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RECORDS AND  
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**BY HAND DELIVERY**

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

Re: Docket No. 990831 - Notice of Adoption of MCI metro/BellSouth  
Interconnection Agreement (Except Attachment VIII) and Request for  
Approval of WTI/BellSouth Agreement

Dear Ms. Bayo',

Enclosed please find an original and five copies of Exhibit 2 in the  
aforementioned docket. Certain pages were inadvertently omitted from Exhibit 2, which  
was filed on June 28, 1999, because of a reproduction error.

If you have any questions regarding this matter, please contact me at your earliest  
convenience. Thank you for your assistance.

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*[Signature]*  
FPSC BUREAU OF RECORDS

Sincerely,

*[Signature]*  
Donna Canzano McNulty

- APA \_\_\_\_\_
- APP \_\_\_\_\_
- CAE \_\_\_\_\_
- CDL \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- MIC \_\_\_\_\_
- OPS \_\_\_\_\_
- REG \_\_\_\_\_
- SEC \_\_\_\_\_
- WFO \_\_\_\_\_
- OTR \_\_\_\_\_

cc: Nancy Sims (cover letter only),

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**Exhibit 2**

**Attachment VIII**

**to**

**Interconnection Agreement**

**WorldCom Technologies, Inc.**

**and**

**BellSouth Telephone**

**Florida**

DOCUMENT NUMBER-DATE

**08970 JUL 29 88**

FPSC-RECORDS/REPORTING

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## **Section 1. General Business Requirements**

1.0 BellSouth shall provide real-time and interactive access via electronic interfaces as detailed in this Agreement to perform pre-service ordering, service trouble reporting, service order processing and provisioning, customer usage data transfer and local account maintenance. If any of the processes require additional capabilities, BellSouth shall develop the additional capabilities by January 1, 1997. If BellSouth cannot meet that deadline, BellSouth shall file a report with the Commission that outlines why it cannot meet the deadline, the date by which such system will be implemented, and a description of the system or process which will be used in the interim. BellSouth and WorldCom Technologies, Inc., ("WTI") shall also establish a joint implementation team to assure the implementation of the real-time and interactive interfaces. These electronic interfaces shall conform to industry standards where such standards exist or are developed.

### **1.1 Procedures**

At WTI's option as evidenced by BellSouth's receipt of a written request from WTI, a transition to a machine-to-machine interface for maintenance, preordering and provisioning will be implemented according to a mutually agreed upon timeframe. Until such time as the interface is implemented, WTI and BellSouth agree to continue to use the maintenance, preordering, and provisioning interfaces already in operation between WTI and BellSouth unless otherwise requested by WTI.

#### **1.1.1 BellSouth Contact with Subscribers**

1.1.1.1 WTI at all times shall be the primary contact and account control for all interactions with its subscribers, except as specified by WTI. WTI subscribers include active WTI subscribers as well as those for whom service orders are pending.

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

## WTI - BellSouth Florida Interconnection Agreement

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

### 1.1.2 Expedite, Escalation, and Disaster Procedures

1.1.2.1 No later than sixty (60) days after the Effective Date of this Agreement, BellSouth and WTI shall develop mutually acceptable escalation and expedite procedures which may be invoked at any point in the Service Ordering, Provisioning, Maintenance, and Subscriber Usage Data transfer processes to facilitate rapid and timely resolution of disputes. Such procedures may include, without limitation, intercompany contacts lists for purposes of handling subscriber and other matters which require attention/resolution outside of normal business procedures within sixty (60) days after the Effective Date of this Agreement.

1.1.2.2 BellSouth and WTI agree to jointly develop and implement a detailed service restoration plan and disaster recovery plan to be in effect by year end 1997. A joint task team will commence development within 30 days of execution of this Agreement for implementation throughout 1997, reaching full deployment by year end 1997.

Such plans shall incorporate BellSouth's Emergency Contingency Plans for Residence and Business Repair centers. The Plans shall conform to the FCC Restoration Guidelines, to the NSEP (National Security Emergency Preparedness) procedures and adhere to the guidelines developed by the TSP (Telecommunications Service Priority) System office with the NCS (National Communication System) Agency.

The Plans shall include at a minimum: (i) provision for immediate access by WTI via the Electronic Interface to be established pursuant to Section 3, to information indicating the existence, location and source of any emergency network outage affecting WTI customers; (ii) establishment of a single point of contact responsible for initiating and coordinating the restoration of all Local Services and Network Elements or Combinations; (iii) methods and

## WTI - BellSouth Florida Interconnection Agreement

procedures to provide WTI with real-time access to information relating to the status of restoration efforts and problem resolution during the restoration process; (iv) an inventory and description of mobile restoration equipment by locations; (v) methods and procedures for the dispatch of mobile equipment to the restoration site; (vi) methods and procedures for re-provisioning all Local Services and Network Elements or Combinations after initial restoration; (vii) equal priority, as between WTI subscribers and BellSouth subscribers, for restoration efforts, consistent with FCC Service Restoration guidelines, including, without limitation, deployment of repair personnel and access to spare parts and components; and (viii) a mutually agreeable process for escalation of maintenance problems, including a complete up-to-date list of responsible contacts, available twenty-four (24) hours per day, seven (7) days per week.

Said plans shall be modified and updated as necessary. For purposes of this subsection, an emergency network outage is defined as 5,000 or more blocked call attempts in a ten (10) minute period in a single exchange.

### 1.1.3 Operational and Technological Changes

1.1.3.1 BellSouth shall use its best efforts to notify WTI of any operational or technological (e.g., central office switch, transmission, systems interfaces) changes six (6) months in advance, or at the time the decision is made, whichever is less. If notice is given to WTI less than six (6) months in advance, BellSouth will work with WTI to develop a mutually agreeable implementation plan, if requested by WTI. WTI agrees that it shall not submit an unreasonable request.

### 1.1.4 Subscriber of Record

1.1.4.1 BellSouth shall recognize WTI as the Subscriber of Record for all Network Elements or services for resale ordered by WTI and shall send all notices, invoices, and information which pertain to such ordered services directly to WTI. WTI will provide BellSouth with addresses to which BellSouth shall send all such notices, invoices, and information.

### 1.1.5 Work Center Interface Procedures



## WTI - BellSouth Florida Interconnection Agreement

1.1.5.1 BellSouth and WTI shall, within 60 days of the Effective Date of this Agreement, develop and implement Work Center (Local Carrier Service Center) Interface Procedures for each function/business process.

### 1.2 Service Offerings

#### 1.2.1 Changes in Retail Service Offerings

1.2.1.1 BellSouth shall notify WTI of any proposed changes in the terms and conditions under which BellSouth offers Telecommunications Services to subscribers who are not Telecommunications Service providers or carriers, including, but not limited to, the introduction or discontinuance of any features, functions, services, promotions, or changes in retail rates at least forty-five (45) days prior to the effective date of such change, or concurrent with BellSouth's internal notification process for such change. WTI recognizes that certain revisions may occur between the time BellSouth notifies WTI of a change pursuant to this Section and BellSouth's tariff filing of such change. BellSouth shall notify WTI of such revisions consistent with BellSouth's internal notification process but WTI accepts the consequences of such mid-stream changes as an uncertainty of doing business and therefore will not hold BellSouth responsible for any resulting inconvenience or cost incurred by WTI.

1.2.1.2 BellSouth shall notify WTI of any proposed changes in the terms and conditions under which it offers unbundled Network Elements including, but not limited to, the introduction or discontinuance of any features, functions, services, promotions, or changes in rates at least forty-five (45) days prior to the effective date of such change, or concurrent with BellSouth's internal notification process for such change. WTI recognizes that certain revisions may occur between the time BellSouth notifies WTI of a change pursuant to this Section and BellSouth's tariff filing of such change. BellSouth shall notify WTI of such revisions consistent with BellSouth's internal notification process but WTI accepts the consequences of such mid-stream changes as an uncertainty of doing business and therefore will not hold BellSouth responsible for any resulting inconvenience or cost incurred by WTI.

#### 1.2.2 Telephone Service Priority

## WTI - BellSouth Florida Interconnection Agreement

1.2.2.1 Upon receipt of a request from WTI containing the appropriate TSP Authorization Codes assigned by the NSEP-TSP, BellSouth shall identify the account with this code. BellSouth will conform to the framework defined by the NSEP-TSP for restoration on a priority basis of the individual accounts.

### 1.2.3 Caller ID

1.2.3.1 To the extent BellSouth is authorized to do so, BellSouth shall cooperate with WTI to provide the BellSouth-approved equipment vendor list associated with Caller ID.

### 1.2.4 TTY/TDD

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

### 1.2.5 Blocking Services

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

### 1.2.6 Training Support

1.2.6.1 BellSouth shall develop and deliver training for all BellSouth employees who may communicate with WTI subscribers. Training will be provided for all ordering, provisioning, maintenance, billing, miscellaneous services, and any other area which is appropriate for the services to be provided by BellSouth pursuant to this Agreement.

1.2.6.2 BellSouth will initially train WTI employees on the utilization of electronic interfaces and operational interface procedures with BellSouth support centers for ordering, maintenance and provisioning. BellSouth will provide the initial training and training due to significant BellSouth system or interface changes to WTI at no charge.

1.2.7 Carrier Identification Codes

BellSouth shall provide to WTI the active Carrier Identification Codes (CIC) for both Dial 1 and 800 services for each of its access tandems on a one time basis in accordance with OBF standards.

**Section 2. Ordering and Provisioning**

2.1 General Business Requirements

2.1.1 Ordering and Provisioning Parity

2.1.1.1 Conversion to the BellSouth approved and implemented EBI standard for Local Service Requests ("LSRs") for preordering and provisioning will be at WTI's option according to a mutually agreed upon time frame. Until such time as the conversion is complete, WTI and BellSouth agree to continue to use the interfaces already in operation between WTI and BellSouth unless otherwise requested by WTI.

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

For resale purposes, BellSouth shall, at WTI's option and according to a mutually agreed upon timeframe, provide real time electronic interfaces ("EI") for transferring and receiving

## WTI - BellSouth Florida Interconnection Agreement

Service Orders and Provisioning data and materials (e.g., access to Street Address Guide ("SAG") and Telephone Number Assignment database). These interfaces shall be administered through a gateway that will serve as a point of contact for the transmission of such data from WTI to BellSouth, and from BellSouth to WTI. The implementation of such data transfer system shall be negotiated in good faith by the parties and be specified in a written agreement between WTI and BellSouth. In addition, (i) BellSouth agrees to use its best efforts to carry out its responsibilities under this Section, and (ii) WTI agrees to use its best efforts to carry out its responsibilities under this Section interfaces. BellSouth warrants that interim solutions shall provide WTI Customers with the same level of service available to BellSouth customers.

### 2.1.2 Local Carrier Service Center (LCSC)/Single Point of Contact (SPOC)

At WTI's option, BellSouth shall provide WTI, twenty-four (24) hours a day, seven (7) days a week, with the capability of ordering via an electronic interface, except for scheduled electronic interface downtime and mutually agreed in advance electronic interface downtime. Provisioning shall be available during normal business hours. Downtime shall not be scheduled during normal business hours and shall occur during time where systems experience minimal usage. BellSouth shall provide a Single Point of Contact (SPOC) for all ordering and provisioning contacts and order flow involved in the purchase and provisioning of BellSouth's unbundled Elements, Combinations and Resale. BellSouth's SPOC shall provide to WTI a toll-free nationwide telephone number (operational from 8:30 a.m. to 5:00 p.m., Monday through Friday, within each respective continental US time zone) which will be answered by capable staff trained to answer questions and resolve problems in connection with the ordering and provisioning of Elements or Combinations and resale services.

### 2.1.3 Street Address Guide (SAG)

2.1.3.1 Within thirty (30) days after the Effective Date of this Agreement, BellSouth shall provide to WTI the SAG data, or its equivalent, in electronic form. All changes to the SAG shall be made available to WTI on the same day as the change to the data is made.

## WTI - BellSouth Florida Interconnection Agreement

### 2.1.4 CLASS and Custom Features

2.1.4.1 For purchase of unbundled network elements, WTI may order the entire set of CLASS and Custom features and functions, or, where Technically Feasible, a subset of any one or any combination of such features. For resale purposes, BellSouth shall provide WTI with a list of features and functions available on an end office by end office basis.

### 2.1.5 Subscriber Payment History

2.1.5.1 To the extent each party has such information, WTI and BellSouth agree to make available to each other such of the following subscriber information as the subscriber authorizes BellSouth or WTI to release:

2.1.5.1.1 Applicant's name;

2.1.5.1.2 Applicant's address;

2.1.5.1.3 Applicant's previous phone number, if any;

2.1.5.1.4 Amount, if any, of unpaid balance in applicant's name;

2.1.5.1.5 Whether applicant is delinquent on payments;

2.1.5.1.6 Length of service with prior local or intraLATA toll provider;

2.1.5.1.7 Whether applicant had local or intraLATA toll service terminated or suspended within the last six months with an explanation of the reason therefor; and,

2.1.5.1.8 Whether applicant was required by prior local or intraLATA toll provider to pay a deposit or make an advance payment, including the amount of each.

