following subsections. Based on the configuration, the installation time line will vary considerably, however, GTE will work with TWTC in all circumstances to install IPs within 120 calendar days absent extenuating circumstances. Internetwork connection and protocol must be based on industry standards developed consistent with Section 256 of the Act.

4.1.1 Subject to mutual agreement, the Parties may use the following types of network facility interconnection, using such interface media as are (i) appropriate to support the type of interconnection requested and (ii) available at the facility at which interconnection is requested.

- (a) A Mid-Span Fiber Meet within an existing GTE exchange area whereby the Parties mutually agree to jointly plan and engineer their facility IP at a designated manhole or junction location. The IP is the demarcation between ownership of the fiber transmission facility. Each party is individually responsible for its incurred costs in establishing this arrangement.
- (b) A virtual or physical Expanded Interconnection Service (EIS) arrangement at a GTE Wire Center subject to the rates, terms, and conditions contained in GTE's applicable tariffs.
- (c) A special access and/or CLEC Dedicated Transport arrangement terminating at a GTE Wire Center subject to the rates, terms, and conditions contained in GTE's applicable tariffs. These facilities will meet the standards set forth in such tariffs.

4.1.2 Virtual and physical EIS arrangements are governed by appropriate GTE tariffs, except as provided in Article IX and Appendix G.

4.1.3 The Parties will mutually designate at least one IP on GTE's network within each GTE local calling area for the routing of Local Traffic. In addition, TWTC shall not be limited to establishing more than one IP where multiple tandem connectivity within the same LATA maybe desirable for the purpose of increasing network survivability.

4.2 Compensation.

The Parties agree to the following compensation for internetwork facilities, depending on facility type.

4.2.1 Mid-Span Fiber Meet: GTE will charge special access (flat rated) transport from the applicable intrastate access tariff and will rate charges between the IP and GTE's interconnection switch. Charges will be reduced to reflect the

proportionate share of the facility that is used for transport of traffic originated by GTE. The initial proportionate share factor for facilities is set forth in Appendix A.

This factor will be updated quarterly in like manner or as the Parties otherwise agree. TWTC will charge flat rated transport to GTE for TWTC facilities used by GTE at tariffed rates or as mutually agreed. TWTC will apply charges based on the lesser of; (i) the airline mileage from the IP to the TWTC switch; or (ii) the airline mileage from the GTE switch to the serving area boundary.

- 4.2.2 Collocation: GTE will charge Virtual or Physical EIS rates from the applicable GTE tariff. TWTC will charge GTE flat rated transport at tariffed rates or as mutually agreed, to reflect the proportionate share of the facility that is used for transport of traffic originated by GTE. TWTC will apply charges based on the lesser of (i) the airline mileage from the IP to the TWTC switch; or (ii) two (2) times the airline mileage from the GTE switch to the serving area boundary.
- 4.2.3 Special Access and/or CLEC Dedicated Transport: GTE will charge special access and/or switched access rates from the applicable GTE intrastate access tariff. Charges will be reduced to reflect the proportionate share of the facility that is used for transport of traffic originated by GTE. The Parties will negotiate an initial factor representative of the proportionate share of the facilities. This factor will be updated quarterly in like manner or as the Parties otherwise agree.

4.3 Trunking Requirements.

In accordance with Article III, Section 12, it will be necessary for the Parties to have met and agreed on trunking availability and requirements in order for the Parties to begin exchange of traffic.

- 4.3.1 The Parties agree to establish trunk groups of sufficient capacity from the interconnecting facilities such that trunking is available to any switching center designated by either Party, including end offices, tandems, 911 routing switches, and directory assistance/operator service switches. The Parties will mutually agree where one-way or two-way trunking will be available. The Parties may use two-way trunks for delivery of Local Traffic or either Party may elect to provision its own one-way or two-way trunks for delivery of Local Traffic to the other Party. If a Party elects to provision its own one-way trunks, that Party will be responsible for its own expenses associated with the trunks.
- 4.3.2 TWTC shall make available to GTE trunks over which GTE shall terminate to end-users of TWTC-provided Exchange Services, Local Traffic and intraLATA toll or optional EAS traffic originated from end-users of GTE-provided Exchange Service.
- 4.3.3 TWTC and GTE shall, where applicable, make reciprocally available, by mutual agreement, the required trunk groups to handle different traffic types. TWTC and GTE will support the provisioning of trunk groups that carry combined or separate Local Traffic and intraLATA toll and optional EAS traffic. GTE requires separate trunk groups from TWTC to originate and terminate interLATA calls and to provide Switched Access Service to IXCs. To the extent TWTC desires to have any IXCs originate or terminate switched access traffic to or from TWTC, using jointly provided switched access facilities routed through a GTE access tandem, it is the responsibility of TWTC to arrange for such IXC to issue an ASR to GTE to direct GTE to route the traffic. If GTE does not receive an ASR from the IXC, GTE will initially route the switched access traffic between the IXC and TWTC. If

- the IXC subsequently indicates that it does not want the traffic routed to or from TWTC, GTE will not route the traffic.
- 4.3.3.1 Each Party agrees to route traffic only over the proper jurisdictional trunk group.
- 4.3.3.2 Each Party shall only deliver traffic over the local interconnection trunk groups to the other Party's access tandem for those publicly-dialable NXX Codes served by end offices that directly subtend the access tandem or to those wireless service providers that directly subtend the access tandem.
- 4.3.3.3 Neither party shall route Switched Access Service traffic over local interconnection trunks, or Local Traffic over Switched Access Service trunks.
- 4.3.4 End-Office Trunking. The Parties will work together to establish high usage end-office trunk groups sufficient to handle the greater of the actual or reasonably forecasted traffic volumes between a TWTC end office and a GTE end office.
- 4.3.5 The Parties have different capabilities for recording Local Traffic, e.g. TWTC records all terminating and originating usage; GTE does not. Therefore, for the first three months the Parties agree to use the Percent Local Usage (PLU) factor set forth in Appendix A. Immediately upon execution of the Agreement the Parties agree to form a inter-company functional team to determine an appropriate billing process which may provide the ability to use actual billing records rather than a PLU factor.
- 4.3.6 Reciprocal traffic exchange arrangement trunk connections shall be made at a DS-1 or multiple DS-1 level, DS-3, (Synchronous Optical Network (SONET)) where technically available) and shall be jointly engineered to an objective P.01 grade of service.
- 4.3.7 A blocking standard of one half of one percent (.005) during the average busy hour for final trunk groups between a TWTC end office and GTE access tandem carrying meet point traffic shall be maintained. All other final trunk groups are to be engineered with a blocking standard of one percent (.01). The date of the execution of the Agreement, GTE will engineer all interconnection trunks between GTE and TWTC to a 6 db of digital pad configuration. Further, as of the date of the execution of this Agreement GTE and Time Warner will cooperatively work to identify and convert all existing interconnection trunks to a 6 db digital pad configuration.
- 4.3.8 SS7 Common Channel Signaling will be used to the extent that such technology is available. If SS7 is not available, Multi-Frequency Signaling (MF) will be used as specified.
- 4.3.9 The Parties agree to offer and provide to each other B8ZS Extended Superframe Format (ESF) facilities, where available, capable of voice and data traffic transmission.
- 4.3.10 The Parties will support intercompany 64kbps clear channel where available.

4.3.11 Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an Access Service Request (ASR), or another industry standard eventually adopted to replace the ASR for local service ordering.

4.4 Trunk Forecasting.

4.4.1 The Parties will work towards the develop joint forecasting of trunk groups in accordance with Article III, Section 12. Intercompany forecast information must be provided by the Parties to each other twice a year. The semi-annual forecasts will include:

4.4.1.1 yearly forecasted trunk quantities for no less than a two-year period (current year, plus one year); and

4.4.1.2 the use of (i) CLCI™-MSG codes, which are described in Telcordia Technologies document BR 795-100-100; (ii) circuit identifier codes as described in BR 795-400-100; and (iii) Trunk Group Serial Number (TGSN) as described in BR 751-100-195.

4.4.2 Description of major network projects that affect the other Party will be provided with the semi-annual forecasts provided pursuant to Section 4.4.1. Major network projects include but are not limited to trunking or network rearrangements, shifts in anticipated traffic patterns, or other activities by either Party that are reflected by a significant increase or decrease in trunking demand for the following forecasting period.

4.4.3 GTE and TWTC will work together to begin providing these forecasts within thirty (30) days after the effective date of this Agreement. New trunk groups will be implemented as dictated by engineering requirements for either Party. Trunk Group Service Requests (TGSR's) and Network TGSR's will be used by both Parties to request trunk augments, changes, and disconnects. TGSR's will be used for augments, changes, disconnects affecting four (4) or fewer trunk groups within a single city network. Network TGSR's will be used for Augments, changes, disconnects affecting five (5) or more trunk groups within a single city network. TGSR's and Network TGSR's shall be exchanged between the Capacity departments of both Parties via e-mail or fax. Confirmation of receipt of the documentation must be provided within 48 hours, also via e-mail or fax. Confirmation shall include a suggested date/time for a conference to discuss the TGSR's/N-TGSR's that is no later than five (5) working days from the time of receipt acknowledgment. The informal conference meeting shall include discussion of quantities, due dates, and facilities availability. Once agreement has been reached, the ordering Party will issue ASR's to the other Party accordingly via established ASR processes and procedures.

4.4.4 Parties will meet to review and reconcile their forecasts if their respective forecasts differ significantly from one another.

4.5 Trunk Facility Under Utilization.

At least once a year the Parties shall exchange trunk group measurement reports for trunk groups terminating to the other Party's network. In addition and from time to time, each Party will determine the required trunks for each of the other Party's trunk groups from the previous 12 months servicing data. Required trunks will be based on an objective P.01 grade of service referenced in Section 4.3.7 or the Joint Interconnection Grooming Plan. Likewise, from time to time trunk groups with excess capacity will be

identified to the other Party as eligible for downsizing. Excess capacity exists when a trunk group, on a modular trunk group design basis, has 24 trunks (one modular digroup) or ten (10) percent, whichever is larger, over the required number of trunks. The Party with excess trunking capacity will assess the trunk capacity based on forecasted requirements for the next 12 months. If after 12 months the trunk group continues to have excess capacity, the Party agrees to take steps to disconnect all excess capacity.

4.6 Network Redesigns Initiated by GTE.

GTE will not charge TWTC when GTE initiates its own network redesigns/reconfigurations.

4.7 Interconnection Calling and Called Scopes for the Access Tandem Interconnection and the End Office Interconnection.

4.7.1 GTE Access Tandem Interconnection calling scope (originating and terminating) is to those GTE end offices which subtend the GTE access tandem to which the connection is made except as provided for in Section 3.3 of this Article V.

4.7.2 GTE End Office Interconnection calling scope (originating and terminating) is only to the end office and its remotes to which the connection is made.

5. Indirect Network Interconnection.

Neither Party shall deliver traffic destined to terminate at the other Party's end office via another LEC's end office. In addition, neither Party shall deliver traffic destined to terminate at an end office subtending the other Party's access tandem via another LEC's access tandem until such time as compensation arrangements have been established in accordance with this Article V, Sections 3.1 and 3.4.

6. Number Resources.

6.1 Number Assignment.

Nothing in this Agreement shall be construed to, in any manner, limit or otherwise adversely impact TWTC's right to employ or to request and be assigned any NANP number resources including, but not limited to, Central Office (NXX) Codes pursuant to the Central Office Code Assignment Guidelines. Any request for numbering resources by TWTC shall be made directly to the NANP Number Plan Administrator. Except with respect to those areas in which GTE is the NANP Number Plan Administrator, GTE shall not be responsible for the requesting or assignment of number resources to TWTC. The Parties agree that disputes arising from numbering assignment shall be arbitrated by the NANP Number Plan Administrator. TWTC shall not request number resources to be assigned to any GTE switching entity.

6.1.1 Each Party shall be responsible for notifying its customers of any changes in numbering or dialing arrangements to include changes such as the introduction of new NPAs or new NXX codes. Each Party is responsible for administering NXX codes assigned to it.

6.2 Rate Centers.

For purposes of compensation between the Parties and the ability of the Parties to appropriately apply their toll rates to their end-user customers, TWTC shall adopt the Rate Center areas and Rate Center points that the Commission has approved for the ILECs and shall assign whole NPA-NXX codes to each Rate Center. TWTC reserves its right to petition the Commission to and calling scope.

6.3 Routing Points.

TWTC will also designate a Routing Point for each assigned NXX code. TWTC may designate one location within each Rate Center as a Routing Point for the NPA-NXX associated with that Rate Center; alternatively TWTC may designate a single location within one Rate Center to serve as the Routing Point for all the NPA-NXXs associated with that Rate Center and with one or more other Rate Centers served by TWTC within an existing GTE exchange area and LATA.

6.4 Code and Numbers Administration.

The Parties will comply with code administration requirements as prescribed by the FCC, the Commission, and accepted industry guidelines. Where GTE is the NANP Number Plan Administrator, GTE will administer number resources, and charge for such administration in accord with applicable rules and regulations. GTE will administer numbering resources in a competitively neutral manner, and process requests for NXX codes in a timely manner and in accord with industry standards. The Parties shall protect TWTC proprietary information that may be submitted to GTE in connection with GTE's responsibilities as NANP Number Plan Administrator in accordance with Article III, Section 14 of this Agreement.

6.5 Programming Switches.

It shall be the responsibility of each Party to program and update its own switches and network systems pursuant to the Local Exchange Routing Guide (LERG) to recognize and route traffic to the other Party's assigned NXX codes. Neither Party shall impose any fees or charges whatsoever on the other Party for such activities.

7. Number Portability (NP).

7.1 Local Number Portability (LNP).

7.1.1 The Parties agree that they shall develop and deploy number portability in accordance with the Act, such binding FCC and state mandates, and industry standards, as may be applicable. Upon implementation of LNP, the Parties agree that all INP customers and their services to LNP methods within a mutually agreed upon time frame and to discontinue further use of interim methods of number portability.

8. Meet-Point Billing (MPB).

8.1 Meet-Point Arrangements.

8.1.1 The Parties may mutually establish MPB arrangements in order to provide Switched Access Services to Access Service customers via a GTE access tandem in accordance with the MPB guidelines adopted by and contained in the Ordering and Billing Forum's MECAB and MECOD documents, except as modified herein and as described in Section 7.1 for Interim Portability.

8.1.2 Except in instances of capacity limitations, GTE shall permit and enable TWTC to sub-tend the GTE access tandem(s) nearest to the TWTC Rating Point(s) associated with the NPA-NXX(s) to/from which the Switched Access Services are homed. In instances of capacity limitation at a given access tandem, TWTC shall be allowed to subtend the next-nearest GTE access tandem in which sufficient capacity is available.

8.1.3 Interconnection for the MPB arrangement shall occur at the IP.

- 8.1.4 Common Channel Signaling shall be utilized in conjunction with MPB arrangements to the extent such signaling is resident in the GTE access tandem switch.
- 8.1.5 TWTC and GTE will use diligent efforts, individually and collectively, to maintain provisions in their respective federal and state access tariffs, and/or provisions within the National Exchange Carrier Association (NECA) Tariff No. 4, or any successor tariff, sufficient to reflect this MPB arrangement, including MPB percentages.
- 8.1.6 As detailed in the MECAB document, TWTC and GTE will, in a timely fashion, exchange all information necessary to accurately, reliably and promptly bill Access Service customers for Switched Access Services traffic jointly handled by TWTC and GTE via the meet-point arrangement. Information shall be exchanged in Exchange Message Interface (EMI) format, on magnetic tape or via a mutually acceptable Electronic File Transfer protocol.
- 8.1.7 TWTC and GTE shall work cooperatively to coordinate rendering of Meet-Point bills to customers, and shall reciprocally provide each other usage data and related information at the appropriate charge. Such information is exchanged at no charge to either Party.