2.1.5.2 BellSouth shall not refuse service to WTI for any potential WTI subscriber on the basis of that subscriber's past payment history with BellSouth. WTI shall establish the credit scoring criteria for applicants for WTI services.

## WTI - BellSouth Florida Interconnection Agreement

2.1.5.3 BellSouth shall provide to WTI a real-time, electronic interface to BellSouth subscriber information systems which will allow WTI to obtain the customer payment history information as detailed above. The parties shall mutually agree upon restrictions that will appropriately safeguard subscribers' privacy.

2.1.5.4 Until such time as the Parties reach agreement on the restrictions described in 2.1.5.3, BellSouth shall provide WTI with requested customer payment history information, as detailed above, based upon WTI's blanket representation that WTI will obtain the subscriber's authorization to obtain such data in advance of any request.

### 2.1.6 Carrier Selection

2.1.6.1 For services for resale or unbundled Network Elements, BellSouth shall provide to WTI, no later than January 1, 1997, the capability to order local service, intraLATA (where available), interLATA, and international toll services by entering the WTI subscriber's choice of carrier on a single order. BellSouth shall provide WTI with the capability to order separate interLATA and intraLATA (where available) carriers on a line or trunk basis.

2.1.6.2 Where intraLATA toll carrier selection is not implemented, BellSouth agrees to provide intraLATA toll services for resale to WTI. In all other cases, BellSouth will route toll calls to the appropriate carrier as designated by WTI.

2.1.6.3 BellSouth may, when authorized in writing by WTI, process PIC changes directly from WTI subscribers. Inquiries from WTI subscribers regarding the subscribers' PIC shall be referred to contact numbers provided by WTI to BellSouth. WTI shall provide any updates to the contact number list in writing to BellSouth.

### 2.1.7 Notification to Long Distance Carrier

2.1.7.1 Upon WTI's request, BellSouth agrees to notify MCI using OBF-approved CARE transactions, whenever an MCI subscriber who is provided local service through services for

## WTI - BellSouth Florida Interconnection Agreement

resale or unbundled Network Elements changes MCI PIC status.

2.1.7.2 Upon WTI's request, BellSouth shall support and implement new Transaction Code Status Indicators (TCSIs) defined by OBF in support of local resale to enable MCI to provide seamless subscriber service.

2.1.7.2.1 BellSouth shall implement TCSIs used in conjunction with the new Local Service Provider (LSP) Identification Code, where applicable, for handling Account Maintenance, Subscriber Service, and Trouble Administration issues. These TCSIs include 4001/02/05, 4201-4205, 4301, 2033, 2233, 3147, 3148, 3149, and others as OBF may define.

2.1.7.2.2 In addition, BellSouth shall implement TCSIs used in conjunction with the new Ported Telephone Number field to link "shadow" and ported telephone numbers in support of Interim Number Portability. These TCSIs may include 2231, 3150, 3151, and others as OBF may define.

2.1.7.3 Where available, BellSouth shall provide to MCI the Local Service Provider ID (LSP) on purchased lists of MCI PIC'd and non-PIC'd subscribers.

2.1.7.4 Where available, BellSouth shall provide the Ported Telephone Number (PTN) on purchased CARE lists of MCI PIC'd and non-MCI PIC'd subscribers.

2.1.7.5 Upon written notice from WTI, BellSouth shall process IXC PIC changes for WTI subscribers.

### 2.1.8 Number Administration/Number Reservations

2.1.8.1 Until Number Administration functions are assumed by a neutral third party in accordance with FCC Rules and Regulations, BellSouth shall assign NXXs to WTI on a non-discriminatory basis in accordance with national guidelines. BellSouth shall provide the same range of number choices allowing the assignment of numbers while the subscriber is on the phone to WTI, including choice of exchange number, as BellSouth provides its own subscribers. Reservation and aging of numbers shall remain BellSouth's responsibility.

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2.1.8.2 Where WTI has not obtained its own NXX, BellSouth shall reserve up to 100 telephone numbers, per WTI request, per NPA-NXX (where available), for large business subscribers in the same manner as for BellSouth's own large business subscribers. BellSouth shall provide additional numbers at WTI's request as subscriber demand requires. Telephone numbers reserved in this manner may be released for other than WTI use only in the same manner that BellSouth would release numbers reserved for its own subscribers. .

2.1.8.3 Where WTI has obtained its own NXX, but has purchased BellSouth services for resale or Network Elements, BellSouth agrees to install the WTI NXX in BellSouth's switch according to the local calling area defined by BellSouth and perform appropriate number administration functions. Where WTI provides its own switching and obtains its own NXX code, BellSouth agrees to install the routing in its switches according to the local calling area defined by WTI.

2.1.8.4 BellSouth shall accept WTI orders with assigned vanity numbers and blocks of numbers assigned for use with complex services including, but not limited to, DID, MULTISERV, and Hunting arrangements. Vanity numbers and numbers for use with complex services, DID and Hunting arrangements will be assigned by the LCSC on a case-by-case basis to meet the needs for specific service order activity.

2.1.8.5 Until the Electronic Interface exists and is in use for simple services number reservations, BellSouth shall use its best efforts to provide confirmation of a number reservation within twenty-four (24) hours of receiving a completed WTI's request. For reservations associated with complex services see 2.1.8.4.

## 2.2 Service Order Process Requirements

### 2.2.1 OBF Compliance

2.2.1.1 In accordance with OBF standards, BellSouth and WTI shall follow the OBF-developed ordering and provisioning process standards. These processes include pre-order service inquiry, pre-order service inquiry response,



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firm order, acknowledgment/ rejection, firm order confirmation, delay notification, and completion notification. BellSouth agrees to work cooperatively to implement future OBF-developed processes related to ordering and provisioning. The ability to place manual orders shall be maintained at WTI's option.

### 2.2.2 Service Migrations and New Subscriber Additions

2.2.2.1 For resale services, BellSouth shall not require a disconnect order from a subscriber, another local service provider, or any other entity, to process an WTI order to establish WTI Local Service and/or migrate a subscriber to WTI local service.

2.2.2.2 BellSouth shall not intentionally or unnecessarily disconnect any subscriber service or existing features at any time during the migration of a Resale subscriber to WTI service, unless disconnection is required by an WTI order changing the service type.

2.2.2.3 For services WTI will provide through unbundled Network Elements, BellSouth shall, upon receipt of a BellSouth Blanket Agency Agreement Letter for Local Service Provider provided in the Ordering Guidelines, recognize WTI as an agent for the subscriber in requesting the migration of services provided by another BellSouth or another CLEC. In addition, BellSouth shall not disconnect any BellSouth services provided to the BellSouth subscriber until WTI notifies BellSouth that WTI's unbundled elements are installed and operational, except where existing BellSouth facilities are being reused.

2.2.2.4 Unless otherwise directed by WTI, when WTI orders resale services or Network Elements, where applicable, all trunk or telephone numbers currently associated with existing services shall be retained without loss of feature capability and without loss of associated ancillary services, except those excluded from resale, partial migration of lines or services affected by the WTI order which require common blocks of equipment or facilities (e.g. MULTISERV, Hunting, DID), and BellSouth Handicap Exemptions shall be retained. BellSouth shall not intentionally or unnecessarily interrupt feature capability including, but not limited to, Directory Assistance and 911/E911 capability.

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**2.2.2.5 For subscriber conversions requiring coordinated cut-over activities, on a per order basis, BellSouth and WTI will agree on a scheduled conversion time.**

**2.2.2.5.1 BellSouth will coordinate activities of all BellSouth work groups involved.**

**2.2.2.5.2 BellSouth will notify WTI when conversion is complete.**

**2.2.2.5.3 BellSouth will use its best efforts to minimize subscriber interruptions during conversions.**

### **2.2.3 Intercept Treatment and Transfer of Service Announcements**

**2.2.3.1 BellSouth shall provide unbranded intercept treatment and transfer of service announcements to WTI's subscribers on the same interval and basis as BellSouth provides to its own subscribers for resale and when BellSouth is providing the unbundled switch for WTI. When WTI supplies its own unbundled switch, WTI will determine the service announcement interval.**

### **2.2.4 Desired Due Date (DDD)**

**2.2.4.1 WTI shall specify on each order the Desired Due Date (DDD). BellSouth shall not complete the order prior to DDD unless early turn-up is needed for testing purposes. BellSouth will provide services on the DDD, or on the earliest available installation date thereafter. BellSouth will notify WTI if the DDD cannot be met.**

**2.2.4.2 If the DDD falls after the standard order completion interval provided by BellSouth, then BellSouth, where facilities are available, shall complete the order on the Desired Due Date.**

**2.2.4.3 BellSouth shall supply WTI with due date intervals to be used by WTI personnel to determine service installation dates.**

**2.2.4.4 Subsequent to an initial order submission, WTI may require a new/revised due date that is earlier than the original due date requested. BellSouth will make best effort**

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to meet WTI's requested due date, and applicable expedite charges set forth in Attachment I will apply.

2.2.4.5 Any special or preferred scheduling options available, internally or externally to BellSouth, for ordering and provisioning services shall also be available to WTI.

### **2.2.5 Subscriber Premises Inspections and Installations -**

2.2.5.1 WTI shall perform or contract for all needs assessments, including equipment and installation requirements, at the subscriber premises on the subscriber's side of the demarcation point.

2.2.5.2 BellSouth shall provide WTI with the ability to schedule subscriber premises installations.

2.2.5.3 In accordance with BellSouth's procedures and on parity with provision of such services to BellSouth's customers, BellSouth shall provide extended demarcation beyond the NID, at WTI's request, using intrabuilding riser and lateral beyond the NID.

### **2.2.6 Firm Order Confirmation (FOC)**

2.2.6.1 BellSouth shall provide to WTI, via an electronic interface or fax as specified and agreed to by WTI, a Firm Order Confirmation (FOC) for each WTI order provided electronically. The FOC shall contain on a per line and/or trunk basis, where applicable, an enumeration of WTI's ordered unbundled Network Elements (and the specific BellSouth naming convention applied to that element or combination), features, functions, resale services, options, physical interconnection, quantity, and BellSouth Committed Due Date for order completion.

2.2.6.2 For a revised FOC, BellSouth shall provide order detail on a per line or per trunk level as well as the order detail from the prior FOC. BellSouth shall submit, where applicable, to WTI a complete revised list of features, functions and services ordered.

2.2.6.3 BellSouth shall provide to WTI the date that service is initiated.

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### 2.2.7 Order Rejections

2.2.7.1 BellSouth shall review WTI local service requests and notify WTI of all known reasons for which the order was rejected. BellSouth shall not reject any orders due to an unavailable Desired Due Date. In that instance, BellSouth will process the order assigning the best available due date. The assigned due date will be returned to WTI as the FOC.

2.2.7.2 Left blank intentionally

2.2.7.3 Left blank intentionally

### 2.2.8 Service Order Changes

2.2.8.1 If an installation requires deviation for the Service Order in any manner, or if a WTI customer requests a service change at the time of installation, BellSouth will call WTI in advance of performing the installation for authorization. BellSouth will provide WTI at that time an estimate of additional labor hours and/or materials required for that installation. After installation is completed, BellSouth will immediately inform WTI of actual labor hours and materials used.

2.2.8.1.1 If work performed in connection with a service order is partially completed, notification which identifies the work that was done and work remaining to complete will be provided at the same level BellSouth provides to itself.

2.2.8.2 Where BellSouth provides installation and the WTI Customer requests a service change at the time of installation. BellSouth shall immediately notify WTI at the telephone number on the service order of that request. The BellSouth technician should notify WTI in the presence of the WTI Customer so that WTI can negotiate authority to install the requested service directly with that customer and the technician and revise appropriate ordering documents as necessary.

### 2.2.9 Jeopardy Situations

2.2.9.1 BellSouth shall provide to WTI notification of any jeopardy situations prior to the Committed Due Date, missed

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appointments and any other delay or problem in completing work specified on WTI's service order as detailed on the FOC.

### **2.2.10 Cooperative Testing**

#### **2.2.10.1 Network Testing**

**2.2.10.1.1** BellSouth shall perform all pre-service testing prior to the completion of the order, including testing on local service facilities and switch translations, including, but not limited to, verification of features, functions, and services ordered by WTI.

**2.2.10.1.2** Within 24-hrs of WTI's request for scheduled cooperative testing, BellSouth shall perform said testing with WTI (including trouble shooting to isolate any problems) to test Network Elements purchased by WTI in order to identify any problems.

#### **2.2.10.2 Systems and Process Testing**

**2.2.10.2.1** LEC shall cooperate with WTI upon request to test all operational interfaces and processes and thereby ensure that they are in place and functioning properly and efficiently.

### **2.2.11 Service Suspensions/Restorations**

**2.2.11.1** Upon WTI's request through a Suspend/Restore Order, BellSouth shall suspend or restore the functionality of any Network Element, feature, function, or resale service. BellSouth shall use its best efforts to provide restoration priority on a per network element or combination basis in a manner that conforms with WTI requested priorities.

### **2.2.12 Disconnects**

**2.2.12.1** BellSouth shall provide to WTI daily information notifying WTI of any services disconnected from WTI, other than disconnections initiated by WTI, in a mutually agreed upon format.

### **2.2.13 Order Completion Notification**

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2.2.13.1 Upon completion of a service orders associated with Local Service Requests (LSRs) in its system(s), BellSouth shall submit to WTI an order completion notifications. Such notifications shall provide the Purchase Order Numbers provided by WTI when submitting the requests and the Local Service Request Numbers assigned by BellSouth.

### 2.2.14 Fulfillment Process

2.2.14.1 WTI shall conduct all activities associated with the account fulfillment process, for example welcome packages and calling cards, for all WTI subscribers.

### 2.2.15 *Specific Unbundling Requirements*

2.2.15.1 WTI may order and BellSouth shall provision unbundled Network Elements either individually or in any combination on a single order. Network Elements ordered as combined shall be provisioned as combined by BellSouth unless WTI specifies that the Network Elements ordered in combination be provisioned separately. Orders of combined Network Elements shall be subject to provisions of section 2.3 of Attachment III.

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

2.2.15.3 When WTI orders Network Elements or Combinations that are currently interconnected and functional, Network Elements and Combinations shall remain connected and functional without any disconnection or disruption of functionality. This shall be known as Contiguous Network Interconnection of Network Elements.

2.2.15.4 Order combinations of Contiguous Network Elements shall be available to be ordered (i) on a case-by-case basis for those Network Elements that are subscriber-specific; or (ii) on a common-use basis for those Network Elements that are shared by multiple subscribers.

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

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

2.2.15.7 When WTI orders Network Elements, BellSouth shall provision at parity with services provided to BellSouth subscribers all features, functions, and capabilities of the Network Elements which include, but are not limited to:

2.2.15.7.1 The basic switching function of connecting lines to lines, lines to trunks, trunks to lines, and trunks to trunks, as well as the same basic capabilities made available to BellSouth's subscribers, such as telephone number, white page listing, and dial tone; and

2.2.15.7.2 All other features that the switch is equipped to provide, including, but not limited to, custom calling, custom local area signaling service features, and MULTISERV, as well as any Technically Feasible customized routing functions provided by the switch.

2.2.15.8 When WTI orders Network Elements, BellSouth shall provide technical assistance to ensure compatibility between elements.

2.2.15.9 Each order for Network Elements will contain administration, bill, contact, and subscriber information, as defined by the OBF.

### 2.3 Systems Interfaces and Information Exchanges

2.3.0 BellSouth shall provide real-time and interactive access via electronic interfaces as detailed in this Agreement to perform pre-service ordering, service trouble reporting, service order processing and provisioning, customer usage data transfer and local account maintenance. If any of the processes require additional

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capabilities, BellSouth shall develop the additional capabilities by January 1, 1997. If BellSouth cannot meet that deadline, BellSouth shall file a report with the Commission that outlines why it cannot meet the deadline, the date by which such system will be implemented, and a description of the system or process which will be used in the interim. BellSouth and WTI shall also establish a joint implementation team to assure the implementation of the real-time and interactive interfaces. These electronic interfaces shall conform to industry standards where such standards exist or are developed.

### **2.3.1 General Requirements**

2.3.1.1 For pre-ordering and provisioning, the parties agree to implement the BellSouth approved and implemented EBI standard for Local Service Requests (LSR") at WTI's option and according to a mutually agreed upon time frame. Until such time as EBI is implemented for LSR, WTI and BellSouth agree to continue to use the interfaces already in operation between WTI and BellSouth unless otherwise requested by WTI.

2.3.1.1.1 Until such standards and systems are implemented, BellSouth and WTI agree to use an interim order format and interface which will be defined by BellSouth and implementation negotiated between the Parties no later than sixty (60) days after the Effective Date of this Agreement.

2.3.1.2 BellSouth interfaces shall provide WTI with the same process and system capabilities for both Residence and Business ordering and provisioning. WTI shall not be required to develop distinct processes or interfaces by class of service.

2.3.1.5 Until such time as the electronic interface is implemented, BellSouth agrees that the Local Carrier Service Center (LCSC) or similar function will accept WTI orders. Orders will be transmitted to the LCSC via an interface, fax or other method as agreed upon by WTI and BellSouth.

2.3.1.6 BellSouth shall provide to WTI a list of all CLASS and Custom features and functions within ten (10) days of the Effective Date of this Agreement and shall provide



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updates to such list at the time new features and functions become available.

### 2.3.2 Ordering and Provisioning for Resale Services

2.3.2.1 BellSouth shall make available to WTI a list of all intraLATA and interLATA carriers available for subscriber selection on a central office level.

2.3.2.2 *Left blank intentionally.*

2.3.2.3 BellSouth shall provide WTI with customer service records, including without limitation Customer Proprietary Network Information (CPNI), except such information as BellSouth is not authorized to release either by the customer or pursuant to applicable law, rule or regulation.

2.3.2.3.1 BellSouth shall provide to WTI, on a restricted basis which will appropriately safeguard subscribers' privacy, a real-time, electronic interface to BellSouth's subscriber information systems which will allow WTI to obtain the subscriber profile information, including listed name, billing and service addresses, billed telephone number(s), and identification of features and services on the subscriber's account(s). The Parties shall mutually agree on restrictions that will appropriately safeguard subscribers' privacy.

2.3.2.3.1.1 Until such time as WTI requests access to CSRs via a real-time, electronic interface, BellSouth shall provide CSRs via a three-way call to a BellSouth service center or will fax a copy of the customer's record to WTI with the customer's permission. BellSouth will also make available to WTI the "switch-as-is" process. BellSouth will also provide information on an existing account in conjunction with issuing an LSR to convert the subscriber's service to WTI.

2.3.2.3.1.2 BellSouth shall provide WTI with CSR information, which may include CPNI, for preordering and ordering purposes, to the extent that BellSouth provides such information

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to other carriers, and upon the same terms and conditions that BellSouth uses for providing the same information to other carriers.

2.3.2.3.1.3 BellSouth shall not require WTI to obtain prior written authorization from each customer before allowing access to the customer service records (CSRs). WTI shall issue a blanket letter of authorization to BellSouth which states that it will obtain the customer's permission before accessing CSRs. Further BellSouth shall develop a real-time operational interface to deliver CSRs to WTI, and the interface shall only provide the customer information necessary for WTI to provide telecommunications service.

2.3.2.4 BellSouth shall provide to WTI access to a list of all Telecommunications Services features and functions, including new services, trial offers, and promotions. At WTI's option, BellSouth will provide WTI access to BellSouth's Products and Services Inventory Management System (P/SIMS) data via Network Data Mover file transfer. BellSouth shall update this data at least once a week from BellSouth's P/SIMS database. The data shall be available at all times and WTI may retrieve the data at any time on a mutually agreed upon schedule which will allow WTI to download the file once it is updated by BellSouth

2.3.2.5 At WTI's option, BellSouth will provide WTI the capability to validate addresses by access to BellSouth's Regional Street Address Guide (RSAG) via dial-up or LAN to WAN access. Implementation time frames will be negotiated between the parties.

2.3.2.6. BellSouth will continue to provide WTI on-line access to telephone number reservations. 2.3.2.7 At WTI's option, BellSouth will provide WTI the capability to reserve telephone numbers electronically. Up to 100 telephone numbers per CLLI/Terminating Traffic Area may be reserved at WTI's request, for WTI's sole use. BellSouth will provide additional numbers manually at WTI's request in order that WTI will have sufficient numbers available to meet expected needs. In situations where there are limited numbers available, BellSouth may limit the number of telephone

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numbers that can be reserved for a particular CLLI/TTA. The telephone number reservations made in this manner are valid for WTI's assignment for ninety (90) days from the reservation date. BellSouth will make the telephone number reservations available to WTI via diskette or via electronic file transfer. BellSouth agrees to implement an electronic interface to allow WTI to reserve telephone numbers via an on-line electronic interface no later than April 1, 1997.

2.3.2.8 BellSouth Local Carrier Service Center (LSCS) will assign vanity numbers and blocks of numbers for use with complex services including, but not limited to, DID and Hunting arrangements, as requested by WTI, and documented in Work Center Interface agreements.

2.3.2.9 BellSouth will continue to supply WTI with Interval Guide Job Aids to be used to determine service installation dates. BellSouth will continue to provide an electronic interface to its Due Date Support Application (DSAP).

2.3.2.10 BellSouth shall continue to provide to WTI a real-time, on-line, electronic interface which will allow WTI the ability to validate addresses, reserve telephone numbers, determine central office services/features and the ability to estimate due dates.

2.3.2.11 BellSouth shall continue to provide to WTI a real-time, on-line electronic interface which will allow for entering Local Service Requests for resold services. This interface will provide WTI the capability to retrieve Firm Order Confirmation, service order status and completion notifications.

2.3.2.12 Upon WTI's request, BellSouth agrees to develop and make available to WTI an Electronic Data Interchange (EDI) for ordering Local Services. This EDI ordering process supports select service order types and related transactions (i.e. orders, confirmations, firm order commitments, supplements and completions).

2.3.2.13 For ordering of Local Service Requests via EDI, BellSouth agrees to develop the EDI interface to be in conformance with the industry standards at such time as those standards become available. Implementation of this industry standard EDI interface will be per schedules mutually agreed to by WTI and BellSouth.

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### **2.3.3 Ordering and Provisioning for Unbundling**

**2.3.3.1 BellSouth shall provide to WTI upon request a listing of all technically available functionalities for Network Elements.**

**2.3.3.2 BellSouth shall provide to WTI upon request all engineering design and layout information for Network Elements.**

**2.3.3.3 BellSouth shall provide to WTI a real-time, electronic interface which will allow WTI to determine service due date intervals, schedule appointments, and adjust pending order due dates in real-time.**

**2.3.3.4 BellSouth shall provide to WTI upon request advance information of the details and requirements for planning and implementation of NPA splits at least 6 months prior to implementation of the split.**

**2.3.3.5 BellSouth shall provide to WTI information on charges associated with special construction. Until real-time, electronic interface is available, BellSouth agrees that BellSouth will immediately notify WTI of any charges associated with necessary construction.**

**2.3.3.6 BellSouth shall provide WTI with results from mechanized loop tests.**

**2.3.3.7 BellSouth shall provide WTI with confirmation of circuit assignments.**

## **2.4 Standards**

### **2.4.1 General Requirements**

**2.4.1.1 WTI and BellSouth shall use the OBF standards for ordering and provisioning codes to be used for Network Elements. These codes shall apply to all aspects of the unbundling of elements and shall be known as data elements as defined by the Telecommunications Industry Forum Electronic Data Interchange Service Order Subcommittee (TCIF-EDI-SOSC). Some unbundled Network Elements will continue to be ordered utilizing the ASR process.**

## 2.5 Performance Measurements and Reporting

2.5.1 In providing Services and Elements, BellSouth will provide WTI with the quality of service BellSouth provides to itself and its end-users. BellSouth's performance under this Agreement shall provide WTI with the capability to meet standards or other measurements that are at least equal to the level that BellSouth provides or is required to provide by law or its own internal procedures, whichever is higher. BellSouth shall satisfy all service standards, measurements, and performance requirements set forth in the Agreement and the performance standards that are specified in Attachment 8 of this Agreement. In the event that BellSouth demonstrates that the level of performance specified in Attachment 8 of this Agreement are higher than the standards or measurements that BellSouth provides to itself and its end users pursuant to its own internal procedures, BellSouth's own level of performance shall apply.

2.5.1.1 The Parties acknowledge that the need will arise for changes to the performance standards specified in Attachment 8 during the term of this Agreement. Such changes may include the addition or deletion of measurements or a change in the performance standard for any particular metric. The parties agree to review all performance standards on a quarterly basis to determine if any changes are appropriate.

2.5.1.2 The Parties agree to monitor actual performance on a monthly basis and develop a Process Improvement Plan to continually improve quality of service provided as measured by the performance standards.

2.5.2 BellSouth, in providing Services and Elements to WTI pursuant to this Agreement, shall provide WTI the same quality of service that BellSouth provides itself and its end-users. This attachment includes WTI's minimum service standards and measurements for those requirements. The Parties have agreed to five (5) categories of performance standards: (1) Provisioning; (2) Maintenance; (3) Billing (Data Usage and Data Carrier); (4) LIDB; and (5) Account Maintenance. Each category of performance standards include measurements which focus on timeliness, accuracy and quality. BellSouth shall measure the following activities to meet the goals provided herein.