8.2 Compensation.

- 8.2.1 Initially, billing to Access Service customers for the Switched Access Services jointly provided by TWTC and GTE via the MPB arrangement shall be according to the multiple-bill method as described in the MECAB guidelines. This means each Party will bill the portion of service it provided at rate specified in its appropriate tariff, or price list.
- 8.2.2 Subsequently, TWTC and GTE may mutually agree to implement one of the following options for billing to third parties for the Switched Access Services jointly provided by TWTC and GTE via the MPB arrangement: single-bill/single tariff method, single-bill/multiple tariff method, or to continue the multiple-bill method. Should either Party prefer to change among these billing methods, that Party shall notify the other Party of such a request in writing, ninety (90) Business Days in advance of the date on which such change is desired to be implemented. Such changes then may be made in accordance with MECAB guidelines and if the Parties mutually agree, the change will be made.

9. Common Channel Signaling.

9.1 Service Description.

The Parties will provide Common Channel Signaling (CCS) to one another via Signaling System 7 (SS7) network interconnection, where and as available, in the manner specified in FCC Order 95-187, in conjunction with all traffic exchange trunk groups. SS7 signaling and transport services shall be provided by GTE in accordance with the terms and conditions of this Section 9.5 of this Article and Appendix G attached to this Agreement and made a part thereof. The Parties will cooperate on the exchange of all appropriate SS7 messages for local and intraLATA call set-up signaling, including ISDN User Part (ISUP) and Transaction Capabilities Application Part (TCAP) messages to facilitate full interoperability of all CLASS Features and functions between their respective networks. Any other SS7 message services to be provided using TCAP messages (such as data base queries) will be jointly negotiated and agreed upon.

9.2 Signaling Parameters.

All SS7 signaling parameters will be provided in conjunction with traffic exchange trunk groups, where and as available. These parameters include Automatic Number Identification (ANI), Calling Party Number (CPN), Privacy Indicator, calling party category information, originating line information, charge number, etc. Also included are all parameters relating to network signaling information, such as Carrier Information Parameter (CIP), wherever such information is needed for call routing or billing. GTE will provide SS7 via GR-394-SS7 and/or GR-317-SS7 format(s).

9.3 Privacy Indicators.

Each Party will honor all privacy indicators as required under applicable law.

9.4 Connection Through Signal Transfer Point (STP).

TWTC must interconnect with the GTE STP(s) serving the LATA in which the traffic exchange trunk groups are interconnected. Additionally, all interconnection to GTE's 800/888 database and GTE's Line Information Data Base (LIDB) shall, consistent with this section and Appendix G attached hereto, take place only through appropriate STP pairs.

9.5 Third Party Signaling Providers.

TWTC may choose a third-party SS7 signaling provider to transport messages to and from the GTE SS7 network. In that event, that third party provider must present a letter of agency to GTE, prior to the testing of the interconnection, authorizing the third party to act on behalf of TWTC in transporting SS7 messages to and from GTE. The third-party provider must interconnect with the GTE STP(s) serving the LATA in which the traffic exchange trunk groups are interconnected.

9.6 Multi-Frequency Signaling.

In the case where CCS is not available, in band Multi-Frequency (MF), wink start, E & M channel associated signaling with ANI will be provided by the Parties. Network signaling information, such as CIC/OZZ, will be provided wherever such information is needed for call routing or billing.

10. Network Outages.

GTE shall work with TWTC to establish reciprocal responsibilities for managing network outages and reporting. Each party shall be responsible for network outage as a result of termination of its equipment in GTE Wire Center or access tandem. TWTC shall be responsible for notifying GTE of significant outages which could impact or degrade GTE switches and services.

ARTICLE VI
RESALE OF SERVICES

1. General.

The purpose of this Article VI is to define the Exchange Services and related Vertical Features and other Services (collectively referred to for purposes of this Article VI as the "Services") that may be purchased from GTE and resold by TWTC and the terms and conditions applicable to such resold Services. Except as specifically provided otherwise in this Agreement, provisioning of Exchange Services for resale will be governed by the GTE Guide. GTE will make available to TWTC for resale any Telecommunications Service that GTE currently offers, or may offer hereafter, on a retail basis to subscribers that are not telecommunications carriers, except as qualified by Section 2 below.

2. Terms and Conditions.

2.1 Restrictions on Resale.

The following restrictions shall apply to the resale of retail services by TWTC.

2.1.1 TWTC shall not resell to one class of customers a service that is offered by GTE only to another class of customers in accordance with state requirements (e.g., R-1 to B-1, disabled services or lifeline services to non-qualifying customers).

2.1.2 TWTC shall not resell lifeline services and services for the disabled.

2.1.3 TWTC shall not resell promotional offerings of 90 days or less in duration. These promotional offerings are not available to TWTC for resale. GTE will apply any applicable resale discount to the ordinary rate for a retail service rather than the special promotional rate.

2.2 Interim Universal Service Support Charge for Resale Services.

TWTC wishes to resell GTE's Basic Exchange Residential and Business services. It is GTE's position that GTE's current intraLATA toll rates include implicit subsidies that support below-cost prices for other services and thus promote universal service. This universal service support is lost where a CLEC resells GTE's local service but does not resell GTE's intraLATA toll service. For this reason, GTE will not resell Basic Exchange Residential or Business services unless TWTC pays the monthly interim universal service support charge set forth in Appendix C. GTE believes that this interim surcharge is required by state and federal law. TWTC believes there is no basis in state or federal law for such an interim surcharge.

The lawfulness of GTE's interim surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. Nevertheless, the parties agree that GTE will offer for resale Basic Exchange Residential and Business services at the avoided cost discount rate set forth in Appendix C without the interim surcharge, but subject to the following terms and conditions:

2.2.1 TWTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, TWTC will (i) begin paying the monthly interim surcharge in accord with Appendix C, and (ii) make a lump sum

payment to GTE of the total interim surcharges retroactive to the effective date of this agreement.

2.2.2 Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring the CLEC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.

2.2.3 Nothing in this Agreement shall restrict or impair GTE from seeking injunctive relief or any other remedy at any time and in any court regarding GTE's interim surcharge or the Commission's rejection or modification of GTE's interim surcharge.

2.3 Restrictions on Discount of Retail Services.

The discount specified in Section 5.3 herein shall apply to all retail services except for the following:

2.3.1 TWTC may resell services that are provided at a volume discount in accordance with terms and conditions of applicable tariff. TWTC shall not aggregate end-user lines and/or traffic in order to qualify for volume discount.

2.3.2 TWTC may resell ICB/Contract services without a discount and only to end-user customers that already have such services.

2.3.3 TWTC may resell COCOT coin or coinless line; however, no discount applies.

2.3.4 TWTC may resell special access; however, no discount applies.

2.3.5 TWTC may resell operator services and directory assistance as specified in Section 5.6 herein, and in accordance with the OS/DA discount specified in Appendix C.

2.4 Resale to Other Carriers.

Services available for resale may not be used by TWTC to provide access to the local network as an alternative to tariffed switched and special access by other carriers, including, but not limited to; interexchange carriers, wireless carriers, competitive access providers, or other retail telecommunications providers.

3. Ordering and Billing.

3.1 Service Ordering, Service Provisioning, and Billing.

TWTC will order services for resale directly from GTE through an electronic interface or fax. The following describes generally the processes GTE will use for ordering, provisioning and billing for resold services. Except as specifically provided otherwise in this Agreement, service ordering, provisioning, billing and maintenance shall be governed by the GTE Guide.

3.2 Local Service Request.

Orders for resale of services will be placed utilizing standard LSR forms. GTE will continue to participate in industry forums for developing service order/disconnect order formats and will incorporate appropriate industry standards. Complete and accurate

forms (containing the requisite end-user information as described in the Guide) must be provided by TWTC before a request can be processed.

3.2.1 GTE will accept orders for As-Is Transfer (AIT) of services from GTE to TWTC where GTE is the end-user's current local exchange company. GTE cannot provide an AIT of service from another CLEC selling GTE's services to TWTC.

3.3 Certificate of Operating Authority.

When ordering, TWTC must represent and warrant to GTE that it is a certified provider of local dial-tone service. TWTC will provide a copy of its Certificate of Operating Authority or other evidence of its status to GTE upon request.

3.4 Directory Assistance (DA) Listings.

GTE shall include a TWTC customer listing in its Directory Assistance database as part of the LSR process. GTE will honor TWTC Customer's preferences for listing status, including non-published and unlisted, and will enter the listing in the GTE database, which is used to perform Directory Assistance functions as it appears on the LSR. At such time GTE makes zip code information generally available to the CLEC industry as part of DA Listings, GTE will include the zip code with TWTC DA listings.

3.5 Nonrecurring Charges.

TWTC shall be responsible for the payment of all nonrecurring charges (NRCs) applicable to resold Services (e.g., installation, changes, ordering charges) as listed in Appendix C. In addition, NRCs for Field Service work (Installation/Repair requiring on site visits) will be charged from the appropriate tariff. No discount applies to nonrecurring charges.

3.6 Alternate Billed Calls.

GTE shall record usage data originating from TWTC subscribers that GTE records with respect to its own retail customers, using services ordered by TWTC. On resale accounts, GTE will provide usage in EMI format per existing file exchange schedules. Incollects are calls that are placed using the services of GTE or another LEC or Local Service Provider (LSP) and billed to a resale service line of TWTC. Outcollects are calls that are placed using a TWTC resale service line and billed to a GTE line or line of another LEC or LSP. Examples of an incollect or an outcollect are collect, credit card calls.

3.6.1 Incollects. GTE will provide the rated record it receives from the CMDS network, or which GTE records (non-intercompany), to TWTC for billing to TWTC's end-users. GTE will settle with the earning company, and will bill TWTC the amount of each incollect record less the Billing & Collection (B&C) fee for end-user billing of the incollects. The B&C credit will be \$.05 per billed message. Any additional message processing fees associated with TWTC's incollect messages that are incurred by GTE will be billed to TWTC on the monthly statement.

3.6.2 Outcollects. When the GTE end-office switch from which the resale line is served utilizes a GTE operator services platform, GTE will provide to TWTC the unrated message detail that originates from a TWTC resale service line but which is billed to a telephone number other than the originating number (e.g., calling card, bill-to-third number, etc.). TWTC as the LSP will be deemed the earning company and will be responsible for rating the message at TWTC rates and TWTC will be responsible for providing the billing message detail to the billing company for end-

user billing. TWTC will pay to GTE charges as agreed to for services purchased, and TWTC will be compensated by the billing company for the revenue which TWTC is due.

When a non-GTE entity provides operator service to the GTE end office from which the resale line is provisioned, TWTC must contract with the operator services provider to get any EMI records which TWTC requires.

3.7 Transfers Between TWTC and Another Reseller of GTE Services.

When TWTC has obtained an end-user customer from another reseller of GTE services, TWTC will inform GTE of the transfer by submitting standard LSR forms to GTE.

3.7.1 GTE cannot accept an order for AIT of service from one CLEC reselling GTE services to another reseller of GTE services.

3.8 Local Calling Detail.

Except for those Services and in those areas where measured rate local service is available to end-users, monthly billing to TWTC does not include local calling detail. However, TWTC may request and GTE shall consider developing the capabilities to provide local calling detail in those areas where measured local service is not available for a mutually agreeable charge.

3.9 Procedures.

An overview of the procedures for preordering, ordering, provisioning and bills for resold services are outlined in Appendix F, attached hereto and made a part thereof.

3.10 LIDB.

For resale services, the LSR will generate updates to GTE's LIDB for validation of calling card, collect, and third number billed calls.

3.11 Originating Line Number Screening (OLNS).

Upon request, GTE will update the database to provide OLNS which indicates to an operator the acceptable billing methods for calls originating from the calling number (e.g., penal institutions, COCOTS).

4. Maintenance.

4.1 Maintenance, Testing and Repair.

GTE will provide repair and maintenance services to TWTC and its end-user customers for resold services in accordance with the same standards and charges used for such services provided to GTE end-user customers. GTE will not initiate a maintenance call or take action in response to a trouble report from a TWTC end-user until such time as trouble is reported to GTE by TWTC. TWTC must provide to GTE all end-user information necessary for the installation, repair and servicing of any facilities used for resold services according to the procedures described in the Guide.

5. Services Available for Resale.

5.1 Description of Local Exchange Services Available for Resale.

Resold basic Exchange Service includes, but is not limited to, the following elements:

- (a) Voice Grade Local Exchange Access Line - includes a telephone number and dial tone.
- (b) Local Calling - at local usage measured rates if applicable to the end-user customer.
- (c) Access to long distance carriers
- (d) E-911 Emergency Dialing
- (e) Access to Service Access Codes - e.g., 800, 888, 900
- (f) Use of AIN Services (those Currently Available to end-users)
- (g) End-User Private Line Services
- (h) Listing of telephone number in appropriate "white pages" directory; and
- (i) Copy of "White Pages" and "Yellow Pages" directories for the appropriate GTE service area
- (j) IntraLATA toll

5.2 Other Services Available for Resale.

The type of Services listed on Appendix C, attached hereto and made a part of this Agreement, are available for resale by TWTC. Subject to the limitations on resale enumerated in this Article, any new services that GTE offers in the future at retail to customers who are not telecommunications carriers shall may also be available to TWTC for resale under the same terms and conditions contained in this Agreement. Additional regulations, terms and conditions relating to the type of Services listed on Appendix C can be found in the appropriate intrastate local, toll and access tariffs. Terms, conditions and other matters concerning rate applications, technical parameters, provisioning capability, definitions and feature interactions contained in such tariffs are applicable to the type of Services offered under this Agreement and are incorporated herein by reference. Modifications to Services listed on Appendix C shall be provided to TWTC in accordance with GTE's practices and procedures.

5.2.1 Promotional Services. GTE shall make available for resale, those promotional offerings that are greater than 90 days in duration and the special promotional rate will be subject to the applicable resale discount..

5.3 Rates.

The prices charged to TWTC for Local Services shall be calculated as follows:

- 5.3.1 Avoided Cost Discount as shown in Appendix C shall apply to all retail services except those services listed in Section 2.1 and Section 2.3 herein.
- 5.3.2 The discount dollar amount calculated under Section 5.3.1 above will be deducted from the retail rate.
- 5.3.3 The resulting rate is the resale rate.

5.3.4 This discount dollar amount in Section 5.3.2 above shall not change during the Term of this Agreement, even though GTE may change its retail rates.

5.4 Grandfathered Services.

Services identified in GTE Tariffs as grandfathered in any manner are available for resale only to end-user customers that already have such grandfathered service. An existing end-user customer may not move a grandfathered service to a new service location. Grandfathered Services are subject to a resale discount.

5.5 Access.

GTE retains all revenue due from other carriers for access to GTE facilities, including both switched and special access charges.

5.6 Operator Services (OS) and Directory Assistance (DA).

Operator Services for local and toll assistance (for example, call completion, busy line verification and emergency interruption) and Directory Assistance (e.g., 411 calls) are provided as a part of Exchange Services offered for resale. TWTC may request rebranding or unbranding. TWTC will be billed in accordance with GTE's retail tariff.

5.6.1 If TWTC requests branding or unbranding, GTE will provide such unbranding or rebranding with TWTC's name pursuant to Article VII.

5.6.2 TWTC will be billed a charge for unbranding or rebranding and customized routing as set forth in Article VII and additional charges specified in Article VII, Section 2.1.14.