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**2.5.2.1 All performance standards shall be measured on a monthly basis and shall be reported to WTI in a mutually agreed upon format which will enable WTI to compare BellSouth's performance for itself with respect to a specific measure to BellSouth's performance for WTI for that same specific measure. Separate measurements shall be provided for residential subscribers and business subscribers.**

**2.5.2.2 Performance standards being measured pursuant to this Agreement shall be reviewed by WTI and BellSouth quarterly to determine if any additions or changes to the measurements and the standard shall be required or, if process improvements shall be required.**

### **2.5.3 Provisioning Performance Standards**

**2.5.3.1 Installation functions performed by BellSouth will meet the following performance standards:**

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<b>Product or Service</b>	<b>Interval Standards</b>
<b>INSTALLATION</b>	
<b>Lines/trunks with no premises visit:</b>	
<i>Business</i>	
1-20 lines	98% met within 3 business days
21-40 lines	98% met within 7 business days
41-60 lines	98% met within 12 business days
Over 60 lines	To be negotiated
<i>Residential</i>	98% met within 24 hours of Service Order receipt by BellSouth
<b>Lines/trunks with premises visit:</b>	
<i>Business</i>	
1-20 lines	98% met within 5 business days
21-40 lines	98% met within 10 business days
41-60 lines	98% met within 14 business days
Over 60 lines	Individual case basis
<i>Residential</i>	98% met within 72 hours of Service Order receipt by BellSouth
<b>Business lines/trunks; plant or other facilities not available</b>	Individual case basis
<b>Centrex station lines</b>	
1-20 lines	98% met within 5 business days
21-50 lines	98% met within 8 business days
Over 50 lines	Individual case basis
<b>Unbundled network elements</b>	
<i>Business or Residential</i>	98% met within 2 days
<b>Other unbundled elements</b>	

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<i>Business or Residential</i>	98% met within 5 days
<b>FEATURE CHANGES</b>	
Orders received before 12:00 p.m.	99% completed on day of receipt
Orders received after 12:00 p.m.	99% completed before 12:00 p.m. next Business Day

<b>Product or Service</b>	<b>Interval</b>
<b>SERVICE DISCONNECTS</b>	
<b>With no premises visits</b>	
<i>Business or Residential</i>	98% met within 4 hours after receipt of Service Order
<b>With CO change or subscriber premises visit</b>	
<i>Business or Residential</i>	98% met within 24 hours after receipt of Service Order
<b>Unbundled switching elements</b>	
<i>Business or Residential</i>	98% met within 4 hours
<b>Other unbundled elements</b>	
<i>Business or Residential</i>	98% met within 24 hours

Committed Due Date

Resale:

Residence: >99% met

Business: >99.5% met

UNE: > 98% met

Service Orders Provisioned Correctly as Requested

Resale:

Residence: >99% met

Business: > 99.5% met



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UNE: > 99% met

Missed Appointments

Residence: < 1%

Business: 0%

Firm Order Confirmation within:

Manual - within 24 hours 99% of the time

Electronic - within 4 hours 99% of the time

Notice of reject or error status within 1 hour  
of receipt 98% of the time

No trouble reports within 30 days of installation -  
99% of the time

Time to complete any Suspend/Block/Restore order  
4 hours > 99% after receipt by BellSouth

For expedited due date confirmation, BellSouth shall confirm to WTI within two (2) Business Hours > 99% after BellSouth receipt of such request from WTI whether BellSouth can complete an initially-submitted order within the expedited interval requested by WTI. Confirmation may be provided by BellSouth via telephone call with follow up confirmation to be provided by BellSouth according to normal procedures and measurement intervals.

2.5.4 BellSouth shall implement the performance measurements indicated in section 2.5 within six (6) months of the Effective Date of this Agreement.

2.5.5 If WTI requests, in writing, a higher level of performance than BellSouth provides to its own subscribers, BellSouth shall inform WTI, in writing, of the amount WTI's desired performance level exceeds that which BellSouth provides to its subscribers as well as a reasonable estimate of what it would cost BellSouth to meet, measure, and report these standards. If WTI then communicates, in writing, to BellSouth that it desires such higher levels of performance, WTI shall pay BellSouth for the costs incurred in providing such higher level of service. Moreover, WTI shall pay all mechanisms necessary to capture and report data, required to measure, report or track any performance measurement that BellSouth does not, as of the Effective Date, measure, report

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or track for itself or its own subscribers. In the event such system is not developed exclusively for WTI, but rather is developed for use with other CLECs, as well as WTI, BellSouth shall allocate to WTI, on a competitively neutral basis, WTI's share of the costs associated with such system.

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

This Section 3 describes the requirements for BellSouth to bill and record all charges WTI incurs for purchasing services under this Agreement.

#### **3.1 Procedures**

3.1.1 BellSouth shall comply with various industry, OBF, and other standards referred to throughout this Agreement. To satisfy these requirements, both parties shall adhere to mutually agreed upon interpretations of all standards referred to in this Agreement.

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

3.1.3. BellSouth will bill charges for interconnection and resale (within 180 days of the execution of this agreement) in a CABS format. BellSouth will conform each CABS bill in accordance with CABS guidelines.

3.1.4 Each service purchased by WTI shall be assigned a separate and unique billing code in the form agreed to by the parties and such code shall be provided to WTI on each Connectivity Bill in which charges for such services appear.

3.1.4.1 Each such billing code shall enable WTI to identify the service as ordered by WTI.

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

3.1.6 BellSouth shall bill WTI for each service supplied by BellSouth to WTI pursuant to this Agreement at the rates forth in this Agreement.

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

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

3.1.9 BellSouth shall provide to WTI at no additional charge a Single Point of Contact through a Local Carrier Service Center (LCSC), or similar function, for handling any Connectivity Billing questions or problems that may arise during the implementation and performance of the terms and conditions of this Agreement.

3.1.10 BellSouth shall provide single point of contact for handling of any data exchange questions or problems that may arise during the implementation and performance of the terms and conditions of this Agreement.

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

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

3.1.13 When sending Connectivity Bills via electronic transmission, to avoid transmission failures or the receipt of Connectivity Billing information that cannot be processed, WTI shall provide BellSouth process specifications. Both parties shall comply with processing specifications when transmitting Connectivity Billing data to each other. Both parties shall provide notice to the other party if a Connectivity Billing transmission is received that does not meet

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specifications or that such party cannot process. Such transmission shall be corrected and resubmitted to the other party, at the resubmitting party's sole expense, in a form that can be processed. The payment due date for such resubmitted transmissions shall be thirty (30) days from the issue date of the bill in a form that can be processed and that meets the specifications set forth in this Attachment.

3.1.14 BellSouth shall deliver to a location specified by WTI, billing information via Network Data Mover (NDM), magnetic tape or paper, as agreed to by WTI and BellSouth. In the event of an emergency, system failure or other such condition which prevents BellSouth from transmitting via NDM, BellSouth shall notify WTI of such difficulties within twenty four (24) hours of detection. BellSouth shall deliver to a location specified by WTI billing information via magnetic tape or paper, as agreed to by WTI and BellSouth. The parties acknowledge that all tapes transmitted to the other party via US Mail or Overnight Delivery and which contain Connectivity Billing data shall not be returned to the sending party.

3.1.15 Subject to the terms of this Agreement, including without limitation Section 3.1.18 of this Attachment VIII, WTI shall pay BellSouth within thirty (30) days from the issue date of the bill. BellSouth shall pay WTI within thirty (30) days of the issue date of WTI's bill to BellSouth. If the payment due date is a Saturday, Sunday or has been designated a bank holiday payment shall be made the next business day.

3.1.16 Left Blank Intentionally

3.1.17 Left Blank Intentionally

3.1.18 Bill Reconciliation

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

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

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

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

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

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

3.1.18.4.3 If the dispute is not resolved within one hundred and twenty (120) days of the Notice of Discrepancy, the dispute may be resolved pursuant to Section 23 (Dispute Resolution Procedures) of Part A of this Agreement.

3.1.18.5 If WTI disputes Connectivity Charges and the dispute is resolved in favor of WTI, BellSouth shall credit the Connectivity Bill of WTI for the amount of the disputed charges.

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

3.1.20 Left Blank Intentionally

3.1.21 When WTI collocates with BellSouth in BellSouth's facility as described in this Agreement, capital expenditures (e.g., costs associated with building the "cage"), shall not be included in the

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Connectivity Bill provided to WTI pursuant to this Attachment VIII. All such capital expenses shall be given a unique BAN and invoice number. All invoices for capital expenses shall be sent to the location specified by WTI for payment. All other non-capital recurring collocation expenses shall be billed to WTI in accordance with this Agreement. (The CABS Billing Output Specifications ("BOS") documents provide the guidelines on how to bill the Connectivity Charges associated with collocation.) The bill label for such collocation charges shall be entitled 'Expanded Interconnection Service.' The bill label for non-capital recurring collocation expenses shall be entitled "Collocation."

3.1.22 LEC shall be responsible for billing and collecting charges from IXCs for access related to interexchange calls generated by resale subscribers.

3.1.23 When WTI owns the end office, BellSouth shall not bill RIC to either WTI or other IXCs.

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3.1.25 BellSouth shall establish a switched access meet point billing arrangement with WTI. This arrangement will include tandem routed IXC calls and IXC calls routed through a line that is ported via Remote Call Forward (RCF) or FLEX DID from the BellSouth to WTI.

3.1.25.1 WTI will bill for carrier common line, local switching, RIC, and its portion of the transport charges for tandem routed IXC calls. For lines that are ported from the BellSouth to WTI, BellSouth will bill only transport charges. WTI will bill for all other applicable access charges.

3.1.25.2 BellSouth and WTI will provide all necessary switched access records to each other for access billing.

### 3.2 Information Exchange and Interfaces

3.2.1 BellSouth shall provide WTI monthly Connectivity Bills that include all Connectivity Charges incurred by and credits and/or adjustments due to WTI for those services ordered, established, utilized, discontinued or performed pursuant to this Agreement. BellSouth shall issue multiple bills per month, on the first day of the month until otherwise notified by WTI and the billing cycle shall be on a calendar basis. Each Connectivity Bill provided by BellSouth to WTI shall include:

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

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

**3.2.1.3 unbilled usage sensitive charges for the period beginning with the last bill date and extending up to, but not including, the current bill date for interconnection and extending through the bill date for resold services;**

**3.2.1.4 any known unbilled usage sensitive charges for prior periods;**

**3.2.1.5 any known unbilled adjustments.**

**3.2.1.6 Interim Number Portability. WTI shall become the Customer of Record for the original BellSouth's telephone number(s). BellSouth shall use its reasonable efforts to provide WTI with a consolidated billing statement for all collect and billed-to-3rd-number calls associated with those numbers, with sub-account detail by retained number. Such billing statements shall be delivered in the Carrier Access Billing System/Small Exchange Carrier Access Billing System ("CABS/SECABS") format when defined by the Ordering and Billing Forum ("OBF").**

**3.2.2 BellSouth shall make available during normal business days, pursuant to Section 4 of this Attachment, usage call detail information.**

**3.2.3 The Bill Date must be present on each bill transmitted by BellSouth to WTI, must be a valid calendar date, and not more than one (1) year old. Connectivity Bills shall not be rendered for any Connectivity Charges which are incurred under this Agreement on or before one (1) year preceding the Bill Date, except as otherwise permitted by law.**

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

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

### 3.2.6 Left Blank Intentionally

3.2.7 BellSouth and WTI shall issue all Connectivity Bills in accordance with the terms and conditions set forth in this Section 3. On Connectivity Bills BellSouth renders to WTI, BANs shall be 13 character alpha/numeric. The Bill Date shall be the same day month to month. Each party shall provide the other party at least thirty (30) calendar days written notice prior to changing, adding or deleting a BAN. The parties shall provide one Connectivity Billing invoice associated with each BAN. Each invoice must contain an invoice number (which will vary from month to month). On each bill associated with a BAN, the appropriate invoice number and the charges contained on such invoice must be reflected. All Connectivity Bills must be received by the other party no later than ten (10) calendar days from Bill Date and at least twenty (20) calendar days prior to the payment due date (as described in this Attachment), whichever is earlier. Any Connectivity Bill received on a Saturday, Sunday or a day designated as a bank holiday will be deemed received the next business day. If either party fails to receive Connectivity Billing data and information within the time period specified above the payment due date will be extended by the number of days receipt has been delayed.

3.2.8 BellSouth shall make best efforts to issue all Connectivity Bills containing such billing data and information in accordance with the most current version of CABS /SECABS published by Bellcore, or its successor, or such later versions as are adopted by Bellcore, or its successor. To the extent that there are no CABS, or SECAB standards governing the formatting of certain data, such data shall be issued in the format mutually agreed to by BellSouth and WTI.

3.2.9 BellSouth and WTI agree that each party shall transmit Connectivity Billing information and data in the appropriate CABS or SECAB format electronically via NDM to the other party at the location specified by such party. WTI data centers will be responsible for originating the calls for data transmission. BellSouth shall transmit in accordance with mutually agreed to technical specifications. WTI will supply to BellSouth its RACF ID and password before the first transmission of data via NDM. Any changes to either party's NDM Node ID must be sent to the other



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party no later than thirty (30) calendar days before the changes take effect.

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

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

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

	<b>CABS BOS</b>	<b>SECAB</b>
Record Length	bytes (fixed length)	bytes (fixed length)
Blocking factor	records per block	Not Applicable
Block size	bytes per block	Not Applicable
Labels	Standard IBM Operating System	Standard IBM Operating System

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

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

3.2.15 BellSouth shall conform to the Standard Volume Label Format which will be prescribed by WTI.

3.2.16 BellSouth shall use The IBM Standard Dataset Label Format which will be prescribed by WTI

3.2.17 BellSouth shall use mutually agreed upon test & production dataset formats

### 3.3 Standards

3.3.1 Within thirty (30) days of the execution of this Agreement, BellSouth shall send to WTI connectivity bill data in the appropriate mechanized format (i.e. CABS or SECAB) for testing to ensure that bills can be processed and that bills comply with the requirements of this Attachment. After receipt of the test data from BellSouth WTI will notify BellSouth if the connectivity billing transmission meets WTI's testing specifications. If the transmission fails to meet WTI's testing specifications, BellSouth shall make the necessary corrections. At least three (3) sets of testing data must meet WTI's testing specifications prior to BellSouth sending WTI a mechanized production connectivity bill for the first time via electronic transmission or tape. Thereafter, BellSouth may begin sending WTI production connectivity bills via electronic transfer on the next Bill Date, or within ten (10) days, whichever is later.