5.6.3 For those offices that TWTC has requested GTE to rebrand and/or unbrand OS and DA, GTE will provide it where GTE performs its own OS and DA service subject to capability and capacity limitations where customized routing is Currently Available. If GTE uses a third-party contractor to provide OS or DA, GTE will not provide branding nor will GTE negotiate it with a third party on behalf of TWTC. TWTC must negotiate with the third party. In these instances, TWTC will need to purchase customized routing and dedicated trunking to differentiate its OS/DA traffic from GTE's.

ARTICLE VII
UNBUNDLED NETWORK ELEMENTS

1. General.

On January 25, 1999, the Supreme Court of the United States issued its decision in AT&T v. Iowa Utilities Board, 119 S. Ct. 721 (1999). Among other things, the Court vacated the FCC's list of unbundled network elements (UNEs) set forth in Rule 51.319, holding that the FCC failed to apply the Act's "necessary" or "impair" standard in creating its list. On November 5, 1999, the FCC issued an order establishing a new Rule 51.319 that reflects a new list of UNEs (the "UNE Remand Order"). On December 9, 1999, the FCC released a separate order that adds the high frequency portion of the local loop, or "line sharing," to this list (the "Line Sharing Order"). With the exception of dark fiber loops, subloops, inside wire, packet switching, dark fiber transport, access to the calling name, 911 and E911 databases, access to loop qualification information and line sharing (collectively, the "additional UNEs"), the UNEs established by the FCC in its new Rule 51.319 pursuant to the UNE Remand and Line Sharing Orders became effective February 17, 2000. With the exception of line sharing, the Additional UNEs become effective May 17, 2000. GTE may not be able to make line sharing available as a UNE before June 6, 2000.

Unless otherwise specified in this Article, the ordering, provisioning, billing and maintenance of UNEs will be governed by the GTE Guide. GTE will provide UNE offerings pursuant to this Article only to the extent they are Currently Available in GTE's network. GTE will not construct new facilities to offer any UNE or combination of UNEs.

Notwithstanding anything to the contrary in this Article, GTE does not waive, and hereby expressly reserves, its rights: (a) to challenge the legality of Rule 51.319, the UNE Remand and Line Sharing Orders and/or any other related FCC orders or rules; (b) to appeal of the FCC pricing rules; (c) to assert or continue to assert that certain provisions of the FCC's First and Second Report and Order in FCC Docket No. 96-98 and other FCC orders or rules are unlawful, illegal and improper; and (d) to take any appropriate action, including, without limitation, requiring retroactive pricing adjustments relating to the offering of UNEs and UNE combinations, based on the outcome of any of the actions or challenges described in subparagraphs (a)-(c) above or any other actions.

The UNEs, including combinations of UNEs, hereunder shall only be made available and shall only be used, for the provision of Telecommunication Service, as that term is defined by the Act.

2. Description of UNE Offerings.

2.1 Individual UNEs.

GTE will provide TWTC with the following UNEs pursuant to this Article:

- 2.1.1 Local Loops. The local loop UNE is defined as the transmission facility (or channel or group of channels on such facility) that extends from a Main Distribution Frame (MDF), or its equivalent, in a GTE end office or wire center up to and including the loop "demarcation point", including inside wire owned by GTE. The loop demarcation point is that point on the loop facility where GTE's ownership and control ends and the subscriber's ownership and control begins. Generally, loops are provisioned as 2-wire or 4-wire copper pairs running from the end office MDF to the subscriber's premises. However, a loop may be provided via other means, including radio frequencies, as a channel on a high-capacity feeder/distribution facility which may, in turn, be distributed from a node location to the subscriber's premises via a copper or coaxial drop or other facility. The loop includes all features, functions and capabilities of such transmission

facilities, including attached electronics (except those electronics used for the provision of advanced services, such as digital subscriber line access multiplexers ("DSLAMs")) and line conditioning.

2.1.1.1 Types of Loops. The types of unbundled loops made available to TWTC under this Article are:

- 2.1.1.1.1 "2-Wire Analog Loop" is a voice grade transmission facility that is suitable for transporting analog voice signals between approximately 300-3000 Hz, with loss not to exceed 8.5 db. A 2-wire analog loop may include load coils, bridge taps, etc. This facility also may include carrier derived facility components (i.e., pair gain applications, loop concentrators/multiplexers). This type of unbundled loop is commonly used for local dial tone services. GTE does not guarantee data modem speeds on a 2-wire analog loop. In addition, GTE does not guarantee CLASS features will perform properly on a 2-wire analog loop provisioned over subscriber analog carrier.
- 2.1.1.1.2 "4-Wire Analog Loop" conforms to the characteristics of a 2-wire voice grade loop and, in addition, can support simultaneous independent transmission in both directions. GTE does not guarantee data modem speeds on a 4-wire analog loop. In addition, GTE does not guarantee CLASS features will perform properly on a 4-wire analog loop provisioned over subscriber analog carrier.
- 2.1.1.1.3 "2-Wire Digital Loop" is a transmission facility capable of transporting digital signals up to 160 kpbs, with no greater loss than 38 db. end-to-end, measured at 40 kHz. At TWTC's request, line extension equipment may be added, in which case loss will be no greater than 76 db. at 40 kHz (ISDN-BRI). When utilizing ADSL technology, TWTC is responsible for limiting the Power Spectral Density (PSD) of the signal to levels specified in Clause 6.13 of ANSI T1.413 ADSL Standards.
- 2.1.1.1.4 "4-Wire Digital Loop" is a transmission facility that is suitable for the transport of digital signals at rates up to 1.544 Mbps. 4-wire digital loops are only provisioned on copper facilities. When a 4-wire digital loop is used by TWTC to provision HDSL technology, the insertion loss, measured between 100W termination at 200 kHz, in which case loss should be less than 34 db. The DC resistance of a single wire pair should not exceed 1100 ohms.
- 2.1.1.1.5 "DS-1 Loops" will support a digital transmission rate of 1.544 Mbps. The DS-1 loop will have no bridge taps or load coils and will employ special line treatment. DS-1 loops will include midspan line repeaters where required, office terminating repeaters, and DSX cross connects.
- 2.1.1.1.6 "DS-3 Loops" will support the transmission of isochronous bipolar serial data at a rate of 44.736 Mbps. The DS-3 loop provides the equivalent of 28 DS-1 channels and shall

include the electronics at either end.

2.1.1.1.7 "Dark Fiber Loops" consist of fiber that has not been activated through connection to the electronics that "light" it, and thereby render it capable of carrying communications services. In accordance with Rule 51.319(a)(1), GTE will not make dark fiber loops available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of dark fiber as an UNE.

2.1.2 Subloops. The subloop UNE is defined as any portion of the loop, including inside wire, that is technically feasible to access at the drop pedestal, cross connect box and pair gain in GTE's outside plant. In accordance with Rule 51.319(a)(2), GTE will not make subloops available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of subloops as an UNE.

2.1.3 Inside wire. The inside wire UNE is defined as all loop plant owned by GTE on an end-user Customer premises as far as the point of demarcation. In accordance with Rule 51.319(a)(2), GTE will not make inside wire available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of inside wire as an UNE.

2.1.4 Network Interface Device (NID). The NID UNE is defined as any means of interconnection of end-user Customer inside wiring to GTE's distribution plant. To gain access to an end-user's inside wiring, TWTC may connect its own loop directly to GTE's NID where TWTC uses its own facilities to provide local service to an end-user formerly served by GTE, as long as such direct connection does not adversely affect GTE's network.

2.1.5 Local Circuit Switching. The local circuit switching UNE is defined as: (i) line-side facilities, which include, but are not limited to, the connection between a loop termination at a main distribution frame and a switch line card; (ii) trunk-side facilities, which include, but are not limited to, the connection between trunk termination at a trunk-side cross-connect panel and a switch trunk card; and (iii) all features, functions and capabilities of the switch. GTE reserves the right not to provide circuit switching and shared transport as a UNE under the circumstances described in Rule 51.319(c)(2).

2.1.5.1 Types of Local Circuit Switching. At TWTC's request, GTE will make available the following types of Circuit Switching as UNEs:

2.1.5.1.1 Analog Line Side Port. An analog line side port¹ is a line

¹A Port provides for the interconnection of individual Loops to the switching components of GTE's network. In general, the port is a line card or trunk card and associated peripheral equipment on a GTE end office switch that serves as the hardware termination for the end-user's Exchange Service on that switch, generates dial line, and provides the end-user access to the Public Switched Telecommunications Network (PSTN). Each line-side port is typically associated with one (or more) telephone number(s), which serve as the end-user's network address. A port also includes local switching, which provides the basic switching functions to originate, route and terminate traffic and any signaling deployed in the switch. When TWTC orders an unbundled port, the TWTC has the option to submit a Directory Service Request (DSR) to have the listings included in GTE's Directory Assistance database. The applicable ordering charge will be applied for processing the DSR. GTE will honor TWTC Customers' preferences for listing

side switch connection used to provide basic residential- and business-type exchange services.

- 2.1.5.1.2 ISDN BRI Digital Line Side Port. An ISDN BRI digital line side port is a basic rate interface (BRI) line side switch connection used to provide ISDN exchange services.
 - 2.1.5.1.3 Coin Line Side Port. A coin line side port is a line side switch connection used to provide coin services.
 - 2.1.5.1.4 DS-1 Digital Trunk Side Port. A DS-1 digital trunk side port is a trunk side switch connection used to provide the equivalent of 24 analog incoming trunk ports.
 - 2.1.5.1.5 ISDN PRI Digital Trunk Side Port. An ISDN PRI digital trunk side port is a primary rate interface (PRI) trunk side switch connection used to provide ISDN exchange services.
- 2.1.6 Local Tandem Switching. The local tandem switching UNE is defined as: (i) trunk-connect facilities, which include, but are not limited to, the connection between trunk termination at a cross connect panel and switch trunk card; (ii) the basic switch trunk function of the connecting trunks to trunks; and (iii) the functions that are centralized in tandem switches (as distinguished from separate end office switches).
- 2.1.7 Packet Switching. The packet switching UNE is defined as the basic packet switching function of routing or forwarding packets, frames, cells or other data units based on address or other routing information contained in the packets, frames, cells or other data units, and the functions that are performed by the DSLAM. GTE reserves the right not to provide packet switching as a UNE under the circumstances described in Rule 51.319(c)(5). In accordance with Rule 51.319(c)(5), GTE will not make packet switching available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of packet switching as an UNE.
- 2.1.8 Dedicated Transport. The dedicated transport UNE is defined as GTE interoffice transmission facilities, including all technically feasible capacity-related services, including, but not limited to, DS1, DS3 and OCN levels, dedicated to a particular Customer or carrier, that provide telecommunications between wire centers owned by GTE or TWTC, between switches owned by GTE or TWTC.
- 2.1.9 Dark Fiber Transport. The dark fiber transport UNE is defined as GTE optical interoffice transmission facilities without attached multiplexing, aggregation or other electronics. In accordance with Rule 51.319(d), GTE will not make dark fiber available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of dark fiber transport as an UNE.
- 2.1.10 Shared Transport. The shared transport UNE is defined as interoffice transmission facilities shared by more than one carrier, including GTE, between end office switches, between end office switches and tandem switches, and

status, including non-published and unlisted, and will enter the listing in the GTE database which is used to perform DA functions as it appears on the LSR.

between tandem switches, in GTE's network. shared transport (also known as common transport) provides the shared use of interoffice trunk groups and tandem switching that are used to transport switched traffic, originating or terminating on a GTE port, between central office switching entities. Shared transport will include tandem switching if GTE's standard network configuration includes tandem routing for traffic between these points. Shared transport is provided automatically in conjunction with port and local circuit switching. GTE reserves the right not to provide circuit switching and shared transport as an UNE under the circumstances described in Rule 51.319(c)(2).

- 2.1.11 Signaling Networks. The signaling network UNE is defined as access to GTE signaling networks and signaling transfer points. SS7 transport and signaling shall be provided in accordance with the terms and conditions of a separately executed agreement, or via GTOC Tariff FCC No. 1.
- 2.1.12 Call-Related Databases. The call-related database UNE is defined as a database, other than OSS, that are used in signaling networks for billing and collection, or the transmission, routing, or other provision of a telecommunications service. These databases include the calling name database, 911 database, E-911 database, line information database, toll free calling database, advanced intelligent network database and downstream number portability databases by means of physical access at the signaling transfer point linked to the unbundled databases. LIDB services and database 800 type services shall be provided in accordance with the rates, terms and conditions of GTOC Tariff FCC No. 1. In accordance with Rule 51.319(e)(2)(i), GTE will not make the calling name database, 911 database or E-911 database as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of such databases as an UNE. In addition, GTE reserves the right not to unbundle the services created in the AIN platform and architecture that qualify for proprietary treatment.
- 2.1.13 Service Management Systems. The service management system database system UNE is defined as a computer database or system not part of the public switched network that: (i) interconnects to the service control point and sends to that service control point the information and call processing instructions needed for a network switch to process and complete a telephone call and (ii) provides telecommunications carriers with the capability of entering and storing data regarding the processing and completing of a telephone call.
- 2.1.14 OS/DA. The OS/DA UNE is defined as: (a) any automatic or live assistance to a consumer to arrange for billing or completion, or both, of a telephone call (OS); and (b) a service that allows subscribers to retrieve telephone numbers of other subscribers (DA). In accordance with Rule 51.319(f), GTE will not provide OS/DA as a UNE when it offers customized routing. Where TWTC provides its own OS and DA platform, TWTC is required to route its OS and DA traffic to its platform over customized routing. GTE shall: (a) provide TWTC a list of switches that can provide customized routing using line class codes or similar method (regardless of current capacity limitations) and a schedule for customized routing in the switches with existing capabilities and capacity; (b) provide TWTC with applicable charges, and terms and conditions, for providing customized routing; and (c) choose the method of implementing customized routing of OS and DA calls. When GTE offers customized routing to TWTC, TWTC will be required to establish dedicated transport in order to route OS/DA traffic to the designated platform. If a dedicated transport UNE is used to route OS/DA traffic to the designated platform, TWTC must purchase a trunk side port and establish a collocation arrangement in accordance with the Collocation Article. If the

dedicated transport UNE used to route OS/DA traffic to the designated platform is ordered out of the applicable access tariff, no collocation arrangement or trunk side port is required.

2.1.15 OSS. The OSS UNE is defined as operations support system functions consisting of pre-ordering (including nondiscriminatory access to the same detailed information about loop qualification information that is available to GTE), ordering, provisioning, maintenance and repair, and billing functions supported by GTE's databases and information. In accordance with Rule 51.319(g), GTE will not make the loop qualification information available as an UNE before May 17, 2000. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding the implementation of such information as an UNE.

2.1.16 Line Sharing. The line sharing UNE is defined as the frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit-switched voiceband transmissions. Upon written request by TWTC or GTE, the Parties shall engage in further good faith negotiations regarding, and take all reasonable steps necessary to ensure, the implementation of line sharing as an UNE. In accordance with par. 161 of the Line Sharing Order, GTE may not be able to make Line Sharing available as an UNE before June 6, 2000.

2.2 Combinations. GTE will offer combinations of UNEs (UNE-P) where the elements are already combined in GTE's network, subject to the limitations, requirements and restrictions of applicable law, including, without limitation, Rule 51.319, the Line Sharing Order, the UNE Remand Order and the Act. GTE is no longer required to provide OS/DA as a UNE where GTE offers customized routing. Nevertheless, GTE will continue to provide OS/DA based on market rates (see Appendix D) until the Parties negotiate a separate OS/DA agreement. In the alternative, TWTC can obtain an alternative provider. In addition, TWTC may not use any UNE combination as a substitute for special access service pending the FCC's resolution of this issue in its Fourth FNPRM in Docket No. 96-98. TWTC shall not have physical access to the combined UNEs in GTE's premises. However, TWTC may use UNE combinations to provide local exchange service, in addition to exchange access service, to a particular Customer. The following are not offered in UNE-P arrangements: (a) Frame Relay; (b) ATM; (c) ADSL; and (d) AIN. TWTC may order the following standard UNE-Ps pursuant to this Article:

2.2.1 UNE Basic Analog Voice Grade Platform, which consists of:

2.2.1.1 UNE 2-Wire Loop;

2.2.1.2 UNE Basic Analog Line Side Port; and

2.2.1.3 UNE Shared Transport.

2.2.2 UNE ISDN BRI Platform, which consists of:

2.2.2.1 UNE 2-Wire Digital Loop;

2.2.2.2 UNE ISDN BRI Digital Line Side Port; and

2.2.2.3 UNE Shared Transport.

2.2.3 UNE ISDN PRI Platform, which consists of:

2.2.3.1 UNE DS-1 Loop;

2.2.3.2 UNE ISDN PRI Digital Trunk Side Port; and

2.2.3.3 UNE Shared Transport.

2.2.4 UNE DS-1 Platform, which consists of:

2.2.4.1 UNE DS-1 Loop;

2.2.4.2 UNE DS-1 Digital Trunk Side Port; and

2.2.4.3 UNE Shared Transport.

3. Operations Matters.

3.1 Ordering.

The ordering procedures for UNEs and UNE-P's are described in the GTE Guide found on GTE's wise website <http://www.gte.com/wise>). GTE will continue to participate in industry forums for developing service order/disconnect order formats and will incorporate appropriate industry standards. Complete and accurate forms (containing the requisite end-user information as described in the Guide) must be provided by TWTC before a request can be processed. ASRs and/or LSRs submitted by TWTC will be reviewed by GTE for validation and correction of errors. Errors will be referred back to TWTC. TWTC will then correct any errors that GTE has identified and resubmit the request to GTE electronically through a supplemental ASR/LSR.

3.2 Unauthorized Changes.

If TWTC submits an order for UNEs or UNE-Ps under this Agreement in order to provide service to an end-user that at the time the order is submitted is obtaining its local services from GTE or another LEC using GTE resold services or unbundled elements, and the end-user notifies GTE that the end-user did not authorize TWTC to provide local exchange services to the end-user, TWTC must provide GTE with written documentation of authorization from that end-user within thirty (30) Business Days of notification by GTE. If TWTC cannot provide written documentation of authorization within such time frame, TWTC must within three (3) Business Days thereafter:

3.2.1 notify GTE to change the end-user back to the LEC providing service to the end-user before the change to TWTC was made;

3.2.2 provide any end-user information and billing records TWTC has obtained relating to the end-user to the LEC previously serving the end-user; and

3.2.3 notify the end-user and GTE that the change back to the previous LEC has been made.

Furthermore, GTE will bill TWTC fifty dollars (\$50.00) per affected line to compensate GTE for switching the end-user back to the original LEC.

3.3 Letter of Authorization.

GTE will not release the Customer Service Record (CSR) containing Customer proprietary network information (CPNI) to TWTC on GTE end-user Customer accounts

unless TWTC first provides to GTE a written Letter of Authorization (LOA). Such LOA may be a blanket LOA or other form agreed upon between GTE and TWTC authorizing the release of such information to TWTC or if state or federal law provides otherwise, in accordance with such law. An LOA will be required before GTE will process an order for UNEs or UNE-Ps provided in cases in which the subscriber currently receives Exchange Service from GTE or from a local service provider other than TWTC. Such LOA may be a blanket LOA or such other form as agreed upon between GTE and TWTC.

3.4 Provisioning.

GTE agrees to provide UNEs and UNE-Ps in a timely manner, considering the need and volume of requests, pursuant to agreed upon service provisioning intervals. GTE shall provide power to ordered UNEs and UNE-Ps on the same basis as GTE provides power to itself. UNEs and UNE-Ps will be provided only when facilities are Currently Available. If facilities are not Currently Available, TWTC will be notified and the order will be rejected. The determination of whether or not facilities are Currently Available will be made on a case-by-case basis. TWTC may use the Bona Fide Request (BFR) process to request GTE to construct facilities at TWTC's expense. GTE will use the following guidelines to determine if facilities are Currently Available to provision a requested UNE or UNE-P:

- 3.4.1 GTE will not place new interoffice facilities or outside plant feeder or distribution facilities.
- 3.4.2 GTE will not breach existing interoffice facilities, outside plant feeder or distribution facilities or central office cabling or wiring to install new electronics or housing for plug-in electronic cards or modules. GTE will install new plug-in cards or modules when the housing already exists and is wired into the network.
- 3.4.3 In most circumstances, GTE will install drops and NIDs to connect outside plant facilities to an end-user's premises to provide a UNE loop. GTE will use the same procedures its uses to determine when a drop would routinely be installed for a GTE Customer to determine if a drop will be installed for a UNE loop. Drops will not be installed when conditions such as excessive length, size of cable or use of fiber optics would require GTE outside plant construction personnel to install the drop.
- 3.4.4 GTE will not install new switches or augment switching capacity.
- 3.4.5 GTE will not install new software or activate software requiring a new right to use fee in switching equipment. GTE will activate software that is currently loaded in a switch but is not in use.
- 3.4.6 In certain situations, GTE utilizes pair gain technology, such as Integrated Digital Loop Carrier (IDLC)² or analog carrier, to provision facilities. GTE may not be able to provision a loop UNE in such cases. Where GTE can provision a loop UNE using pair gain technology, the capabilities of such loop UNE may be limited. If TWTC orders a loop UNE that would normally be provisioned over facilities using pair gain technology, GTE will use alternate facilities to provision the loop UNE if alternate facilities are Currently Available. If alternate facilities are not Currently Available, GTE will advise TWTC that facilities are not available to provision the requested loop UNE.

2 See Telcordia Technologies TR-TSY-000008, Digital Interface Between the SLC-96 Digital Loop Carrier System and Local Digital Switch and TR-TSY-000303, Integrated Digital Loop Carrier (IDLC) Requirements, Objectives and Interface.

3.5 Bona Fide Request Process.

The Bona Fide Request (BFR) process shall be used when TWTC requests certain services, features, capabilities or functionality defined and agreed upon by the Parties as services to be ordered via BFR. The following guidelines shall apply to the BFR process.

- 3.5.1 A BFR shall be submitted in writing by TWTC and shall specifically identify the need to include technical requirements, space requirements and/or other such specifications that clearly define the request such that GTE has sufficient information to analyze and prepare a response.
- 3.5.2 TWTC may cancel a BFR in writing at any time prior to TWTC and GTE agreeing to price and availability. GTE will then cease analysis of the request.
- 3.5.3 Within five (5) Business Days of GTE's receipt of the BFR, GTE shall acknowledge in writing its receipt of same and identify a single point of contact and any additional information needed to process the request.
- 3.5.4 Except under extraordinary circumstances, within thirty (30) Business Days of GTE's receipt of the BFR, GTE shall provide a proposed price and availability date, or GTE will provide an explanation as to why GTE elects not to meet TWTC's request. In cases of extraordinary circumstances, GTE will inform TWTC as soon as it realizes that it cannot meet the thirty (30) Business Day response due date. TWTC and GTE will then determine a mutually agreeable date for receipt of the request.
- 3.5.5 Unless TWTC agrees otherwise, all proposed prices shall be consistent with the pricing principles of the Act, FCC and/or Commission. Payments for services purchased under a BFR will be made upon delivery, unless otherwise agreed to by TWTC, in accordance with the applicable provisions of this Agreement.
- 3.5.6 Upon affirmative response from GTE, TWTC will submit in writing its acceptance or rejection of GTE's proposal. If at any time an agreement cannot be reached as to the terms and conditions and/or price of the request GTE agrees to meet, the Dispute Resolution procedures described in Article III, Section 18 herein may be used by a Party to reach a resolution.

3.6 Connections.

- 3.6.1 With the exception of shared transport, the UNEs specified above may be directly connected to TWTC facilities or to a third-party's facilities designated by TWTC to the extent technically feasible. Direct access to loops, port and local switching, and dedicated transport, that terminate in a GTE Wire Center or other GTE premises, must be accomplished via a collocation arrangement in that Wire Center or premise. In circumstances where collocation cannot be accomplished in the Wire Center or premise, the Parties agree to negotiate for possible alternative arrangements. Removal of existing cable pairs required for TWTC to connect service is the responsibility of TWTC.
- 3.6.2 In order to minimize adverse effects to GTE's network, the following procedures shall apply regarding NID connection:
 - 3.6.2.1 When connecting its own loop facility directly to GTE's NID for a residence or business Customer, TWTC must make a clean cut on the GTE drop wire at the NID so that no bare wire is exposed. TWTC shall not remove or disconnect GTE's drop wire from the NID or take any other

action that might cause GTE's drop wire to be left lying on the ground.

- 3.6.2.2 At multi-tenant Customer locations, TWTC must remove the jumper wire from the distribution block (i.e., the NID) to the GTE cable termination block. If TWTC cannot gain access to the cable termination block, TWTC must make a clean cut at the closest point to the cable termination block. At TWTC's request and discretion, GTE will determine the cable pair to be removed at the NID in multi-tenant locations. TWTC will compensate GTE for the trip charge necessary to identify the cable pair to be removed.
- 3.6.2.3 GTE loop elements leased by TWTC will be required to terminate only on a GTE NID. If TWTC leasing a GTE loop wants to connect such loop to a TWTC NID, TWTC also will be required to lease a GTE NID for the direct loop termination and effect a NID-to-NID cross connection.
- 3.6.2.4 Rather than connecting its own loop directly to GTE's NID, TWTC also may elect to install its own NID and effect a NID-to-NID cross connection to gain access to the end-user's inside wiring.
- 3.6.2.5 If TWTC provides its own loop facilities, TWTC may elect to move all inside wire terminated on a GTE NID to one provided by TWTC. In this instance, a NID-to-NID cross connection will not be required. TWTC, or the end-user premise owner, can elect to leave the disconnected GTE NID in place, or to remove the GTE NID from the premises and dispose of it entirely.
- 3.6.2.6 GTE agrees to offer its NIDs to TWTC for lease, but not for sale. Therefore, TWTC may remove GTE identification from any GTE NID to which it connects a TWTC loop, but TWTC shall not place its own identification on such NID.

3.7 Conditioning.

At TWTC's request, and for the charge(s) described on Appendix D, GTE will condition those lines that are unbundled pursuant to this Article to remove load coils, bridge taps, low pass filters, range extenders and other devices to allow such lines to be provisioned in a manner that will allow for the transmission of digital signals required for ISDN and ADSL services, or, in the case of analog lines, to meet specific transmission parameters (e.g., Type C, Type DA, Improved C). dedicated transport may be conditioned for DS-1 clear channel capability.

3.8 Line Testing.

Upon TWTC's request, and for the charge(s) described on Appendix D, GTE will test and report trouble for all features, functions, and capabilities of conditioned lines, subject to all of the following limitations and conditions:

- 3.8.1 Such testing must be technically feasible.
- 3.8.2 If TWTC has directly connected its facilities to a loop, GTE will not perform routine testing of the loop for maintenance purposes. TWTC will be required to perform its own testing and notify GTE of service problems. GTE will perform repair and maintenance once trouble is identified by TWTC. If the loop is combined with dedicated transport, TWTC will not have access to the loop in the wire center. In this case, GTE will perform routine testing of the loop and perform

repair and maintenance once trouble is identified.

3.8.3 All loop facilities provided by GTE on the premises of TWTC's end-users, up to the network interface or demarcation point, are the property of GTE. GTE must have access to all such facilities for network management purposes. GTE employees and agents may enter said premises at any reasonable hour to test and inspect such facilities in conjunction with such purposes or, upon termination or cancellation of the loop, to remove such facility.

3.8.4 If TWTC leases loops that are conditioned to transmit digital signals, as part of that conditioning, GTE will test the loop UNE and provide recorded test results to TWTC. In maintenance and repair cases, if loop tests are performed, GTE will provide any recorded readings to TWTC at the time the trouble ticket is closed in the same manner as GTE provides the same to itself and/or its end-users.

3.9 Loop Interference and Maintenance.

If TWTC's deployment of service enhancing technology interferes with existing or planned service enhancing technologies deployed by GTE or other CLECs in the same cable sheath, GTE will so notify TWTC and TWTC will immediately remove such interfering technology and shall reimburse GTE for all costs and expenses incurred related to this interference. When TWTC provides its own loop and connects directly to GTE's NID, GTE does not have the capability to perform routine maintenance. TWTC can perform routine maintenance via its loop and inform GTE once the trouble has been isolated to the GTE NID and GTE will repair (or replace) the NID, or, at TWTC's option, effect a NID-to-NID cross connection, using the GTE NID only to gain access to the inside wire at the Customer location.

4. Financial Matters.

4.1 Rates and Charges.

The monthly recurring charges (MRCs) and non-recurring charges (NRCs) applicable for the UNEs and UNE-Ps, and related services made available under this Article are set forth in Appendix D attached hereto and made a part of this Article are interim and will be subject to a retroactive true-up when permanent rates are established.. Compensation arrangements for the exchange of switched traffic between TWTC and GTE when TWTC uses a GTE port, local switching and shared transport shall be as set forth in Appendix D.

4.2 Billing.

GTE will utilize CBSS to produce the required bills for UNEs ordered via the LSR process. This includes NIDs, loops, loops combined with port, ports and local switching and shared transport. State or sub-state level billing will include up to thirty (30) summary bill accounts. Timing of messages applicable to GTE's port and circuit switching UNEs (usage sensitive services) will be recorded based on originating and terminating access. GTE will utilize CABS to produce the required bills for UNEs and UNE-Ps ordered via the ASR process. This includes dedicated transport and loops combined with dedicated transport. Incollects are calls that are placed using the services of GTE or another LEC or local service provider and billed to a UNE port, INP number, or LNP number of TWTC. Outcollects are calls that are placed using a TWTC UNE port and billed to a GTE line or the line of another LEC or local service provider. Examples of an incollect or an outcollect are collect, credit card calls.

4.2.1 Incollects. GTE will provide the rated record it receives from the CMDS network, or which GTE records (non-intercompany), to TWTC for billing to TWTC's end-

users. GTE will settle with the earning company, and will bill TWTC the amount of each incollect record less the Billing & Collection (B&C) fee for end-user billing of the incollects. The B&C credit associated with TWTC's incollect messages that are incurred by GTE will be billed to TWTC on the monthly statement.

4.2.2 Outcollects. When the GTE end office switch from which the UNE port is served utilizes a GTE operator services platform, GTE will provide to TWTC the unrated message detail that originates from a TWTC resale service line or UNE port, but which is billed to a telephone number other than the originating number (e.g., calling card, bill-to-third number, etc.). As the local service provider, TWTC will be deemed the earning company and will be responsible for rating the message at TWTC's rates and for providing the billing message detail to the billing company for end-user billing. TWTC will pay to GTE charges as agreed to for services purchased, and TWTC will be compensated by the billing company for the revenue due to TWTC. When a non-GTE entity provides operator services to the GTE end office from which the resale line or UNE port is provisioned, TWTC must contract with the operator services provider to obtain any EMR records required by TWTC.

4.3 Measurement of Originating Usage.

GTE shall record usage data originating from TWTC Customers that GTE records with respect to its own retail Customers, using services order by TWTC. On UNE port accounts, GTE will provide usage in EMR format per existing file exchange schedules.

4.4 Measurement of Terminating Usage.

Until such time as industry standards are implemented for recording and measuring terminating local calls, the Parties agree to use factors to estimate terminating usage based on originating usage. Where originating usage cannot be measured, the Parties agree to use assumed minutes. The applicable factors and assumed minutes are set forth in Appendix D.