3.3.2 At least thirty (30) days prior to any change in existing formats or change to a different format, BellSouth shall send to WTI connectivity bill data in the appropriate mechanized format for

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testing to ensure that the bills can be processed and that the bills comply with the requirements of this Attachment. BellSouth agrees that it shall not send to WTI bill data in the new mechanized format until such bill data has met the testing specifications as set forth in this subsection.

3.3.3 During the testing period, BellSouth shall transmit to WTI Connectivity Billing data and information via paper or tape as specified by WTI. Test tapes shall be sent to a WTI specified location.

3.3.4 BellSouth agrees that if it transmits data to WTI in a mechanized format, BellSouth shall also comply with the following specifications which are not contained in CABS or SECAB guidelines but which are necessary for WTI to process Connectivity Billing information and data:

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

3.3.5.1 Each Connectivity Bill must contain at least one detail record.

3.3.5.2 Any "From" Date should be less than the associated "Thru" Date and neither date can contain spaces.

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

3.3.6 LEFT BLANK INTENTIONALLY

3.3.7 LEFT BLANK INTENTIONALLY

### *3.4 Performance Measurements & Reporting*

*3.4.1 BellSouth shall meet the following performance measurements for the provision of EMR records:*

*3.4.1.1 Timeliness: 99.94% of all records recorded each day shall be received by WTI within one (1) calendar day of their recording. 100% of all such records should be received within five (5) calendar days of their recording.*

*3.4.1.2 Accuracy: No more than 60 errors per one (1) million records transmitted*

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*3.4.1.3 Completeness: There shall be no more than 20 omissions per one (1) million records.*

3.4.2 If WTI requests, in writing, a higher level of performance than BellSouth provides to its own subscribers, BellSouth shall inform WTI, in writing, of the amount WTI's desired performance level exceeds that which BellSouth provides to its subscribers as well as a reasonable estimate of what it would cost BellSouth to meet, measure, and report these standards. If WTI then communicates, in writing, to BellSouth that it desires such higher levels of performance, WTI shall pay BellSouth for the costs incurred in providing such higher level of service. Moreover, WTI shall pay all mechanisms necessary to capture and report data, required to measure, report or track any performance measurement that BellSouth does not, as of the Effective Date, measure, report or track for itself or its own subscribers. In the event such system is not developed exclusively for WTI, but rather is developed for use with other CLECs, as well as WTI, BellSouth shall allocate to WTI, on a competitively neutral basis, WTI's share of the costs associated with such system.

### **Section 4 Provision Of Subscriber Usage Data**

This Section 4 sets forth the terms and conditions for BellSouth's provision of Recorded Usage Data (as defined in this Attachment VIII) to WTI and for information exchange regarding long distance billing.

#### **4.1 Procedures**

##### **4.1.1 General**

4.1.1.1 BellSouth shall comply with BellSouth EMR industry standards in delivering customer usage data to WTI.

4.1.1.2 BellSouth shall provide WTI with Recorded Usage Data in accordance with provisions of Section 4 of this document.

4.1.1.3 BellSouth shall provide WTI with copies of detail usage on WTI accounts. However, following execution of this Agreement, WTI, may submit and BellSouth will accept a PON for a time and cost estimate for development by BellSouth of the capability to provide copies of other detail usage records for completed calls originating from lines

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purchased by WTI for resale. Recorded Usage Data includes, but is not limited to, the following categories of information:

### Completed Calls

Use of CLASS/LASS/Custom Features (under circumstances where BellSouth records activations for its own end user billing).

Calls To Information Providers Reached Via BellSouth Facilities And Contracted By BellSouth

Calls To Directory Assistance Where BellSouth Provides Such Service To An WTI Subscriber

Calls Completed Via BellSouth-Provided Operator Services Where BellSouth Provides Such Service To WTI's Local Service Subscriber and usage is billable to an WTI account. For BellSouth-Provided MULTISERV Service, Station Level Detail Records Shall Include Complete Call Detail And Complete Timing Information where Technically Feasible.

4.1.1.4 Retention of Records: BellSouth shall maintain a machine readable back-up copy of the message detail provided to WTI for a minimum of forty-five (45) calendar days. BellSouth shall provide any data back-up to WTI upon the request of WTI within the record retention interval and at the rates set forth in Attachment I.

4.1.1.5 BellSouth shall provide to WTI Recorded Usage Data for WTI subscribers. BellSouth shall not submit other carrier local usage data as part of the WTI Recorded Usage Data.

4.1.1.6 BellSouth shall bill to WTI any recurring or non-recurring charges appropriate based on the Local Service Requests submitted to the BellSouth by WTI. BellSouth

4.1.1.7 WTI shall negotiate with Information Service Providers (e.g. 976 and N11 service calls) for provision of such services to WTI's end-users, including the billing of such services to its end-users.

4.1.1.8 BellSouth shall provide Recorded Usage Data to WTI billing locations as designated by WTI, segregated no lower than NXX level.

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

4.1.1.10 BellSouth shall provide WTI with a single point of contact, Remote Identifiers (IDs), and assistance in resolving usage data volume fluctuations for each sending location.

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

4.1.1.12 BellSouth shall bill and WTI shall pay the charges for Recorded Usage Data. Billing and payment shall be in accordance with the applicable terms and conditions set forth in this Agreement.

4.1.1.13 Without waiver of, and in addition to the Audit and Examination rights in the Section 22 (Audits and Examinations of Part A) of this Agreement, upon reasonable notice and at reasonable times WTI or its authorized representatives may examine BellSouth's documents, systems, records and procedures which relate to the recording and transmission of the Usage data to WTI under this Attachment.

### 4.1.2 Charges

4.1.2.1 BellSouth shall charge fees as delineated in Attachment I.

4.1.2.2 No charges shall be assessed for incomplete call attempts, nor will attempts be delivered to WTI for calls which originate from lines purchased by WTI for resale.

### 4.1.3 Central Clearinghouse & Settlement

4.1.3.1 In connection with CMDS hosting functions, BellSouth shall comply with Clearinghouse and Incollect/Outcollect procedures in accordance with CMDS standards.

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4.1.3.2 BellSouth shall settle with WTI for both intra-region and inter-region billing exchanges of calling card, bill-to-third party, and collect calls in accordance with the prevailing CMDS standards.

### 4.1.4 Lost Data

4.1.4.1 Loss of Recorded Usage Data - In the event WTI Recorded Usage Data is determined to have been lost, damaged or destroyed as a result of an error or omission by BellSouth in its performance of the recording function, upon WTI's request, BellSouth shall attempt to recover the Recorded Usage Data at no charge to WTI. In the event the data cannot be recovered by BellSouth, BellSouth and WTI shall mutually agree upon a credit amount based upon an estimate of the affected messages and associated revenue, reduced by a mutually agreed upon estimate of associated Recording Service charges, based upon the method described below. This method shall be applied on a consistent basis, subject to modifications agreed to by BellSouth and WTI. This estimate shall be used to adjust amounts WTI owes BellSouth for services BellSouth provides in conjunction with the provision of Recorded Usage Data, and BellSouth's liability for lost, damaged or destroyed Recorded Usage Data shall be limited to the application of the credit described in this section.

4.1.4.2 The lost revenue per day will be based upon the daily average of revenues for the corresponding days of the week (e.g. four Mondays) in the most recent month for which WTI supplied data to BellSouth before the day of loss, except:

4.1.4.2.1 If the loss occurs on a weekday which is a holiday (except Mother's Day or Christmas), BellSouth will use the daily average of revenues from the four Sundays of the most recent month for which WTI supplied data to BellSouth before the day of loss;

4.1.4.2.2 If the loss occurs on Mother's Day or Christmas, BellSouth will use the daily average of revenue from that day in the preceding year (if available from the data supplied by WTI to BellSouth before the day of loss); and

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4.1.4.2.3 If the loss occurs on a day not a holiday but one (or more) of the days lost is a holiday, BellSouth will use additional corresponding days from the next most recent month for which WTI supplied data to BellSouth before the day of loss.

### 4.1.5 Testing, Changes and Controls

4.1.5.1 The Recorded Usage Data, EMR format, content, and transmission process shall be tested in a manner mutually agreed upon by BellSouth and WTI.

4.1.5.2 Interface Testing: The purpose of this test is to ensure that the usage records can be sent by BellSouth to WTI and can be accepted and processed by WTI. BellSouth shall provide a test file to WTI's designated Regional Processing Center (RPC) in the format that shall be used for live day-to-day processing. The file shall contain that production data which WTI and BellSouth agree upon. WTI shall review the file and verify that it conforms to agreed upon EMR standards. WTI shall notify BellSouth in writing whether the format is acceptable. WTI shall also provide BellSouth with the agreed-upon control reports as part of this test.

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

4.1.5.4 For testing purposes BellSouth shall provide WTI with BellSouth recorded, unrated usage for a minimum of five (5) consecutive days. WTI shall provide BellSouth with the message validation reports associated with test usage.

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

4.1.5.6 Periodic Review: Control procedures for all usage transferred between BellSouth and WTI shall require periodic review. This review may be included as part of an annual audit of BellSouth by WTI or as part of the normal production interface management function. Breakdowns



which impact the flow of usage between BellSouth and WTI must be identified and jointly resolved as they occur. The resolution may include changes to control procedures, as similar problems would be avoided in the future. Any changes to control procedures would need to be mutually agreed upon by WTI and BellSouth.

**4.1.5.7 BellSouth Software Changes:**

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

**4.1.5.7.2** BellSouth shall communicate the projected changes to the single point of contact in WTI so that potential impacts on WTI processing can be determined.

**4.1.5.7.3** WTI personnel shall review the impact of the change on the entire control structure and the Post Conversion Test Plan, herein. WTI shall negotiate any perceived problems with BellSouth and shall arrange to have the data tested utilizing the modified software.

**4.1.5.7.4** If it is necessary for BellSouth to request changes in the schedule, content or format of usage data transmitted to WTI, BellSouth shall notify WTI. BellSouth and WTI agree to comply with changes in EMR standard as they from time to time occur.

**4.1.5.8 WTI Requested Changes:**

**4.1.5.8.1** WTI may request changes in the schedule, content, format of the usage data transmitted from BellSouth, as deemed necessary by WTI within the constraints of EMR industry standard requirements.

**4.1.5.8.2** When the negotiated changes are to be implemented, WTI and/or BellSouth shall arrange for testing of the modified data in a mutually agreed Post Conversion Test Plan designed to encompass all

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types of changes to the usage data transferred by BellSouth to WTI and the methods of transmission for that data.

### 4.1.5.9 BellSouth System Change Description:

4.1.5.9.1 For a BellSouth change to the Recorded Usage Data, BellSouth shall provide WTI with an overall description of the change, stating the objective and a brief explanation of the reasons for the change.

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

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

### 4.1.5.10 Change Negotiations:

4.1.5.10.1 WTI shall be notified in writing of all proposed negotiations initiated by BellSouth. In turn, WTI shall notify BellSouth in writing of proposed change negotiations initiated by WTI. These written notifications will be directed to the single point of contact for the respective companies.

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

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

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### 4.1.5.11 Changes to controls:

WTI may request changes to the control structure.  
BellSouth Requested control changes will be negotiated.

### 4.1.5.12 Verification Of Changes

4.1.5.12.1 Based on the detailed description of changes furnished by BellSouth, WTI and BellSouth personnel shall:

Determine the type of change(s) to be implemented.  
Develop a comprehensive test plan.  
Negotiate scheduling and transfer of modified data with BellSouth.  
Confirm that test data is verified and acceptable by both BellSouth and WTI.

### 4.1.5.13 Introduction of Changes:

4.1.5.13.1 When all the testing requirements have been met and the results reviewed and accepted, designated WTI and BellSouth personnel shall:

Negotiate an implementation schedule.  
Verify the existence of a contingency plan with the appropriate WTI personnel.  
Arrange for the follow-up review of changes with appropriate WTI personnel.  
Arrange for appropriate changes in control program, if applicable.

## 4.2 Information Exchange and Interfaces

### 4.2.1 Core Billing Information

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

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4.2.1.2 BellSouth shall provide rated EMR records only when explicit consent for sending such records has been obtained from WTI. The following records shall be rated by BellSouth:

Category 01	Operator handled, person to person, collect calls, bill to third number, SSP record query
Category 03	Credit & adjustments
Category 41	Subscriber credit

4.2.1.3 All messages billable to an WTI account will BellSouth be transmitted to WTI. BellSouth recorded usage billable to WTI Subscribers.

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

### 4.2.2 Supporting Billing Information

#### 4.2.2.1 Returned Long Distance Messages and Invoices

4.2.2.1.1 EC shall return message records or invoices to WTI for messages or invoices which cannot be billed to a BellSouth end user because BellSouth no longer serves the end user for the associated messages or invoices as a result of the end user telephone number being served by another LEC/CLEC. BellSouth will return IC messages as misdirected if BellSouth no longer serves the end user.

4.2.2.1.2 Message records or invoices shall be returned as part of the established unbillable process. Returned messages or invoices shall be in industry-standard EMR format using the OBF-agreed return code 50, unless otherwise negotiated with WTI.

4.2.2.1.3 Additional return codes to be used for return designations are as follows:

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- 81 - Rated record is received and indicator 19 is set to a value of other than 1 or 3 for a CIC of zeroes.
- 82 - Message is determined to be interLATA, and interLATA is not determined to be applicable.
- 83 - field is designated as numeric field contains non-numeric values.
- 84 - message is terminating to number that has a NPA 900

4.2.2.1.4 The above message and/or invoice returns shall contain the Operating Company Number (OCN), or another identifying number or code as may become a future industry standard, of the LEC serving the end user through resale or portability at the time the invoice or message is returned.

4.2.2.1.5 Following are the record types and positions where the OCN should be populated. The error or return code should continue to appear in the standard position.

01-XX-XX record:	positions 168-171
01-51-21 record:	positions 125-128
01-51-24 record:	positions 187-190
41-XX-XX record (detail):	positions 168-171
41-50-XX record (summary):	positions 154-157
42-50-XX record (summary):	positions 154-157

4.2.2.2 Interim Number Portability. BellSouth shall provide WTI call detail records identifying each IXC which are sufficient to allow WTI to render bills to IXCs for calls IXCs place to ported numbers in the BellSouth network which the BellSouth forwards to WTI for termination.

WTI shall become the Customer of Record for the original BellSouth's telephone number(s), subject to the CALNP arrangements. BellSouth shall provide to WTI the Electronic Message Records ("EMR") for all calls in a daily electronic Network Data Mover ("NDM") feed or magnetic tape, as specified by WTI, for WTI customers.

### 4.2.3 Product/Service Specific

4.2.3.2 BellSouth shall provide a Specialized Service / Service Provider Charge record to support the Special

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Features Star Services if these features are part of BellSouth's offering.

### 4.2.4 Emergency Information

4.2.4.2 WTI shall arrange transport facilities per BellSouth tariffed services. BellSouth shall transmit via NDM whenever possible. In the event usage transfer cannot be accommodated by NDM because of extended (one (1) business day or longer) facility outages, BellSouth shall contract for a courier service to transport the data via tape. The data tape will be transported via courier service and costs for delivery will be borne by the company responsible for the outage.

4.2.4.3 BellSouth shall comply with the following standards when emergency data is transported to WTI on tape or cartridge via a courier. The data shall be in fixed or variable block format as specified by WTI and:

Tape: 9-track, 6250 (or 1600) BPI (Bytes per inch)  
Cartridge: 38,000 BPI (Bytes per inch)  
LRECL: 2,472 Bytes  
Parity: Odd  
Character Set: Extended Binary Coded Decimal Interchange Code (EBCDIC)  
External labels: Exchange Carrier Name, Dataset Name (DSN) and volume serial number  
Internal labels: IBM Industry OS labels shall be used. They consist of a single volume label and two sets of header and trailer labels.

### 4.2.5 Rejected Recorded Usage Data

4.2.5.1 If WTI should encounter significant volumes of errored messages that prevent processing by WTI within its systems, BellSouth will work with WTI to jointly determine the source and appropriate error resolution.

4.2.5.2 BellSouth must return EMR/EMI records to IXCs with the OBF standard message reject code which indicates that BellSouth no longer serves the end user and which includes the OCN/Local Service Provider ID of the new LEC/Reseller serving the end user.

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4.2.5.3 Rejected messages or invoices shall be returned to WTI in accordance with procedures and timeframes already established between BellSouth and WTI.

### 4.2.6 Interfaces

4.2.6.1 BellSouth shall transmit formatted Recorded Usage Data to WTI via NDM as designated by WTI.

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

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

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

### 4.2.7 Formats & Characteristics

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

4.2.7.2 EMR: BellSouth shall provide Recorded Usage Data in the EMR format and by category, group and record type, and shall be transmitted, via a direct feed, to WTI. The following is a list of EMR records that WTI can expect to receive from BellSouth:

Header Record	20-20-01
Trailer Record	20-20-02

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Detail Records \* 01-01-01, 06, 07, 08, 09, 16, 18, 31,  
32, 33, 35, 37, 80, 81, 82, 83  
10-01-01, 06, 07, 08, 09, 16, 18, 31,  
32, 35, 37, 80, 81, 82, 83  
Credit Records 03-01-01, 06, 08, 09, 14, 17, 18, 31, 32,  
35, 37, 80, 81, 82,  
Rated Credits 41-01-01, 06, 08, 09, 14, 17, 18, 31, 32,  
35, 37, 80, 81, 82,  
Cancel Records 51-01-01, 06, 08, 09, 14, 17, 18, 31, 32,  
35, 37, 80, 81, 82, (58 -01 -xx where the record being  
canceled is unrated)  
Correction Records 71-01-01, 06, 08, 09, 14, 17, 18, 31, 32,  
35, 37, 80, 81, 82,

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

In addition, BellSouth shall provide a 42-50-01 Miscellaneous Charge record to support the Special Features Star Services if these features are part of BellSouth's offering.

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

4.2.7.4 The Interfacing Bell RAO, OCN, and Remote Identifiers shall be used by WTI to control invoice sequencing and each shall have its own invoice controls.

4.2.7.5 The file's Record Format (RECFM) shall be Variable Block with 175 character EMR record, plus modules if appropriate.

4.2.7.6 Initially, BellSouth may elect not to comply with specific sorting requirements. However, WTI may elect to require BellSouth to sort PACKS in accordance with WTI specifications at a later date.

4.2.7.7 BellSouth shall transmit the usage to WTI using dataset naming conventions prescribed by WTI.

### 4.2.8 Controls



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

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

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

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

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

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

4.2.8.5 Message Validation Reports: WTI shall provide the following once(1) per day (or as otherwise negotiated) Message Validation reports to the designated BellSouth System Control Coordinator. These reports shall be provided for all data received within BellSouth Local Resale Feed and shall be transmitted Monday through Friday.

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

BellSouth Name

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

4.2.8.7 WTI requires information on a subscriber's selection of billing method, special language billing, and other billing options.

### 4.3 Standards

4.3.1 When requested by WTI for security purposes, BellSouth shall provide WTI with Recorded Usage Data as soon as practical. If not available in EMR format, the Recorded Usage Data may be provided in AMA format.

4.3.2 BellSouth shall include the Working Telephone Number (WTN) of the call originator on each EMR call record where Technically Feasible.

4.3.3 End user subscriber usage records and station level detail records shall be in packs in accordance with EMR standards.

4.3.4 BellSouth shall provide Recorded Usage Data to WTI on a schedule to be determined by the parties once a day Monday through Friday except holidays.

4.3.5 BellSouth shall segregate and organize the Recorded Usage Data in a manner mutually agreed upon between BellSouth and WTI..

### 4.4 Performance Measurements

4.4.1 Account Maintenance. When notified by a CLEC that an WTI Customer has switched to CLEC service, BellSouth shall provision the change, and notify WTI that the customer has changed to another service provider ("OUTPLOC") within one (1) business day, 100% of the time.

4.4.1.1 When notified by WTI that a customer has changed his/her PIC only from one interexchange carrier to another carrier, BellSouth shall provision the PIC only change and convey the confirmation of the PIC change via the work

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order completion feed with 100% of the orders contained within one (1) business day.

4.4.1.2 If notified by an interexchange carrier using an '01' PIC order record that an WTI Customer has changed his/her PIC only, BellSouth will reject the order and notify that interexchange carrier that a CARE PIC record should be sent to the serving CLEC for processing. 100% of all orders shall be rejected, and the respective interexchange carrier properly notified, within one (1) business day of BellSouth's receipt of the PIC order from the interexchange carrier.

### 4.4.2 File Transfer

BellSouth will initiate and transmit all files error free and without loss of signal.

Metric:  
Number of FILES Received  
----- X 100  
Number of FILES Sent

Notes: All measurement will be made on a rolling period.

Measurement:

Meets Expectations

6 months of file transfers  
without a failure

### 4.4.3 Timeliness

BellSouth will mechanically transmit, all usage records to WTI's Message Processing Center three (3) times a day.

Measurement:

Meets Expectations: 99.94% of all messages delivered on the day  
the call was Recorded.

### 4.4.4 Completeness

BellSouth will provide all required Recorded Usage Data and ensure that it is processed and transmitted within thirty (30) days of the message create date.

Metric:

Total number of Recorded Usage Data records delivered during current month

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minus Number of Usage Call Records held in error file at the end of the current month

-----X 100  
Total number of Recorded Usage Data Records delivered during current month

Measurement:

Criteria

Meets Expectations  $\geq 99.99\%$  of all records delivered

4.4.5 Accuracy

BellSouth will provide Recorded Usage Data in the format, and with the content as defined in the current BellCore EMR document.

Metric:

Total Number of Recorded Usage Data Transmitted Correctly  
-----X 100

Total Number of Recorded Usage Data Transmitted

Measurement:

Criteria

Meets Expectations  $\geq 99.99\%$  of all recorded records delivered

4.4.6 Data Packs

BellSouth will transmit to WTI all packs error free in the agreed-upon format.

Measurement:

Meets Expectations 6 months of Transmitted Packs without a rejected pack

Notes: All measurements will be made on a Rolling Period.

4.4.7 Recorded Usage Data Accuracy

BellSouth will ensure that the Recorded Usage Data is transmitted to WTI error free. The level of detail includes, but is not limited to: detail required to Rating the call, Duration of the call, and Correct Originating/Terminating information pertaining to the call. The error is reported to BellSouth as a Modification Request (MR). Performance is to be measured at two levels defined below.

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WTI will identify the priority of the MR at the time of hand-off as Severity 1 or Severity 2. The following are WTI expectations of BellSouth for each:

Measurement:

Severity 1:

Meets Expectations  $\geq 90\%$  of the MR fixed in  $\leq 24$  hours and 100% of the MR fixed in  $\leq 5$  days

Severity 2:

Meets Expectations  $\geq 90\%$  of the MR fixed in 3 Days and 100% of the MR fixed in  $\leq 10$  days

4.4.8 Usage Inquiry Responsiveness. BellSouth will respond to all usage inquiries within twenty-four (24) hours of WTI's request for information. It is WTI's expectation to receive continuous status reports until the request for information is satisfied.

Measurements:

Rating

Meets Expectations 100% of the Inquiries responded to within 24 hours.

4.4.9 If WTI requests, in writing, a higher level of performance than BellSouth provides to its own subscribers, BellSouth shall inform WTI, in writing, of the amount WTI's desired performance level exceeds that which BellSouth provides to its subscribers as well as a reasonable estimate of what it would cost BellSouth to meet, measure, and report these standards. If WTI then communicates, in writing, to BellSouth that it desires such higher levels of performance, WTI shall pay BellSouth for the costs incurred in providing such higher level of service. Moreover, WTI shall pay all mechanisms necessary to capture and report data, required to measure, report or track any performance measurement that BellSouth does not, as of the Effective Date, measure, report or track for itself or its own subscribers. In the event such system is not developed exclusively for WTI, but rather is developed for use with other CLECs, as well as WTI, BellSouth shall allocate to WTI, on a competitively neutral basis, WTI's share of the costs associated with such system.

## 4.5 Reporting

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

**4.5.2** Left Blank Intentionally

4.5.2.1 Left Blank Intentionally

### **Section 5. Maintenance**

#### 5.1 General Requirements

For maintenance, the parties agree to negotiate implementation of the BellSouth approved EBI standard. Until such time as EBI is implemented, WTI and BellSouth agree to continue to use the interfaces already in operation between WTI and BellSouth unless otherwise requested by WTI.

**5.1.1** BellSouth shall provide repair, maintenance, testing, and surveillance for all Telecommunications Services and unbundled Network Elements and Combinations in accordance with the terms and conditions of this Agreement.

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

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5.1.1.2 Until an Electronic Interface is in use, BellSouth shall provide access numbers to the state specific TRC (Trouble Reporting Center) based on class of service for WTI to report via telephone maintenance issues and trouble reports twenty-four (24) hours a day and seven (7) days a week.

5.1.1.3 BellSouth shall provide WTI maintenance dispatch personnel on the same schedule that they provide their own subscribers.

5.1.2 WTI shall handle all interaction with WTI subscribers including all calls regarding service problems, establishing appointments pursuant to Section 5.1.11, and notifying the subscriber of trouble status and resolution, unless otherwise authorized by WTI.

5.1.3 BellSouth shall cooperate with WTI to meet maintenance standards set forth in this Attachment for all Telecommunications Services, unbundled network elements and Combinations ordered under this Agreement. Such maintenance standards shall include, without limitation, standards for testing, network management, call gapping, and notification of upgrades as they become available.