4.5 Switched Access Usage.

GTE will provide TWTC switched access usage records (AURs) in EMI Category 11 format for those UNEs which contain this switched access usage component. TWTC agrees to follow applicable industry standards for the meet-point billing of switched access usage as defined in MECAB.

4.6 Impact of Payment of Charges on Service.

TWTC is solely responsible for the payment of all charges for all services and facilities furnished under this Agreement, including, but not limited to, calls originated or accepted at its or its Customers' service locations. If TWTC fails to pay when due any and all charges billed to TWTC under this Agreement, including any late payment charges (collectively, "unpaid charges"), and any or all such charges remain unpaid more than forty-five (45) calendar days after the bill date of such unpaid charges excepting previously disputed charges for which TWTC may withhold payment, GTE shall notify TWTC in writing that it must pay all unpaid charges to GTE within seven (7) Business Days. If TWTC disputes the billed charges, it shall, within said seven (7) day period, inform GTE in writing of which portion of the unpaid charges it disputes, including the specific details and reasons for the dispute, unless such reasons have been previously provided, and shall immediately pay to GTE all undisputed charges. If TWTC and GTE are unable, within thirty (30) Business Days thereafter, to resolve issues related to the disputed charges, then either TWTC or GTE may file a request for arbitration under

General Provisions of this Agreement to resolve those issues. Upon resolution of any dispute hereunder, if TWTC owes payment it shall make such payment to GTE with any late payment charge under _____ from the original payment due date. If TWTC owes no payment, but has previously paid GTE such disputed payment, then GTE shall credit such payment including any late payment charges. If TWTC fails to pay any undisputed unpaid charges, TWTC shall, at its sole expense, within five (5) Business Days notify its Customers that their service may be disconnected for TWTC's failure to pay unpaid charges, and that its Customers must select a new provider of local exchange services. GTE may discontinue service to TWTC upon failure to pay undisputed charges as provided in this Section 4.6 and shall have no liability to TWTC or TWTC's Customers in the event of such disconnection. If TWTC fails to provide such notification or any of TWTC's Customers fail to select a new provider of services within the applicable time period, GTE may provide local exchange services to TWTC's Customers under GTE's applicable Customer tariff at the then current charges for the services being provided. In this circumstance, otherwise applicable service establishment charges will not apply to TWTC's Customer, but will be assessed to TWTC.

ARTICLE VIII

ADDITIONAL SERVICES AND COORDINATED SERVICE ARRANGEMENTS

1. Transfer of Service Announcements.

When an end-user customer transfers service from one Party to the other Party, and does not retain its original telephone number, the Party formerly providing service to the end-user will provide, upon request and if such service is provided to its own customers, a referral announcement on the original telephone number. This announcement will provide the new number of the customer and will remain in effect for the same time period this service is provided to GTE's own end-users.

2. Misdirected Calls.

The Parties will employ the following procedures for handling any misdirected calls (e.g., Business office, repair bureau, etc.):

- 2.1 To the extent the correct provider can be determined, each Party will refer misdirected calls to the proper provider of local exchange service. When referring such calls, both Parties agree to do so in a courteous manner at no charge.
- 2.2 For misdirected repair calls, the Parties will provide their respective repair bureau contact number to each other on a reciprocal basis and provide the end-user the correct contact number.
- 2.3 In responding to misdirected calls, neither Party shall make disparaging remarks about each other, nor shall they use these calls as a basis for internal referrals or to solicit end-users or to market services.

3. 911/E-911 Arrangements.

3.1 Description of Service.

TWTC will install from each of its central offices a minimum of two (2) dedicated trunks to GTE's 911/E-911 selective routers (i.e., 911 tandem offices) that serve the areas in which TWTC provides Exchange Services, for the provision of 911/E-911 services and for access to all subtending PSAPs. The dedicated trunks shall be, at a minimum, DS-0 level trunks configured as a 2-wire analog interface or as part of a digital (1.544 Mbps) interface in which all circuits are dedicated to 9-1-1 traffic. Either configuration shall use CAMA type signaling with multi-frequency (MF) tones that will deliver ANI with the voice portion of the call. GTE will provide TWTC with the appropriate CLLI (Common Language Location Identifier) Codes and specifications of the tandem office serving area or the location of the primary Public Safety Answering Point (PSAP) when there is no 911 routing in that 911 district. If a TWTC central office serves end-users in an area served by more than one (1) GTE 911/E-911 selective router, TWTC will install a minimum of two (2) dedicated trunks in accordance with this Section to each of such 911/E-911 selective routers or primary PSAP.

3.2 Transport.

If TWTC desires to obtain transport from GTE to the GTE 911 selective routers, TWTC may purchase such transport from GTE at the rates set forth in Appendix E .

3.3 Cooperation and Level of Performance.

The Parties agree to provide access to 911/E-911 in a manner that is transparent to the end-user. The Parties will work together to facilitate the prompt, reliable and efficient interconnection of TWTC's systems to the 911/E-911 platforms, with a level of performance that will provide the same grade of service as that which GTE provides to its own end-users. To this end, GTE will provide documentation to TWTC showing the correlation of its rate centers to its E-911 tandems at rates set forth in Appendix E .

3.4 Basic 911 and E-911 General Requirements:

- 3.4.1 Basic 911 and E-911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911).
- 3.4.2 Where GTE has a 911 selective router installed in the network serving the 911 district, GTE shall use subscriber data derived from the Automatic Location Identification/Database Management System (ALI/DMS) to selectively route the 911 call to the PSAP responsible for the caller's location.
- 3.4.3 All requirements for E-911 also apply to the use of SS7 as a type of signaling used on the interconnection trunks from the local switch to an end office or a selective router.
- 3.4.4 Basic 911 and E-911 functions provided to TWTC shall be at least at parity with the support and services that GTE provides to its subscribers for such similar functionality.
- 3.4.5 Basic 911 and E-911 access from Local Switching shall be provided to TWTC in accordance with the following:
 - 3.4.5.1 GTE and TWTC shall conform to all state regulations concerning emergency services.
 - 3.4.5.2 For E-911, both TWTC and GTE shall use their respective service order processes to update access line subscriber data for transmission to the database management systems. Validation will be done via MSAG comparison listed in Section 3.4.5.5.
 - 3.4.5.3 If legally required by the appropriate jurisdiction, GTE shall provide or overflow 911 traffic to be routed to GTE Operator Services or, at TWTC's discretion, directly to TWTC Operator Services.
 - 3.4.5.4 Basic 911 and E-911 access from the TWTC local switch shall be provided from GTE to TWTC in accordance with the following:
 - 3.4.5.4.1 If required by TWTC and Currently Available, GTE shall interconnect direct trunks from the TWTC network to the E-911 PSAP, or to the E-911 selective routers as designated by TWTC. Such trunks may alternatively be provided by TWTC.
 - 3.4.5.4.2 In government jurisdictions where GTE has obligations under existing Agreements as the primary provider of the 911 System to the county (i.e., "lead telco"), TWTC shall participate in the provision of the 911 System as follows:

- 3.4.5.4.2.1 Each Party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each Party's portion of the 911 System.
- 3.4.5.4.2.2 TWTC and GTE recognize that the lead telco in a 911 district has the responsibility of maintaining the ALI database for that district. Each company will provide its access line subscriber records to the database organization of that lead telco. TWTC and GTE will be responsible for correcting errors when notified by either the 911 district or its customer, and then submitting the corrections to the lead telco. Lead telco database responsibilities are covered in Section 3.4.5.5 of this Article.
- 3.4.5.4.2.3 TWTC shall have the right to verify the accuracy of information regarding TWTC customers in the ALI database using methods and procedures mutually agreed to by the Parties. The fee for this service shall be determined based upon the agreed upon solution.
- 3.4.5.4.3 If a third party is the primary service provider to a 911 district, TWTC shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations between such third party and TWTC are totally separate from this Agreement and GTE makes no representations on behalf of the third party.
- 3.4.5.4.4 If TWTC or Affiliate is the primary service provider to a 911 district, TWTC and GTE shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.
- 3.4.5.4.5 Interconnection and database access shall be at rates as set forth in Appendix E.
- 3.4.5.4.6 GTE shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.
- 3.4.5.4.7 In a resale situation, where it may be appropriate for GTE to update the ALI database, GTE shall update such database with TWTC data in an interval no less than is experienced by GTE subscribers, or than for other carriers, whichever is faster, at no additional cost.
- 3.4.5.5 The following are Basic 911 and E-911 Database Requirements:
 - 3.4.5.5.1 The ALI database shall be managed by GTE, but is the property of GTE and any participating LEC or TWTC which provides their records to GTE.

- 3.4.5.5.2 Copies of the MSAG shall be provided within five (5) Business Days after the date the request is received and provided on diskette or paper copy at the rates set forth in Appendix E.
- 3.4.5.5.3 TWTC, or its agent, shall be solely responsible for providing TWTC database records to GTE for inclusion in GTE's ALI database on a timely basis.
- 3.4.5.5.4 GTE and TWTC, or its agent, shall arrange for the automated input and periodic updating of the E-911 database information related to TWTC end-users. GTE shall work cooperatively with TWTC and its agent to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). GTE shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format.
- 3.4.5.5.5 TWTC shall assign an E-911 database coordinator charged with the responsibility of forwarding TWTC end-user ALI record information to GTE or via a third-party entity, charged with the responsibility of ALI record transfer. TWTC assumes all responsibility for the accuracy of the data that TWTC provides to GTE.
- 3.4.5.5.6 GTE shall update the database within one (1) Business Day of receiving the data from TWTC. If GTE detects an error in the TWTC provided data, the data shall be returned to TWTC or its agent within one (1) business day from when it was provided to GTE. TWTC shall respond to requests from GTE to make corrections to database record errors by uploading corrected records within one (1) business day. Manual entry shall be allowed only in the event that the system is not functioning properly.
- 3.4.5.5.7 GTE agrees to treat all data on TWTC subscribers provided under this Agreement as strictly confidential and to use data on TWTC subscribers only for the purpose of providing E-911 services.
- 3.4.5.5.8 GTE shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from TWTC. The Carrier Code will be used to identify the carrier of record in NP configurations. The NENA Carrier Code for TWTC is "TWTC"; the NENA Carrier Code for GTE is "GTE."
- 3.4.5.6 GTE and TWTC will comply with the following requirements for network performance, maintenance and trouble notification.
 - 3.4.5.6.1 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual trunk level. Monitoring shall be conducted by GTE for trunks between the selective router and all associated PSAPs.

3.4.5.6.2 Repair service shall begin immediately upon report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Where an on-site technician is determined to be required, a technician will be dispatched without delay.

3.4.5.6.3 GTE shall notify TWTC forty-eight (48) hours in advance of any scheduled testing or maintenance affecting TWTC 911 service. GTE shall provide notification as soon as possible of any unscheduled outage affecting TWTC 911 service.

3.4.5.6.4 All 911 trunks must be capable of transporting Baudot Code necessary to support the use of Telecommunications Devices for the Deaf (TTY/TDDs).

3.4.5.7 Basic 911 and E-911 Additional Requirements

3.4.5.7.1 All TWTC lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. Where GTE is the lead telco and provides the ALI, the ALI record will contain both the TWTC number and GTE ported number. The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent. GTE shall cooperate with TWTC to ensure that 911 service is fully available to all TWTC end-users whose telephone numbers have been ported from GTE, consistent with State provisions.

3.4.5.7.2 TWTC and GTE shall be responsible for reporting all errors, defects and malfunctions to one another. GTE and TWTC shall provide each other with a point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

3.4.5.7.3 TWTC may enter into subcontracts with third parties, including TWTC Affiliates, for the performance of any of TWTC's duties and obligations stated herein.

3.4.5.7.4 Where GTE is the lead telco, GTE shall provide TWTC or its agent with notification of any pending selective router moves within at least ninety (90) days in advance.

3.4.5.7.5 Where GTE is the lead telco, GTE shall establish a process for the management of Numbering Plan Area (NPA) splits by populating the ALI database with the appropriate new NPA codes.

3.4.5.7.6 Where GTE is the lead telco, GTE shall provide the ability for TWTC to update 911 database with end-user information for lines that have been ported via INP or LNP.

3.4.6 Basic 911 and E-911 Information Exchanges and interfaces. Where GTE is the lead telco:

- 3.4.6.1 GTE shall provide TWTC access to the ALI Gateway which interfaces to the ALI/DMS database. GTE shall provide error reports from the ALI/DMS database to TWTC within one (1) day after TWTC inputs information into the ALI/DMS database. Alternately, TWTC may utilize GTE or a third-party entity to enter subscriber information into the database on a demand basis, and validate subscriber information on a demand basis. The rates are set forth in Appendix E.
- 3.4.6.2 GTE and TWTC shall arrange for the automated input and periodic updating of the E-911 database information related to TWTC end-users. GTE shall work cooperatively with TWTC to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). GTE shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format, or future NENA Data Exchange version updates.
- 3.4.6.3 Updates to MSAG. Upon receipt of an error recording an TWTC subscriber's address from GTE, and where GTE is the lead telco, it shall be the responsibility of TWTC to ensure that the address of each of its end-users is included in the Master Street Address Guide (MSAG) via information provided on TWTC's LSR or via a separate feed established by TWTC pursuant to Section 3.4.5.7 of this Article.
- 3.4.6.4 The ALI database shall be managed by GTE, but is the property of GTE and all participating telephone companies. The interface between the E-911 Switch or Tandem and the ALI/DMS database for TWTC subscriber shall meet industry standards.

3.5 Compensation.

- 3.5.1 In situations in which GTE is responsible for maintenance of the 911/E-911 database and can be compensated for maintaining TWTC's information by the municipality, GTE will seek such compensation from the municipality. TWTC will compensate GTE for such maintenance of the 911/E-911 database only if and to the extent that GTE is unable to obtain such compensation from the municipality. GTE shall charge TWTC a portion of the cost of the shared 911/E-911 selective router as set forth in Appendix E.
- 3.5.2 For states where GTE bills and keeps the 9-1-1 surcharges, e.g. Hawaii, Ohio, and Michigan's Technical Surcharge, TWTC will bill its access line subscribers the 9-1-1 surcharge that is currently in effect and remit that charge to GTE. Payments to GTE are due within thirty (30) days of TWTC's payment due date from its access line subscribers and will be identified as "9-1-1 Surcharge Payment for the month of (list appropriate month)" as a separate line item in the remittance documentation.
- 3.5.3 For all states (except Hawaii and Ohio), including Michigan's Operational Surcharge, where GTE bills and remits the 9-1-1 surcharges, less an administrative fee of one to three percent, to the 9-1-1 district, TWTC will bill its access line subscribers the 9-1-1 surcharge that is currently in effect and remit that charge to that government agency. GTE will have no responsibility in billing or remitting surcharges that apply to TWTC's access line subscribers.

3.5.4 Should the 9-1-1 surcharge fee change, GTE will promptly inform TWTC of that change so that TWTC may conform to the new rate(s).

3.6 Liability.

GTE will not be liable for errors with respect to 911/E-911 services except for its gross negligence as addressed in applicable tariffs.

4. Information Services Traffic.

4.1 Routing.

Each Party shall route traffic for Information Services (i.e., 900-976, Internet, weather lines, sports providers, etc.) which originates on its network to the appropriate Information Service Platform.

4.2 Billing and Collection and Information Service Provider (ISP) Remuneration.

In the event GTE performs switching of ISP traffic associated with resale or unbundled ports for TWTC, GTE shall provide to TWTC the same call detail records that GTE records for its own end-users, so as to allow TWTC to bill its end-users. GTE shall not be responsible or liable to TWTC or ISP for Billing and Collection and/or any receivables of Information Service Providers.