5.1.4 All BellSouth employees or contractors who perform repair service for WTI subscribers shall follow at a minimum, procedures and protocols which ensure that: (1) BellSouth employees or contractors shall perform repair service that is at least equal in quality to that provided to BellSouth subscribers; (2) trouble calls from WTI subscribers shall receive response time priority that is at least equal to that of BellSouth subscribers and shall be handled on a "first come first served" basis regardless of whether the subscriber is an WTI subscriber or a BellSouth subscriber.

5.1.5 BellSouth shall provide WTI with the same scheduled and non-scheduled maintenance including, without limitation, required and recommended maintenance intervals and procedures for all Local Services, Network Elements and Combinations provided to WTI under this Agreement that it currently provides for maintenance of its own network. Procedures for scheduled and non-scheduled maintenance will be documented in the work center agreements.

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BellSouth shall negotiate the release of any scheduled and non-scheduled maintenance for Unbundled Network Elements or Large Business Subscribers' service with WTI prior to any activity which may impact those services.

For services provided through resale, the BellSouth agrees to provide scheduled maintenance for residence and small business subscribers, consisting of cable throws, performed with test sets which prevent the subscribers' services from being interrupted during the activity. BellSouth shall monitor individual cutover work to insure that the service is not in use prior to the cut. Central office conversions shall be publicized through the media and will occur after midnight and before 4:00 A.M., unless WTI is provided with written notification.

For misdirected calls, BellSouth and WTI shall advise customers to contact WTI and BellSouth, respectively, and offer the customer the contact number upon request.

5.1.6 Left Blank Intentionally

5.1.7 Left Blank Intentionally

5.1.8 BellSouth shall inform WTI of repair completion and trouble reason as soon as possible after restoration of network elements, or Combinations, and any other trouble reports by WTI. Notification should be provided via electronic interface, when available.

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

5.1.10 BellSouth and WTI shall mutually develop procedures to establish the conditions under which a root cause analysis will be performed and the methods by which the results will be conveyed to WTI.



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5.1.11 Dispatching of BellSouth technicians to WTI subscriber premises shall be accomplished by BellSouth pursuant to a request received from WTI. WTI shall be able to schedule appointment windows based on load. The electronic interface established pursuant to subsection 5.2 shall provide the capability of allowing WTI to receive trouble reports, analyze and sectionalize the trouble, determine whether it is necessary to dispatch a service technician to the subscriber's premises, and verify by disposition codes or narratives any actual work completed on the subscriber's premises.

5.1.12 BellSouth shall supply WTI with a unique number, which may be the customer's actual number, to identify each WTI initial trouble report opened. For repeat trouble reports, if the previous trouble was within a 30 day period, the report will be flagged as a repeat report automatically.

5.1.13 Left Blank Intentionally

5.1.14 All WTI subscribers shall be able to continue to use the established local dialing protocol to access the repair center. Upon dialing "611", the subscriber shall be presented with a non-branded menu that requests the input of the subscriber's telephone number. Once the telephone number is provided, the subscriber shall be transferred to the WTI repair center. Whenever the BellSouth receives a repair call directly from an WTI subscriber, without voice response menu prompts, the call shall be unbranded and transferred to the appropriate WTI repair center.

5.1.15 Until such information is available via an Electronic Interface, BellSouth I will notify WTI upon completion of trouble report. The report shall not be considered closed until such notification is made. WTI will contact its subscriber to determine if repairs were completed and confirm the trouble no longer exists.

5.1.16 Additional Unbundling Requirements

5.1.16.1 When trouble is reported by a subscriber served through unbundled network elements, WTI will test its network to identify any problems. If no problems are identified with the WTI network, WTI will open a trouble report with BellSouth. BellSouth shall then test its portion of

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the network and perform repairs as required in the timeframes set forth below in this Agreement.

5.1.16.1.1 WTI will coordinate combined testing or repair activities until trouble is resolved. BellSouth shall provide repair updates to WTI.

### 5.2 Systems Interfaces and Information Exchanges

5.2.1.1 For line based (POTS) Resold Local Service, BellSouth shall continue to provide a real-time, on-line Electronic Interface for access by WTI to BellSouth's maintenance systems and databases, in order to allow WTI to: (i) receive "estimated time to repair" ("ETTR") on a real-time basis; (ii) based on the nature of the reported trouble, perform electronic test at time of entry and provide test results to WTI; and (iii) provide final closure on trouble tickets entered into BellSouth maintenance system for an WTI subscriber.

In addition BellSouth agrees to continue to develop the electronic interface capability to provide WTI with ability to: (iv) receive timely notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair appointment; and (v) retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of materials used, procedures employed, amounts incurred in each such category, and total by customer, per event).

5.2.1.2 As an option to the above, WTI may opt to use the existing Electronic Communications gateway interface for line based (POTS) Resold Local Service. This interface will allow WTI maintenance personnel and customer services representatives to perform the following functions for WTI subscribers: (i) enter a new trouble ticket into the BellSouth maintenance system for an WTI subscriber; (ii) limited ability to retrieve and track current status on all WTI subscriber repair tickets; and (iii) provide final closure on trouble tickets entered into BellSouth's maintenance system for an WTI subscriber.

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For local services provisioned via the Access Service Request (ASR) process, the Electronic Communications gateway interface may be used.

### 5.2.2 BellSouth shall perform all testing for Resale Services.

5.2.2.1 Until the electronic interface with WTI is fully operational, BellSouth shall provide test results to WTI, if appropriate, for trouble clearance. When the electronic interface with WTI is fully operational, BellSouth shall give WTI the ability to retrieve such results via the electronic interface. In all instances, BellSouth will provide WTI with the disposition of the trouble.

5.2.2.2 If BellSouth initiates trouble handling procedures it will bear all costs associated with that activity. If WTI requests the trouble dispatch then WTI will bear the cost.

5.2.3 Until such information is available via the Electronic Interface, and the interface has been implemented by WTI, BellSouth shall provide to WTI the ability to obtain the status on open maintenance trouble reports via telephone or by another interface as the parties may mutually agree. BellSouth agrees to provide the status of residence and small business trouble reports upon WTI's request.

5.2.4 BellSouth agrees to provide to WTI the status for open maintenance trouble reports for large business subscribers anytime the status of the trouble report changes or at WTI's request.

5.2.5 Until the electronic interface with WTI is fully operational, and has been implemented by WTI, BellSouth agrees that WTI may call BellSouth to verify central office features and functions as they relate to an open trouble report. BellSouth agrees to work with WTI on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time.

5.2.6 BellSouth agrees to advise WTI of any central office failure that is known at the time of any inquiry or trouble report. BellSouth agrees to continue to use its best efforts to implement a process which will provide automatic notification to WTI at the time of trouble ticket entry.

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5.2.7 BellSouth agrees to provide an Estimated Time To Repair (ETTR), an appointment time or commitment time, as appropriate, on all residence and small business trouble reports.

5.2.8 BellSouth agrees to develop, with WTI's cooperation, mutually acceptable workcenter interface agreements to document methods and procedures for interim and final interfaces for each service within sixty (60) days following the effective date of this Agreement or WTI's notice to BellSouth of its initiation of that service. The sixty (60) day period shall be extended to the extent of any delay attributable to WTI.

### 5.3 Procedures

5.3.1 Maintenance charges for premises visits by BellSouth employees or contractors shall be billed to WTI and not to the subscriber.

5.3.1.1 If additional work is required, BellSouth employees or contractors shall call WTI from subscriber premises so that WTI can schedule a new appointment with BellSouth and subscriber at the same time.

5.3.1.2 BellSouth employees or contractors shall present the subscriber with an unbranded form, or WTI provided WTI branded form, detailing the time spent, the materials used and an indication that the trouble has either been resolved, or that additional work will be necessary.

5.3.1.3 The BellSouth employees or contractors shall use its best efforts obtain the subscriber's signature upon said form, and use the signed form to input maintenance charges into the BellSouth repair and maintenance database (accessible by way of electronic interface). These charges shall include any charges for inside wiring work by BellSouth employees or contractors.

### 5.4 *Performance Measurements and Reporting*

5.4.1 Where an outage has not reached the threshold defining an emergency network outage, the following quality standards shall apply with respect to restoration of Local Service and Network Elements or Combination. Total outages requiring a

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premises visit by a BellSouth technician that are received between 8 a.m. to 6 p.m. on any business day shall be restored within four (4) hours of referral, ninety percent (90%) of the time.

Total outages requiring a premises visit by a BellSouth technician that are received between 6 p.m. and 8 a.m. on any day shall be restored during the following 8 a.m. to 6 p.m. period in accordance with the following performance metric: within four (4) hours of 8 a.m., ninety percent (90%) of the time. Total outages which do not require a premises visit by a BellSouth technician shall be restored within two (2) hours of referral, eighty-five percent (85%) of the time.

5.4.2 Trouble calls (e.g., related to Local Service or Network Element or Combination degradation or feature problems) which have not resulted in total service outage shall be resolved within twenty-four (24) hours of referral, ninety-five percent (95%) of the time, irrespective of whether or not resolution requires a premises visit. For purposes of this Section, Local Service or a Network Element or Combination is considered restored, or a trouble resolved, when the quality of the Local Service or Network Element or Combination is equal to that provided before the outage, or the trouble, occurred.

5.4.3 The BellSouth repair bureau shall provide to WTI the "estimated time to restore" with at least ninety-seven percent (97%) accuracy.

5.4.4 Repeat trouble reports from the same customer in a 30 days period shall be less than one percent (1%). Repeat trouble reports shall be measured by the number of calls received by the BellSouth repair bureau relating to the same telephone line during the current and previous report months.

5.4.5 BellSouth shall inform WTI within ten (10) minutes of restoration of Local Service, Network Element, or Combination after an outage has occurred.

5.4.6 If service is provided to WTI Subscribers before an Electronic Interface is established between WTI and BellSouth, WTI will transmit repair calls to the BellSouth repair bureau by telephone. In such event, the following standards shall apply: The BellSouth repair bureau shall answer its telephone and begin taking information from WTI within twenty (20) seconds of the first ring, ninety-five percent (95%) of the time. Calls answered by

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automated response systems, and calls placed on hold, shall be considered not to meet these standards.

5.4.7 BellSouth will miss meeting end user appointments that require a premise visit less than 1% of the time.

5.4.8 If WTI requests, in writing, a higher level of performance than BellSouth provides to its own subscribers, BellSouth shall inform WTI, in writing, of the amount WTI's desired performance level exceeds that which BellSouth provides to its subscribers as well as a reasonable estimate of what it would cost BellSouth to meet, measure, and report these standards. If WTI then communicates, in writing, to BellSouth that it desires such higher levels of performance, WTI shall pay BellSouth for the costs incurred in providing such higher level of service. Moreover, WTI shall pay all mechanisms necessary to capture and report data, required to measure, report or track any performance measurement that BellSouth does not, as of the Effective Date, measure, report or track for itself or its own subscribers. In the event such system is not developed exclusively for WTI, but rather is developed for use with other CLECs, as well as WTI, BellSouth shall allocate to WTI, on a competitively neutral basis, WTI's share of the costs associated with such system.

## **Section 6. Miscellaneous Services & Functions**

### **6.1 General Requirements**

#### **6.1.1 Basic 911 and E911 General Requirements**

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

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

6.1.1.3 If available, BellSouth shall offer a third type of 911 service, S911. All requirements for E911 also apply to S911

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with the exception of the type of signaling used on the interconnection trunks from the local switch to the S911 tandem.

6.1.1.4 Basic 911 and E911 functions provided to WTI shall be at least at parity with the support and services that BellSouth provides to its subscribers for such similar functionality.

6.1.1.5 Basic 911 and E911 access from Local Switching shall be provided to WTI in accordance with the following:

6.1.1.5.1 BellSouth shall conform to all state regulations concerning emergency services.

6.1.1.5.2 For E911, BellSouth shall receive data from WTI as described in the WTI GUIDE (electronically via FTS). Errors will be mechanically faxed to WTI promptly after the errors are detected by the update process. WTI will transmit daily update files for "batch" processing within 24 hours of receipt of a "good file."

6.1.1.6 BellSouth shall provide for overflow 911 traffic to be routed to BellSouth Operator Services or, at WTI's discretion, directly to WTI operator services or to a seven digit number as provided by BellSouth and/or the appropriate public safety agency.

6.1.1.7 Basic 911 and E911 access from the WTI local switch shall be provided to WTI in accordance with the following:

6.1.1.7.1 Subject to mutual agreement, BellSouth shall interconnect direct trunks from the WTI network to the E911 PSAP, or the E911 tandems as designated by WTI. Such trunks may alternatively be provided by WTI, without the selective routing function.

6.1.1.7.2 In government jurisdictions where BellSouth has obligations under existing Agreements as the primary provider of the 911 System to the county, WTI shall participate in the provision of the 911 System as follows:

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6.1.1.7.2.1 Each party shall be responsible for those network portions of the 911 System for which it has control, including any necessary maintenance to each party's portion of the 911 System.

6.1.1.7.2.2 Host BellSouth shall be responsible for maintaining the E-911 database BellSouth including validating WTI updates against MSAG and posting valid updates to E911 database. Errors will be returned to WTI for correction and transmission of valid updates.