4.2.1 Notwithstanding and in addition to Article III, Section 28, GTE shall be indemnified and held harmless by TWTC from and against any and all suits, actions, losses, damages, claims, or liability of any character, type, or description, including all expenses of litigation and court cost which may arise as a result of the provisions contained in this Article VIII. The indemnity contained in this section shall survive the termination of this Agreement, for whatever reason.

4.2.1 GTE agrees to notify TWTC in writing within ten (10) Business Days, by registered or certified mail at the address specified in Article III, Section 31, of any claim made against GTE on the obligations indemnified against pursuant to this Article VIII, Section 4.

4.2.2 It is understood and agreed that the indemnity provided for in this Article VIII is to be interpreted and enforced so as to provide indemnification of liability to GTE to the fullest extent now or hereafter permitted by law.

4.3 900-976 Call Blocking.

GTE shall not unilaterally block 900-976 traffic in which GTE performs switching associated with resale or UNEs. GTE will block 900-976 traffic when requested to do so, in writing, by TWTC. TWTC shall be responsible for all costs associated with the 900-976 call blocking request. GTE reserves the right to block any and all calls which may harm or damage its network.

4.4 Miscellaneous.

GTE reserves the right to provide to any Information Service Provider a list of any and all Telecommunications Providers doing business with GTE.

5. Telephone Relay Service.

Local and intraLATA Telephone Relay Service (TRS) enables deaf, hearing-impaired, or speech-impaired TRS users to reach other telephone users. With respect to resold services, TWTC's

end-users will have access to the state authorized TRS provider to the extent required by the Commission, including any applicable compensation surcharges.

6. Directory Assistance and Operator Services.

Where TWTC is providing local service with its own switch, upon TWTC's request GTE will provide to TWTC rebranded or unbranded Directory Assistance services and/or Operator Services pursuant to separate contracts to be negotiated in good faith between the Parties. If TWTC so requests Directory Assistance services and/or Operator Services, such contracts shall provide for the following:

6.1 Directory Assistance Calls.

GTE DA centers shall provide number and addresses to TWTC end-users in the same manner that number and addresses are provided to GTE end-users. If information is provided by an automated response unit (ARU), such information shall be repeated twice in the same manner in which it is provided to GTE end-users. Where available, GTE will provide call completion to TWTC end-users in the same manner that call completion is provided to GTE end-users. GTE will provide its existing services to TWTC end-users consistent with the service provided to GTE end-users.

6.2 Operator Services Calls.

GTE operator services provided to TWTC end-users shall be provided in the same manner GTE operator services are provided to GTE end-users. In accordance with GTE practices and at GTE rates, GTE will offer to TWTC end-users collect, person-to-person, station-to-station calling, third-party billing, emergency call assistance, calling card services, credit for calls, time and charges, notification of the length of call, and real time rating. GTE operators shall also have the ability to quote TWTC rates upon request but only if there is appropriate cost recovery to GTE and to the extent it can be provided within the technical limitations of GTE's switches. GTE will provide its existing services to TWTC end-users consistent with the service GTE provides to its own end-users.

7. Directory Assistance Listings Information.

GTE will make available to TWTC, at TWTC's request, GTE end-user and authorized CLEC Directory Assistance listing information stored in GTE's Directory Assistance database for the purposes of TWTC providing Directory Assistance service to its customers. At such time GTE makes zip code information available to the CLEC industry as part of DA Listings, GTE will include the zip code with TWTC DA Listings. Implementation of customized routing, pursuant to Article VII is required for TWTC to provide Directory Assistance Service for GTE Resold and Unbundled Port services.

7.1. Directory Assistance Listing Information is the listed names, addresses and telephone numbers of GTE and authorized CLEC subscribers. Excluded are listings for restricted CLEC lines. GTE directory assistance listing information includes 800/888 listings, non-listed numbers and foreign listings within the GTE franchise. GTE will also provide non-published listings subject to the following limitations:

7.1.1 GTE will provide the name and address for non-published listings along with a non-published indicator. GTE may also provide the full ten (10) digit telephone number on an interim basis only, until GTE, in its sole discretion, modifies its systems to preclude the delivery of the non-published telephone number. Following such modification, TWTC agrees that the non-published telephone numbers will no longer be available.

- 7.1.2 TWTC agrees to defend, hold harmless and indemnify GTE against any claims, damages or liabilities arising out of any complaint, suit or other action brought by third parties relating to the release by TWTC of any non-published customer names, addresses or numbers.
- 7.2 GTE shall provide to TWTC, at TWTC's request, directory assistance listing information within sixty (60) Business Days after an order is received for that specific state. The DA listing information will be provided in GTE format via magnetic tape or National Data Mover (NDM) as specified by TWTC. Updates to the DA listing information shall be provided on a daily basis through the same means used to transmit the initial load. DA listing information provided shall indicate whether the customer is a residence or business customer. The rates to be paid by TWTC to GTE for the initial load and daily updates will be provided upon request.
- 7.2.1 Such listings shall be confidential information under this Agreement and TWTC will use the listings only for its directory assistance services to its end-users. TWTC is not authorized to release GTE's DA listing information to any other party or to provide DA to any other party using GTE DA listing information, including TWTC's affiliates, subsidiaries or partners, except with the expressed written permission of GTE. In those instances where TWTC's affiliates, subsidiaries or partners also desire to use GTE's DA listing information, each affiliate, subsidiary or partner must negotiate a contract with GTE to obtain the listings.
- 7.2.2 If TWTC uses a third-party directory assistance service to its end-users, TWTC will ensure that such third party likewise treats the listings as Confidential Information under this Agreement, and uses them only for CLEC directory assistance.
- 7.2.3 GTE will release TWTC's DA listing information that includes TWTC's end user information to a third party directory provider that requests such information without TWTC's written approval at the same time as GTE provides the GTE's DA Listing Information to the third party.
- 7.3 TWTC agrees to pay GTE's standard charges for the initial load and daily updates of GTE's DA listing information, which will be provided upon request.
- 7.4 The Parties will work together to identify and develop procedures for database error corrections.

8. Directory Listings and Directory Distribution.

TWTC will be required to negotiate a separate agreement for directory listings and directory distribution, except as set forth below, with GTE's directory publication company.

8.1 Listings.

TWTC agrees to supply GTE on a regularly scheduled basis, at no charge, and in a mutually agreed upon format (e.g. Ordering and Billing Forum developed), all listing information for TWTC's subscribers who wish to be listed in any GTE published directory for the relevant operating area. Listing information will consist of names, addresses (including city, state and zip code) and telephone numbers. Nothing in this Agreement shall require GTE to publish a directory where it would not otherwise do so.

Listing inclusion in a given directory will be in accordance with GTE's solely determined directory configuration, scope, and schedules, and listings will be treated in the same manner as GTE's listings.

8.2 Distribution.

Upon directory publication, GTE will arrange for the initial distribution of the directory to service subscribers in the directory coverage area at no charge.

TWTC will supply GTE in a timely manner with all required subscriber mailing information including non-listed and non-published subscriber mailing information, to enable GTE to perform its distribution responsibilities.

9. Busy Line Verification and Busy Line Verification Interrupt.

Each Party shall establish procedures whereby its operator assistance bureau will coordinate with the operator assistance bureau of the other Party to provide Busy Line Verification (BLV) and Busy Line Verification and Interrupt (BLVI) services on calls between their respective end-users. Each Party shall route BLV and BLVI inquiries over separate inward OS trunks. Each Party's operator assistance bureau will only verify and/or interrupt the call and will not complete the call of the end-user initiating the BLV or BLVI. Each Party shall charge the other for the BLV and BLVI services at the rates contained in the respective tariffs.

10. Street Address Guide (SAG).

GTE will provide to TWTC upon request the Street Address Guide at a reasonable charge. Two companion files will be provided with the SAG which lists all services and features at all end offices, and lists services and features that are available in a specific end office.

11. Dialing Format Changes.

GTE will provide reasonable notification to TWTC of changes to local dialing format, *i.e.*, 7 to 10 digit, by end office.

ARTICLE X

ACCESS TO POLES, DUCTS, CONDUITS AND RIGHTS-OF-WAY

To the extent required by the Act, GTE and TWTC shall each afford to the other access to the poles, ducts, conduits and ROWs it owns or controls on terms, conditions and prices comparable to those offered to any other entity pursuant to each Party's tariffs and/or standard agreements. Accordingly, GTE and TWTC shall execute pole attachment and conduit occupancy agreements based on modifications as may be negotiated between the Parties. TWTC agrees that Agreements must be executed separately before it makes any attachments to GTE facilities or uses GTE'S conduit. Unauthorized attachments or unauthorized use of conduit will be a breach of this agreement.

ARTICLE XI
SIGNATURE PAGE

IN WITNESS WHEREOF, each Party has executed this Agreement to be effective upon approval by the Commission in accordance with Section 252 of the Act. The "effective date" of this Agreement for such purposes will be established by the Commission approval order.

GTE FLORIDA INCORPORATED

TIME WARNER TELECOM

By Connie Nicholas

By Tina Davis

Name Connie Nicholas

Name Tina Davis

Title Assistant Vice President
Wholesale Markets-Interconnection

Title Vice President & Assistant General Counsel

Date June 26, 2000

Date 6-26-2000

APPROVED BY LEGAL DEPT.	
<u>TD</u>	<u>4.18.00</u>
ATTORNEY	DATE

APPENDIX A

RATES AND CHARGES FOR TRANSPORT AND TERMINATION OF TRAFFIC

General. The rates contained in this Appendix A are the rates as defined in Article V and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

Each Party will bill the other Party as appropriate:

- A. The Local Interconnection rate element that applies to Local Traffic on a minute of use basis that each Party switches for termination purposes at its wire centers. The local interconnection rate is **\$0.0054003**.
- B. The Tandem Switching rate element that applies to tandem routed Local Traffic on a minute of use basis. The tandem switching rate is **\$0.0041595**.
- C. The Common Transport Facility rate element that applies to tandem routed Local Traffic on a per minute/per mile basis. The Common Transport Facility rate is **\$0.0000055**.
- D. The Common Transport Termination element that applies to tandem routed Local Traffic on a per minute/per termination basis. The Common Transport Termination rate is **\$0.0000900**.
- E. The Tandem Transiting Charge is comprised of the following rate elements:

Tandem Switching:	=	\$0.0041595
Tandem Transport (10 mile average): 10 x \$0.0000055	=	\$0.0000550
Transport Termination (2 Terminations): 2 x \$0.0000900	=	\$0.0001800
Transiting Charge:	=	\$0.0043945

- F. Initial Factors:

(1) PLU **95%**

APPENDIX B

RATES AND CHARGES FOR NUMBER PORTABILITY

General. The rates contained in this Appendix B are as defined in Article V, Section 7, and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

Non-Recurring Charges (NRCs) for Number Portability

Pre-ordering

CLEC Account Establishment Per CLEC	\$ 273.09
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Ordering and Provisioning

Initial Service Order	\$ 41.58
Subsequent Service Order	\$ 29.73
Manual Ordering Charge	\$ 12.17

Custom Handling

Service Order Expedite	\$ 12.59
Coordinated Conversion	\$ 17.76
Hot Coordinated Conversion First Hour	\$ 30.55
Hot Coordinated Conversion Per Additional Quarter Hour	\$ 6.40

Application of NRCs

Pre-ordering:

CLEC Account Establishment is a one-time charge applied the first time that TWTC orders any service from this Agreement.

Ordering and Provisioning:

Initial Service Order (ISO) applies per Local Service Request (LSR) if not apart of a Unbundled Network Element (UNE) ISO.

Subsequent Service Order applies per LSR for modifications to an existing LNP service.

Manual Ordering Charge applies to orders that require GTE to manually enter TWTC's order into GTE's Secure Integrated Gateway System (SIGS), e.g. faxed orders and orders sent via physical or electronic mail.

Custom Handling (These NRCs are in addition to any Preordering or Ordering and Provisioning NRCs):

Service Order Expedite applies if TWTC requests service prior to the standard due date intervals and if not a part of a UNE Expedite.

Coordinated Conversion applies if TWTC requests notification and coordination of service cut-over prior to the service becoming effective and if not a part of a UNE Coordinated Conversion.

Hot Coordinated Conversion First Hour applies if TWTC requests real-time coordination of a service cut-over that takes one hour or less, and if not a part of a UNE Hot Coordinated Conversion First Hour.

Hot Coordinated Conversion Per Additional Quarter Hour applies, in addition to the Hot Coordinated Conversion First Hour, for every 15-minute segment of real-time coordination of a service cut-over that takes more than one hour, and if not a part of a UNE Hot Coordinated Conversion Per Additional Quarter Hour.

In addition, as defined in Article V, Section 3.2.3, the Party providing the ported number will pay the other Party the following rate per line per month for each ported business line and the rate per line per month for each ported residential line for the sharing of Access Charges on calls to ported numbers.

Business Rate Per Line Per Month: \$ 3.51

Residential Rate Per Line Per Month: \$ 2.77

APPENDIX C

SERVICES AVAILABLE FOR RESALE

General: The rates for resold services described herein are based upon an avoided cost discount from GTE's retail rates. The avoided cost discount is subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

GTE assesses a separate interim universal service fund surcharge for resale of Basic Local Exchange Residential and Business Services at the avoided cost discount set forth to provide continued universal service support that is implicit in GTE's current retail services prices. This surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. The parties agree that GTE will offer for resale Basic Local Exchange Residential and Business Services without the interim surcharge, but subject to the following terms and conditions:

- A. TWTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, TWTC will (i) begin paying the monthly interim surcharge in accord with Appendix C, and (ii) make a lump sum payment to GTE of the total interim surcharges retroactive to the effective date of this Agreement.
- B. Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring TWTC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.

The avoided cost discount for all services, excluding OS/DA, is 13.04%.

Non-Recurring Charges (NRCs) for Resale Services

Pre-ordering

CLEC Account Establishment Per CLEC	\$ 273.09
Customer Record Search Per Account	\$ 11.69

Ordering and Provisioning

Engineered Initial Service Order (ISO) - New Service	\$ 311.98
Engineered Initial Service Order - As Specified	\$ 123.84
Engineered Subsequent Service Order	\$ 59.61
Non-Engineered Initial Service Order - New Service	\$ 42.50
Non-Engineered Initial Service Order - Changeover	\$ 21.62
Non-Engineered Initial Service Order - As Specified	\$ 82.13
Non-Engineered Subsequent Service Order	\$ 19.55
Central Office Connect	\$ 12.21
Outside Facility Connect	\$ 68.30
Manual Ordering Charge	\$ 12.17

Product Specific

NRCs, other than those for Pre-ordering, Ordering and Provisioning, and Custom Handling as listed in this Appendix, will be charged from the appropriate retail tariff. No discount applies to such NRCs.

Custom Handling

Service Order Expedite:	
Engineered	\$ 35.48
Non-Engineered	\$ 12.59
Coordinated Conversions:	
ISO	\$ 17.76
Central Office Connection	\$ 10.71
Outside Facility Connection	\$ 9.59
Hot Coordinated Conversion First Hour:	
ISO	\$ 30.55
Central Office Connection	\$ 42.83
Outside Facility Connection	\$ 38.34
Hot Coordinated Conversion per Additional Quarter Hour:	
ISO	\$ 6.40
Central Office Connection	\$ 10.71
Outside Facility Connection	\$ 9.59

Application of NRCs

Pre-ordering:

CLEC Account Establishment is a one-time charge applied the first time that TWTC orders any service from this Agreement.

Customer Record Search applies when TWTC requests a summary of the services currently subscribed to by the end-user.

Ordering and Provisioning:

Engineered Initial Service Order - New Service applies per Local Service Request (LSR) when engineering work activity is required to complete the order, e.g. digital loops.

Non-Engineered Initial Service Order - New Service applies per LSR when no engineering work activity is required to complete the order, e.g. analog loops.

Initial Service Order - As Specified (Engineered or Non-Engineered) applies only to Complex Services for services migrating from GTE to TWTC. Complex Services are services that require a data gathering form or has special instructions.

Non-Engineered Initial Service Order - Changeover applies only to Basic Services for services migrating from GTE to TWTC. End-user service may remain the same or change.

Central Office Connect applies in addition to the ISO when physical installation is required at the central office.

Outside Facility Connect applies in addition to the ISO when incremental field work is required.

Manual Ordering Charge applies to orders that require GTE to manually enter TWTC's order into GTE's Secure Integrated Gateway System (SIGS), e.g. faxed orders and orders sent via physical or electronic mail.

Custom Handling (These NRCs are in addition to any Preordering or Ordering and Provisioning NRCs):

Service Order Expedite (Engineered or Non-Engineered) applies if TWTC requests service prior to the standard due date intervals.

Coordinated Conversion applies if TWTC requests notification and coordination of service cut over prior to the service becoming effective.

Hot Coordinated Conversion First Hour applies if TWTC requests real-time coordination of a service cut-over that takes one hour or less.

Hot Coordinated Conversion Per Additional Quarter Hour applies, in addition to the Hot Coordinated Conversion First Hour, for every 15-minute segment of real-time coordination of a service cut-over that takes more than one hour.

Universal Service Support Surcharge

Residential (per line)	\$.45
Business (per line)	\$.60

APPENDIX D

PRICES FOR UNBUNDLED NETWORK ELEMENTS

General. The rates contained in this Appendix D are the rates as defined in Article VII and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation. GTE will offer unbundled loops and ports under the following conditions:

GTE assesses a separate interim universal service fund surcharge for loops and ports to provide continued universal service support that is implicit in GTE's current retail services prices; and to respect the careful distinctions Congress has drawn between access to UNEs, on the one hand, and the purchase at wholesale rates of GTE services on the other. This surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. The parties agree that GTE will offer the port and loop UNEs at the rates set forth below in Appendix D without the interim surcharge, but subject to the following terms and conditions:

- A. TWTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, TWTC will (i) begin paying the monthly interim surcharge in accord with Appendix D, and (ii) make a lump sum payment to GTE of the total interim surcharges retroactive to the effective date of this Agreement.
- B. Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring TWTC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.

Loop Elements

2 Wire Analog Loop (inclusive of NID)	\$ 21.02
4 Wire Analog Loop (inclusive of NID)	\$ 50.70
2 Wire Digital Loop (inclusive of NID)	\$ 24.62
4 Wire Digital Loop (inclusive of NID)	\$ 59.38
DS-1 Loop	\$ 124.40
DS-3 Loop	\$1,639.30
Type C Conditioning	\$ 6.00
Type C Improved Conditioning	\$ 27.00
Type DA Conditioning	\$ 2.00
Mid-Span Repeaters	\$ 49.85
Line Loop Extender	TBD

Network Interface Device (leased separately)

Basic NID	\$ 0.83
Complex (12 x) NID	\$ 2.10

Line Sharing

Interim Line Share – GTE Splitter	\$	TBD
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Dark Fiber

Unbundled Dark Fiber Loop	\$	TBD
Unbundled Dark Fiber Subloop - Feeder	\$	TBD
Unbundled Dark Fiber Subloop - Distribution	\$	TBD
Unbundled Dark Fiber IDT - Facility	\$	TBD
Unbundled Dark Fiber IDT - Termination	\$	TBD

Port and Switching Elements

Ports

Basic Analog Line Side Port	\$	5.31
Coin Line Side Port	\$	11.53
ISDN BRI Digital Line Side Port	\$	26.25
DS-1 Digital Trunk Side Port	\$	173.92
ISDN PRI Digital Trunk Side Port	\$	370.14

Vertical Features

See Attached List

Usage Charges (must purchase Port)

Local Central Office Switching	\$0.0039992
Shared Transport	
Transport Termination	\$0.0000559
Transport Facility per mile	\$0.0000059
Tandem Switching	\$0.0034880
Terminating to Originating Ratio	1.00
Assumed Minutes	TBD

Operator and Directory Assistance Services (OS/DA)

National DA	\$0.5500000
DA	\$0.4500000
Mechanized Operator Calling Card	\$0.0890000
Live Operator	\$0.4490000
Originating Line Number Screening	\$0.0180000
Call Detail Record	\$0.0200000
Busy Line Verify	\$0.9900000
Busy Line Interrupt	\$1.0500000

Transport Elements

CLEC Dedicated Transport

CDT 2 Wire	\$	23.00
CDT 4 Wire	\$	33.00
CDT DS1	\$	250.00
CDT DS3 (Optical Interface)	\$	937.50

Interoffice Dedicated Transport		
IDT DS0 Transport Facility per ALM	\$	0.02
IDT DS0 Transport Termination	\$	8.86
IDT DS1 Transport Facility per ALM	\$	0.49
IDT DS1 Transport Termination	\$	26.22
IDT DS3 Transport Facility per ALM	\$	6.94
IDT DS3 Transport Termination	\$	176.67
Multiplexing		
DS1 to Voice Multiplexing	\$	186.47
DS3 to DS1 Multiplexing	\$	352.90
Ancillary		
DS3 Electrical Interface	\$	1,250.00

Conditioning		
DS1 Clear Channel Capability	\$	16.00
Type C Conditioning	\$	6.00
Type C Improved Conditioning	\$	27.00
Type DA Conditioning	\$	2.00

UNE-P Pricing

MRCs. The MRC for a UNE-P will generally be equal to the sum of the MRCs for the combined UNEs (e.g. the total of the UNE loop charge plus the UNE port charges in the Agreement (see Note A) plus: UNE local switching (per minute originating usage plus T/O factor to determine terminating minutes) based on UNE local switching rates in the Agreement plus UNE shared transport and tandem switching (based on factors for percent interoffice and tandem switch usage, plus assumed transport mileage of 10 miles and 2 terms) based on UNE shared transport rates in the Agreement plus UNE Vertical Services charges (optional per line charges, if allowed by the Agreement).

(Note A): UNE platforms are available in four loop/port configurations as shown below. If the price for any component of these platforms is not set forth herein, GTE will use the ICB process to determine the appropriate price TBD pricing shall apply.

UNE Basic Analog Voice Grade Platform consists of the following components:

- UNE 2-wire Analog loop; and
- UNE Basic Analog Line Side port

UNE ISDN BRI Platform consists of the following components:

- UNE 2-wire Digital loop; and
- UNE ISDN BRI Digital Line Side port

UNE ISDN PRI Platform consists of the following components:

- UNE DS1 loop; and
- UNE ISDN PRI Digital Trunk Side port

UNE DS1 Platform consists of the following components:

- UNE DS1 loop; and
- UNE DS1 Digital Trunk Side port

NRCs. On an interim basis, until NRCs specific to UNE-P have been established, the Initial Service Order Charge for ports will be billed for all UNE combination orders. Central Office Line Connection or Outside Facility Fieldwork charges will be applied as incurred on UNE combination orders. GTE reserves the right to apply new NRCs specific to UNE-P when such NRCs have been developed.

Optional NRCs will apply as ordered by the CLEC including such charges as Expedites, Coordinated Conversions, loop Conditioning, etc.

Operator Services and Directory Assistance Services (OS/DA). If TWTC does not initially utilize available customized routing services to re-route OS/DA calls to its own or another party's operator services platform, GTE will bill the CLEC for OS/DA calls at a market-based ICB rate pending TWTC's completion of a separate OS/DA agreement.

Universal Service Support Surcharge

Per Loop	\$	16.46
Per Port	\$	16.46

Non-Recurring Charges (NRCs) for Unbundled Services

Pre-ordering

CLEC Account Establishment Per CLEC	\$ 273.09
Customer Record Search	\$ 11.69

Ordering and Provisioning

Loop:

Engineered Initial Service Order (ISO)	\$ 294.07
Non-Engineered ISO	\$ 49.31
Central Office Connection	\$ 12.21
Outside Facility Connection	\$ 68.30
Type C Conditioning	\$ 87.00
Type C Improved Conditioning	\$ 225.00
Type DA Conditioning	\$ 124.00

NID:

ISO	\$ 33.38
Outside Facility Connection	\$ 42.69

Port:

ISO	\$ 50.46
Subsequent Service Order	\$ 25.67
Central Office Connection	\$ 12.21

Transport:

ISO	\$ 68.45
Subsequent Service Order	\$ 67.45
Design Charge	\$ 27.00
CDT 2 Wire Connection	\$ 248.00
CDT 4 Wire Connection	\$ 433.00
CDT DS1 Wire Connection	\$ 693.00
CDT DS3 Wire Connection	\$ 675.00
DS1 to Voice Multiplex	\$ 850.00
DS3 to DS1 Multiplex	\$ 450.00
DS1 to Clear Channel Capacity	\$ 92.00
Type C Conditioning	\$ 87.00
Type C Improved Conditioning	\$ 225.00
Type DA Conditioning	\$ 124.00

Manual Ordering Charge	\$ 12.17
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Custom Handling

Service Order Expedite:

Engineered Loop LSRs	\$ 35.48
All Other LSRs	\$ 12.59

Coordinated Conversions:

ISO	\$ 17.76
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Central Office Connection	\$	10.71
Outside Facility Connection	\$	9.59
Hot Coordinated Conversion First Hour:		
ISO	\$	30.55
Central Office Connection	\$	42.83
Outside Facility Connection	\$	38.34
Hot Coordinated Conversion per Additional Quarter Hour:		
ISO	\$	6.40
Central Office Connection	\$	10.71
Outside Facility Connection	\$	9.59

Application of NRCs

Pre-ordering:

CLEC Account Establishment is a one-time charge applied the first time that TWTC orders any service from this Agreement.

Customer Record Search applies when TWTC requests a summary of the services currently subscribed to by the end-user.

Ordering and Provisioning:

Initial Service Order (ISO) applies per Local Service Request (LSR).

Subsequent Service Order applies per LSR or Access Service Record (ASR) for modifications to an existing Port or Transport service.

Engineered ISO applies per LSR when engineering work activity is required to complete the order.

Non-Engineered ISO applies per LSR when no engineering work activity is required to complete the order.

Central Office Connect applies in addition to the ISO when physical installation is required at the central office.

Outside Facility Connect applies in addition to the ISO when incremental field work is required.

Design Change applies per ASR when an engineering review is required for a Transport ASR.

CDT Connection applies in addition to the ISO, per facility for the installation of CDT products.

Multiplexing applies in addition to the ISO, per arrangement for the installation of Multiplexing arrangements.

Conditioning applies in addition to the ISO, per Loop or Transport Facility for the installation and grooming of Conditioning requests.

DS1 Clear Channel Capability applies in addition to the ISO, per DS1 for the installation and grooming of DS1 Clear Channel Capability requests.

Manual Ordering Charge applies to orders that requires GTE to manually enter TWTC's order into GTE's Secure Integrated Gateway System (SIGS), e.g. faxed orders and orders sent via physical or electronic mail.

Custom Handling (These NRCs are in addition to any Preordering or Ordering and Provisioning NRCs):

Service Order Expedite applies if TWTC requests service prior to the standard due date intervals.

Coordinated Conversion applies if TWTC requests notification and coordination of service cut-over prior to the service becoming effective.

Hot Coordinated Conversion First Hour applies if TWTC requests real-time coordination of a service cut-over that takes one hour or less.

Hot Coordinated Conversion Per Additional Quarter Hour applies, in addition to the Hot Coordinated Conversion First Hour, for every 15-minute segment of real-time coordination of a service cut-over that takes more than one hour.

Hot Coordinated Conversion Per Additional Quarter Hour applies, in addition to the Hot Coordinated Conversion First Hour, for every 15-minute segment of real-time coordination of a service cut-over that takes more than one hour.

FLORIDA UNBUNDLED VERTICAL FEATURES

VERTICAL FEATURES		(Subject to Availability)
Three Way Calling	\$/Feature/Month	\$1.60
Call Forwarding Variable	\$/Feature/Month	\$0.27
Cust. Changeable Speed Calling 1-Digit	\$/Feature/Month	\$0.17
Cust. Changeable Speed Calling 2-Digit	\$/Feature/Month	\$0.29
Call Waiting	\$/Feature/Month	\$0.06
Cancel Call Waiting	\$/Feature/Month	\$0.03
Automatic Callback	\$/Feature/Month	\$0.27
Automatic Recall	\$/Feature/Month	\$0.12
Calling Number Delivery	\$/Feature/Month	\$0.07
Calling Number Delivery Blocking	\$/Feature/Month	\$0.15
Distinctive Ringing / Call Waiting	\$/Feature/Month	\$0.25
Customer Originated Trace	\$/Feature/Month	\$0.10
Selective Call Rejection	\$/Feature/Month	\$0.34
Selective Call Forwarding	\$/Feature/Month	\$0.38
Selective Call Acceptance	\$/Feature/Month	\$0.40
Call Forwarding Variable CTX	\$/Feature/Month	\$0.24
Call Forwarding Incoming Only	\$/Feature/Month	\$0.23
Call Forwarding Within Group Only	\$/Feature/Month	\$0.17
Call Forwarding Busy Line	\$/Feature/Month	\$0.17
Call Forwarding Don't Answer All Calls	\$/Feature/Month	\$0.18
Remote Call Forward	\$/Feature/Month	\$3.44
Call Waiting Originating	\$/Feature/Month	\$0.06
Call Waiting Terminating	\$/Feature/Month	\$0.06
Cancel Call Waiting CTX	\$/Feature/Month	\$0.01
Three Way Calling CTX	\$/Feature/Month	\$0.64
Call Transfer Individual All Calls	\$/Feature/Month	\$0.23
Add-on Consultation Hold Incoming Only	\$/Feature/Month	\$0.21
Speed Calling Individual 1-Digit	\$/Feature/Month	\$0.11
Speed Calling Individual 2-Digit	\$/Feature/Month	\$0.21
Direct Connect	\$/Feature/Month	\$0.08
Distinctive Alerting / Call Waiting Indicator	\$/Feature/Month	\$0.06
Call Hold	\$/Feature/Month	\$0.23
Semi-Restricted (Orig/Term)	\$/Feature/Month	\$1.58
Fully-Restricted (Orig/Term)	\$/Feature/Month	\$1.57
Toll Restricted Service	\$/Feature/Month	\$0.23
Call Pick-up	\$/Feature/Month	\$0.08
Directed Call Pick-up w/Barge-in	\$/Feature/Month	\$0.04
Directed Call Pick-up w/o Barge-in	\$/Feature/Month	\$0.10
Special Intercept Announcements	\$/Feature/Month	\$12.00
Conference Calling - 6-Way Station Cont.	\$/Feature/Month	\$8.18
Station Message Detail Recording	\$/Feature/Month	\$6.09
Station Message Detail Recording to Premises	\$/Feature/Month	\$28.85
Fixed Night Service - Key	\$/Feature/Month	\$3.91
Attendant Camp-on (Non-DI Console)	\$/Feature/Month	\$0.48
Attendant Busy Line Verification	\$/Feature/Month	\$19.53
Control of Facilities	\$/Feature/Month	\$0.04
Fixed Night Service - Call Forwarding	\$/Feature/Month	\$2.74
Attendant Conference	\$/Feature/Month	\$69.74

VERTICAL FEATURES		(Subject to Availability)
Circular Hunting	\$/Feature/Month	\$0.08
Preferential Multiline Hunting	\$/Feature/Month	\$0.03
Uniform Call Distribution	\$/Feature/Month	\$0.80
Stop Hunt Key	\$/Feature/Month	\$6.37
Make Busy Key	\$/Feature/Month	\$6.37
Queuing	\$/Feature/Month	\$13.06
Automatic Route Selection	\$/Feature/Month	\$3.12
Facility Restriction Level	\$/Feature/Month	\$0.25
Expansive Route Warning Tone	\$/Feature/Month	\$0.03
Time-of-Day Routing Control	\$/Feature/Month	\$9.25
Foreign Exchange Facilities	\$/Feature/Month	\$8.04
Anonymous Call Rejection	\$/Feature/Month	\$5.51
Basic Business Group Sta-Sta ICM	\$/Feature/Month	\$0.59
Basic Business Group CTX	\$/Feature/Month	\$0.13
Basic Business Group DOD	\$/Feature/Month	\$0.01
Basic Business Auto ID Outward Dialing	\$/Feature/Month	\$0.00
Basic Business Group DID	\$/Feature/Month	\$0.00
Business Set Group Intercom All Calls	\$/Feature/Month	\$4.91
Dial Call Waiting	\$/Feature/Month	\$0.10
Loudspeaker Paging	\$/Feature/Month	\$7.99
Recorded Telephone Dictation	\$/Feature/Month	\$9.89
On-Hook Queuing for Outgoing Trunks	\$/Feature/Month	\$0.23
Off-Hook Queuing for Outgoing Trunks	\$/Feature/Month	\$0.02
Teen Service	\$/Feature/Month	\$0.01
Bg - Automatic Call Back	\$/Feature/Month	\$0.15
Voice/Data Protection	\$/Feature/Month	\$0.01
Authorization Codes for Afr	\$/Feature/Month	\$0.07
Account Codes for Afr	\$/Feature/Month	\$0.26
Code Restriction Diversion	\$/Feature/Month	\$0.25
Code Calling	\$/Feature/Month	\$10.77
Meet-Me Conference	\$/Feature/Month	\$3.29
Call Park	\$/Feature/Month	\$0.12
Executive Busy Override	\$/Feature/Month	\$0.08
Last Number Redial	\$/Feature/Month	\$0.09
Direct Inward System Access	\$/Feature/Month	\$0.13
Authorization Code Immediate Dialing	\$/Feature/Month	\$0.00
Bg - Speed Calling Shared	\$/Feature/Month	\$0.01
Attendant Recall from Satellite	\$/Feature/Month	\$3.48
Bg - Speed Calling 2-Shared	\$/Feature/Month	\$0.01
Business Set - Call Pick-up	\$/Feature/Month	\$0.04
Authorization Code for Mdr	\$/Feature/Month	\$0.00
Locked Loop Operation	\$/Feature/Month	\$0.00
Attendant Position Busy	\$/Feature/Month	\$4.62
Two-Way Splitting	\$/Feature/Month	\$5.53
Call Forwarding - All (Fixed)	\$/Feature/Month	\$0.31
Business Group Call Waiting	\$/Feature/Month	\$0.00
Music on Hold	\$/Feature/Month	\$0.94
Automatic Alternate Routing	\$/Feature/Month	\$0.38
DTMF Dialing	\$/Feature/Month	\$0.09

VERTICAL FEATURES		(Subject to Availability)
BG DTMF Dialing	S/Feature/Month	\$0.09
Business Set Access to Paging	S/Feature/Month	\$2.32
Call Flip-Flop (Ctx-A)	S/Feature/Month	\$0.39
Selective Calling Waiting (Class)	S/Feature/Month	\$0.28
Direct Inward Dialing	S/Feature/Month	\$7.74
Customer Dialed Account Recording	S/Feature/Month	\$0.78
Deluxe Automatic Route Selection	S/Feature/Month	\$34.54
MDC Attendant Console	S/Feature/Month	\$12.35
Warm Line	S/Feature/Month	\$0.01
Calling Name Delivery	S/Feature/Month	\$0.18
Call Forwarding Enhancements	S/Feature/Month	\$0.00
Caller ID Name and Number	S/Feature/Month	\$0.65
InContact	S/Feature/Month	\$3.79
Call Waiting ID	S/Feature/Month	\$0.07
Att'd ID on Incoming Calls	S/Feature/Month	\$2.41
Privacy Release	S/Feature/Month	\$0.24
Display Calling Number	S/Feature/Month	\$0.12
Six-Port Conference	S/Feature/Month	\$40.21
Business Set Call Back Queuing	S/Feature/Month	\$0.01
ISDN Code Calling - Answer	S/Feature/Month	\$0.15
Att'd Call Park	S/Feature/Month	\$1.36
Att'd Autodial	S/Feature/Month	\$0.60
Att'd Speed Calling	S/Feature/Month	\$1.03
Att'd Console Test	S/Feature/Month	\$0.07
Att'd Delayed Operation	S/Feature/Month	\$0.00
Att'd Lockout	S/Feature/Month	\$0.00
Att'd Multiple Listed Directory Numbers	S/Feature/Month	\$0.00
Att'd Secrecy	S/Feature/Month	\$0.49
Att'd Wildcard Key	S/Feature/Month	\$0.20
Att'd Flexible Console Alerting	S/Feature/Month	\$0.00
Att'd VFG Trunk Group Busy on Att'd Console	S/Feature/Month	\$0.10
Att'd Console Act/Deact of CFU/CFT	S/Feature/Month	\$0.96
Att'd Display of Queued Calls	S/Feature/Month	\$0.03
Att'd Interposition Transfer	S/Feature/Month	\$0.13
Att'd Automatic Recall	S/Feature/Month	\$0.42

APPENDIX E

RATES AND CHARGES FOR 911/E-911 ARRANGEMENTS

I. The following services are offered by GTE for purchase by TWTC for UNEs or Interconnection, where an individual item is not superseded by a tariffed offering.

	<u>NRC</u>	<u>MRC</u>
A. 9-1-1 Selective Router Map	\$125.00	N/A
<p>Provided is a color map showing a selective router's location and the GTE central offices that send their 9-1-1 call to it. The selective router and central office information will include CLLI codes and NPA/NXXs served. The map will include boundaries of each central office and show major streets and the county boundary. Permission to reproduce by TWTC for its internal use is granted without further fee. Non-tariffed price.</p>		
B. 9-1-1 Selective Router Pro-Rata Fee/trunk	\$0	\$100.77
<p>This fee covers the cost of selective routing switch capacity per trunk to cover investment to handle the additional capacity without going to the 9-1-1 districts for additional funding.</p>		
C. PS ALI Software	\$790.80	
<p>A personal computer software program running on Windows 3.1 for formatting subscriber records into NENA Version #2 format to create files for uploading to GTE's ALI Gateway. Fee includes software, warranty and 1 800 872-3356 support at no additional cost.</p>		
D. ALI Gateway Service	\$135.00	\$36.12
<p>Interface for delivery of ALI records to GTE's Data Base Management System. This provides a computer access port for TWTC to transmit daily subscriber record updates to GTE for loading into ALI databases. It includes support at 1 800 872-3356 at no additional cost.</p>		
E. 9-1-1 Interoffice Trunk	Tariff	Tariff
<p>This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.</p>		

		<u>NRC</u>	<u>MRC</u>
F.	ALI Database	Tariff	Tariff
	This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.		
G.	Selective Router Database per Record Charge	Tariff	Tariff
	Fee for each ALI record used in a GTE selective router. This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.		
H.	MSAG Copy		
	Production of one copy of a 9-1-1 Customer's Master Street Address Guide, postage paid.		
	(a) Copy provided in paper format	\$238.50	\$54.00
	(b) Copy provided in flat ASCII file on a 3-1/2" diskette	\$276.00	\$36.00

II. The following services are offered by GTE when TWTC resells GTE's local exchange services, where an item is not superseded by a tariffed offering:

A. 911 Selective Router Map

Provided is a color map showing a selective router's location and the GTE central offices that send their 911 call to it. The selective router and central office information will include CLLI codes and NPA/NXXs served. The map will include boundaries of each central office and show major streets and the county boundary. Permission to reproduce by TWTC for its internal use is granted without further fee. Non-tariffed price.

B. MSAG Copy

Production of one copy of a 911 Customer's Master Street Address Guide, postage paid

1.	Copy provided in proper format	\$238.50	\$ 54.00
2.	Copy provided in flat ASCII file on a 3-1/2" diskette	\$276.00	\$ 36.00

APPENDIX F

COMPENSATION FOR EXCHANGE OF TRAFFIC USING UNBUNDLED ELEMENTS

1. This Appendix describes the compensation terms that apply for exchanging local, intraLATA, toll and interexchange traffic when TWTC uses GTE-provided unbundled ports, local switching and shared transport to provide service to TWTC's end-users. Reciprocal compensation does not apply in a resale environment.
2. Compensation for TWTC's Purchase of GTE's unbundled local switching.
 - 2.1 For local intra-switch calls between lines connected to GTE's switch where TWTC has purchased GTE's unbundled local switching, the Parties agree to impose no call termination charges on each other. GTE's local switching charge will apply as described below where the call is:
 - 2.1.1 Originated by TWTC's customer using GTE's unbundled local switching and completed to a GTE customer:
 - (a) (For use of the local switch): local switching charge the originating office will apply to TWTC.
 - 2.1.2 Originated by TWTC's customer using GTE's unbundled local switching and completed to the customer of a third party LEC (not affiliated with TWTC) using GTE's unbundled local switching.
 - (a) (For use of the local switch): local switching charge at the originating office will apply to TWTC.
 - 2.1.3 Originated by TWTC's customer using GTE's unbundled local switching and completed to another TWTC's customer using GTE's unbundled local switching.
 - (a) (For use of the local switch): local switching charge at the originating office will apply to TWTC.
 - 2.1.4 Originated by a GTE customer and terminated to TWTC's customer using GTE's unbundled local switching.
 - (a) No local switching charge will apply to TWTC.
 - 2.1.5 Originated by the customer of a third-party LEC (not affiliated with TWTC) using GTE's unbundled local switching and terminated to TWTC's customers using GTE's unbundled local switching.
 - (a) No local switching charge will apply to TWTC.
 - 2.2 For local inter-switch calls where TWTC has purchased GTE's unbundled local switching. GTE's charges will apply to CLEC as described below where the call is:
 - 2.2.1 Originated from TWTC's end-user customer using GTE's unbundled local switching and completed to a GTE customer:
 - (a) (For use of the local switch): local switching charge at the originating office.

- (b) A mileage-based transport charge will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
 - (d) (For call termination): Charges for local interconnection/call termination, when applicable
- 2.2.2 Originated from TWTC's customer using GTE's unbundled local switching and completed to a third-party LEC (not affiliated with TWTC) customer using GTE's unbundled local switching.
- (a) (For use of the local switch): local switching charge at the originating office.
 - (b) A mileage-based transport charge will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
- 2.2.3 Originated from TWTC's customer using GTE's unbundled local switching and completed to the interconnected network of a third-party LEC (not affiliated with TWTC).
- (a) (For use of the local switch): local switching charge at the originating office.
 - (b) A mileage-based transport charge will apply when TWTC uses GTE's transport, and mileage shall be measured between the originating office and the IP of the Third Party's network.
 - (c) Tandem Switching, if applicable.
- 2.2.4 Originated from TWTC's customer using GTE's unbundled local switching and completed to TWTC's customer using GTE's unbundled local switching.
- (a) (For use of the local switch): local switching charge at the originating office.
 - (b) A mileage-based transport charge will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
 - (d) (For use of the local switch): Local switching charge at the terminating office.
- 2.2.5 Originated by a GTE customer and terminated to TWTC's customer using GTE's unbundled local switching.
- (a) (For use at local switch): local switching charge at the terminating office.
 - (b) (For call termination): TWTC shall charge GTE for local interconnection/call termination, when applicable.

- 2.2.6 Originated by a customer of a third-party LEC using GTE's unbundled local switching and terminated to TWTC's customer using GTE's unbundled local switching.
 - (a) (For use of the local switch): local switching charge at the terminating office.
- 2.2.7 Originated by a customer of the interconnected network of a third-party LEC and terminated to TWTC's customers using GTE's unbundled local switching.
 - (a) (For use of the local switch): local switching charge at the terminating office.
- 2.3 For intraLATA toll calls where TWTC has purchased GTE's unbundled local switching, charges shall apply as follows:
 - 2.3.1 Originated by TWTC's customer and completed to a GTE customer:
 - (a) (For use of the local switch): local switching charge at the originating office.
 - (b) Shared transport charge between the two offices will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
 - (d) (For call termination): End Office Switching charge at the terminating office (Switched Access Rate).
 - 2.3.2 Originated by TWTC's customer and completed to the customer of a third-party LEC using GTE's unbundled local switching in a distant end office.
 - (a) (For use of the local switch): local switching charge at the originating office.
 - (b) Shared transport charge between the two offices will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
 - 2.3.3 Originated by TWTC's customer and completed to the network of a third-party LEC interconnected with GTE's network.
 - (a) (For use of the local switch): local switching charge at the originating office.
 - (b) Common transport charge will apply when TWTC uses GTE's transport, and mileage shall be measured between the originating office and the IP of the Third Party's network.
 - (c) Tandem Switching, where applicable.
 - 2.3.4 Originated by TWTC's customer and completed by another of TWTC's customers being served through GTE's unbundled local switching in a distant office.

- (a) (For use of the local switch): local switching charge at the originating office.
 - (b) Shared transport charge between the two offices will apply when TWTC uses GTE's transport.
 - (c) Tandem Switching, if applicable.
 - (d) (For use of the local switch): local switching charge at the terminating office.
- 2.3.5 Originated by a GTE customer and terminated to TWTC's customer using GTE's unbundled local switching.
- (a) (For use of the local switch): local switching charge at the terminating office.
 - (b) (For call termination): TWTC will charge GTE local switching at the terminating office.
- 2.3.6 Originated by a customer of a third-party LEC (not affiliated with TWTC) using GTE's unbundled local switching in a distant end office and terminated to TWTC's customers using GTE's unbundled local switching.
- (a) (For use of the local switch): local switching charge at the terminating office.
- 2.3.7 Originated by a customer of the network of a third-party LEC interconnected with GTE's network and terminated to TWTC's customers using GTE's unbundled local switching.
- (a) (For use of the local switch): local switching charge at the terminating office.
- 2.4 For intrastate Switched Access calls where TWTC is using GTE's unbundled local switching for calls originated from or terminated to an IXC for completion:
- 2.4.1 For calls originated from TWTC's customer to an IXC switch for completion.
- (a) (For use of the local switch): local switching charge at the office.
 - (b) Shared Transport;
 - (c) Tandem Switching
- 2.4.2 For calls terminating to TWTC's end-user customer from an IXC switch for completion.
- (a) (For use of the local switch): local switching charge at the terminating office.
 - (b) Shared Transport;
 - (c) Tandem Switching

2.5 For interstate Switched Access calls where TWTC is using GTE's unbundled local switching for calls originated from or terminated to an IXC for completion:

2.5.1 For calls originated from TWTC's customer to an IXC switch for completion.

- (a) (For use of the local switch): local switching charge at the originating office.
- (b) Shared Transport;
- (c) Tandem Switching

2.5.2 For calls terminating to TWTC's customer from an IXC switch for completion:

- (a) (For use of the local switch): local switching charge at the terminating office.
- (b) Shared Transport;
- (c) Tandem Switching

3. Unbundled local switching will be billed on a per minute of use basis and applied to all originating and interswitch terminating traffic, including, but not limited to local, toll, operator services, directory assistance, 911/E-911, 500, 700, 800/888, 900, 950, 976, busy calls, no answer, incomplete. Where non-conversation time cannot be measured, the parties will mutually agree on the appropriate measure and charge. Where measurement of terminating local switching minutes is not available, the number of minutes billed for terminating usage will be equal to the number of originating minutes. The Parties will mutually agree on a method and procedure to periodically sample and validate or adjust the ratio of originating to terminating minutes for billing purposes.