6.1.1.7.3 If a third party is the primary service provider to a government agency, WTI 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 WTI are totally separate from this Agreement and BellSouth makes no representations on behalf of the third party.

6.1.1.7.4 If WTI or Affiliate is the primary service provider to a government agency, WTI and BellSouth shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.

6.1.1.7.5 Interconnection and database access shall be priced as specified in Attachment I or at any rate charged to other interconnected carriers, whichever is lower.

6.1.1.7.6 BellSouth shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.

6.1.1.7.7 Where it may be appropriate for BellSouth to update the ALI database, BellSouth shall update such database with WTI data in an interval no less than is experienced by BellSouth subscribers, or than for other carriers, whichever is faster, at no additional cost.



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6.1.1.8 BellSouth shall provide to WTI, where available, no later than fifteen (15) days after the Effective Date of this Agreement, the emergency public agency (e.g. police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs for the states in which they provide service. Such information shall be used solely for purposes of handling emergency calls.

6.1.1.9 BellSouth shall transmit to WTI all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXX's when known.

6.1.1.10 The following are Basic 911 and E911 Database Requirements:

6.1.1.10.1 The TN data is managed in ALI by BellSouth, but the responsibility for providing the data resides with each Local Service Provider.

6.1.1.10.2 Copies of the MSAG shall be provided within seven (7) business days from the time requested and provided on magnetic tape or paper.

6.1.1.10.3 WTI shall be solely responsible for providing WTI database records to BellSouth for inclusion in BellSouth's ALI database on a timely basis.

6.1.1.10.4 BellSouth and WTI shall arrange for the automated input and periodic updating of the E911 database information related to WTI end users as stated in the ALEC Guide (Local Exchange Users Guide for Facility Based Providers). BellSouth shall work cooperatively with WTI to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). BellSouth

6.1.1.10.5 WTI shall assign an E911 database coordinator charged with the responsibility of forwarding WTI end user ALI record information to BellSouth or via a third-party entity, charged with the responsibility of ALI record transfer. WTI assumes all

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responsibility for the accuracy of the data that WTI provides to BellSouth.

6.1.1.10.6 WTI shall provide information on new subscribers to BellSouth within one (1) business day of the order completion. BellSouth shall update the database within two (2) business days of receiving the data from WTI. If BellSouth detects an error in the WTI provided data, the data shall be returned to WTI within two (2) business days from when it was provided to BellSouth. WTI shall respond to requests from BellSouth to make corrections to database record errors by uploading corrected records within two (2) business days.

6.1.1.10.7 BellSouth agrees to treat all data on WTI subscribers provided under this Agreement as strictly confidential and to use data on WTI subscribers only for the purpose of providing E911 services.

6.1.1.10.8 BellSouth shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from WTI at such time as a NENA standard carrier codes is implemented. The Carrier Code will be used to identify the carrier of record in INP configurations.

6.1.1.10.9 BellSouth shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a Point of Contact for each.

6.1.1.11 Left blank intentionally

6.1.1.12 The following are basic 911 and E911 Network Requirements:

6.1.1.12.1 BellSouth, at WTI's option, shall provide a minimum of two (2) E911 trunks per Numbering Plan Area (NPA) code, or that quantity which will maintain parity with the BellSouth's grade of service, whichever is the higher grade of service. These trunks will be dedicated to routing 911 calls from WTI's switch to a BellSouth selective router.

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6.1.1.12.2 BellSouth shall provide the selective routing of E911 calls received from WTI's switching office where feasible. This includes the ability to receive the ANI of WTI's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. BellSouth shall provide WTI with the appropriate CLLI codes and specifications regarding the tandem serving area associated addresses and meetpoints in the network.

6.1.1.12.3 Selective Routing Boundary documentation shall be available to WTI. Documentation shows the boundary around the outside of the set of exchange areas served by that selective router. The documentation provides WTI the information necessary to set up its network to route E911 callers to the correct selective router.

6.1.1.12.4 WTI shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. WTI shall also ensure that its switch provides the line number of the calling station. Where applicable and mutually agreed to, WTI shall send a ten-digit ANI to BellSouth.

6.1.1.12.5 Each ALI discrepancy report shall be transmitted by BellSouth to WTI for corrective action.

6.1.1.12.6 The BellSouth controlling the 911 network should provide WTI with a detailed written description of the following information on a one time basis:

6.1.1.12.6.1 When requested by WTI, geographic boundaries of the BellSouth exchange service areas, and assistance in identifying the geographic boundaries of the government entities and PSAPs, as necessary.

6.1.1.12.6.2 When requested by WTI, LECs rate centers/exchanges, where "Rate Center" is defined as a geographically specified area

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used for determining mileage dependent rates in the Public Switched Telephone Network.

6.1.1.12.6.3 Technical specifications for network interface, Technical specifications for database loading and maintenance.

6.1.1.12.7 Left blank intentionally

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

6.1.1.12.9 Left Blank intentionally

6.1.1.12.10 Left blank intentionally

6.1.1.12.11 Diversity will be maintained or upgraded to utilize the highest level of diversity available in the network.

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

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

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

6.1.1.13 Basic 911 and E911 Additional Requirements

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6.1.1.13.1 All WTI lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. BellSouth shall send both the ported number and the WTI number (if both are received from WTI) to the PSAP.

6.1.1.13.2 BellSouth, where available, shall work with the appropriate government agency to provide WTI the ten-digit POTS number of each PSAP which subtends each BellSouth selective router/911 tandem to which WTI is interconnected.

6.1.1.13.3 BellSouth shall notify WTI 48 hours in advance of any scheduled testing or maintenance affecting WTI 911 service, and provide notification as soon as possible of any unscheduled outage affecting WTI 911 service.

6.1.1.13.4 WTI shall be responsible for reporting all errors, defects and malfunctions to BellSouth. BellSouth shall use its best efforts to provide WTI with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts within thirty (30) days of the Effective Date.

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

6.1.1.13.6 BellSouth Within ninety (90) days of a BellSouth decision to implement SS7 signaling, BellSouth shall notify WTI of such decision...

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

6.1.1.13.8 BellSouth shall notify WTI within 30 days of BellSouth's decision to implement "reverse ALI" inquiries by public safety entities.

6.1.1.13.9 BellSouth shall continue its existing process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

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6.1.1.13.10 BellSouth must provide the ability for WTI to update 911 database with end user information for lines that have been ported via INP or NP.

6.1.1.13.11 WTI may, at its discretion, further request additional and/or modified reporting as business needs demand.

### 6.1.2 Directory Assistance Service

6.1.2.1 BellSouth shall provide for the routing of directory assistance calls (including but not limited to 411, 555-1212, NPA-555-1212) dialed by WTI subscribers directly to either the WTI DA service platform or BellSouth DA service platform as specified by WTI. BellSouth shall provide WTI with selective routing via Line Class Codes on a first-come, first-served basis. BellSouth may reserve for itself a reasonable number of line class codes. Further, WTI and BellSouth shall continue to work with the appropriate industry groups to develop a long term solution for selective routing.

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

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

6.1.2.3.1 BellSouth agrees to provide WTI subscribers with the same Directory Assistance service available to BellSouth subscribers.

6.1.2.3.2 BellSouth shall notify WTI in advance of any changes or enhancements to its DA service, and shall make available such service enhancements on a non-discriminatory basis to WTI.

6.1.2.3.3 BellSouth shall provide Directory Assistance to WTI subscribers in accordance with BellSouth's internal operating BellSouth procedures

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and standards, which shall, at a minimum, comply with accepted professional and industry standards.

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

6.1.2.3.5 Service levels shall comply, at a minimum, with State Regulatory Commission requirements for number of rings to answer, average work time, and disaster recovery options.

6.1.2.3.6 BellSouth agrees to maintain an adequate operator work force based on service standards described in sections 6.1.2.3.4 and 6.1.2.3.5

6.1.2.3.7 Left blank intentionally

6.1.2.3.8 Directory Assistance services provided by BellSouth to WTI subscribers shall be branded as required by WTI. Branding includes front-end, back-end, and non-branding to be determined by WTI.

6.1.2.3.9 BellSouth shall provide the following minimum Directory Assistance capabilities to WTI's subscribers:

6.1.2.3.9.1 A minimum of two subscriber listings and/or addresses or BellSouth parity per WTI subscriber request.

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

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

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

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

6.1.2.3.9.6 When requested by WTI, BellSouth shall provide instant credit on directory assistance calls as provided to BellSouth subscribers. BellSouth

6.1.2.4 BellSouth shall provide data regarding billable events as mutually agreed upon by WTI and BellSouth.

### 6.1.3 Operator Services

6.1.3.1 BellSouth shall provide for the routing of local operator services calls (including but not limited to 0+, 0-) dialed by WTI subscribers directly to either the WTI operator service platform or BellSouth operator service platform as specified by WTI. BellSouth shall provide WTI with selective routing via Line Class Codes on a first come-first served basis. BellSouth may reserve for itself a reasonable number of line class codes. Further, WTI and BellSouth shall continue to work with the appropriate industry groups to develop a long term solution for selective routing.

6.1.3.2 WTI subscribers shall be provided the capability by BellSouth to dial the same telephone numbers to access WTI operator service that BellSouth subscribers dial to access BellSouth operator service.

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



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6.1.3.3.1 BellSouth agrees to provide WTI subscribers the same Operator Services available to BellSouth subscribers. BellSouth shall make available its service enhancements on a non-discriminatory basis..

6.1.3.3.2 Operator Services provided to WTI subscribers shall be branded as required by WTI. Branding options include front-end, back-end, and non-branding as specified by WTI.

6.1.3.3.3 BellSouth shall provide the following minimum Operator Service capabilities to WTI subscribers:

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

6.1.3.3.3.2 BellSouth shall complete 0+ and 0-intraLATA toll calls.

6.1.3.3.3.3 BellSouth shall complete calls that are billed to a calling card and WTI shall designate to BellSouth the acceptable types of billing for Special Calling Cards (SCC's) or credit cards that can be accepted.

6.1.3.3.3.4 BellSouth shall complete person-to-person calls.

6.1.3.3.3.5 BellSouth shall complete collect calls.

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

6.1.3.3.3.7 BellSouth shall complete station-to-station calls.

6.1.3.3.3.8 BellSouth shall process emergency calls when the caller dials 0- in error.

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

6.1.3.3.3.10 BellSouth shall process emergency call trace, subject to mutual agreement of WTI and BellSouth on applicable processes.

6.1.3.3.3.11 BellSouth shall process operator-assisted directory assistance calls.

6.1.3.3.3.12 Upon a subscriber request for either a rate quote or time and charges, BellSouth shall, through a neutral response, inquire of the subscriber from which carrier the rate or time and charge is requested. The operator will transfer the call to that carrier.

6.1.3.3.3.13 Left blank intentionally

6.1.3.3.3.14 BellSouth shall route 0- traffic to a "live" operator team.

6.1.3.3.3.15 When requested by WTI, BellSouth shall provide instant credit on operator services calls as provided to BellSouth subscribers.

6.1.3.3.3.16 Caller assistance for the disabled in the same manner as provided to BellSouth subscribers.

6.1.3.3.3.17 If and when available, BellSouth shall provide operator-assisted conference calling. BellSouth

6.1.3.5 Operator Service shall adhere to equal access requirements when providing operator transfer services.

6.1.3.6 BellSouth shall exercise at least the same level of fraud control in providing Operator Service to WTI that BellSouth provides for its own operator service.

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**6.1.3.7 BellSouth shall perform Billed Number Screening when handling Collect, Third Party, and Calling Card Calls, both for station to station and person to person call types.**

**6.1.3.8 BellSouth shall provide service measurements and accounting reports as mutually agreed by WTI and BellSouth.**

**6.1.3.10 BellSouth shall direct subscriber account and other similar inquiries to the subscriber service center designated by WTI, if requested by the subscriber.**

**6.1.3.11 BellSouth shall provide an electronic feed of subscriber call records in "EMR" format to WTI in accordance with Section 4 of this Attachment.**

**6.1.3.13 Busy Line Verification and Emergency Line Interrupt:**

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

**6.1.3.14 BellSouth shall update the Line Information Data Base (LIDB) for WTI subscribers without charge. Additionally, BellSouth must provide access to LIDB for validation of collect, third party billed, and LEC card billed calls.**

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

**6.1.3.15 BellSouth shall explore the technical feasibility of the following: Where INP is deployed and when a BLV/BLI request for a ported number is directed to a BellSouth operator and the query is not successful (i.e., the request yields an abnormal result), the operator shall confirm**



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whether the number has been ported and shall direct the request to the appropriate operator.

**6.1.3.16 Charges for services provided pursuant to Section 6.1.3 shall be as set forth in Attachment I.**

### **6.1.4 Directory Assistance and Listings Service Requests**

**6.1.4.1 These requirements pertain to BellSouth's DA and Listings Service Request process that enables WTI to (a) submit WTI subscriber information for inclusion in BellSouth Directory Assistance and Directory Listings databases; (b) submit WTI subscriber information for inclusion in published directories; and (c) provide WTI subscriber delivery address information to enable BellSouth to fulfill directory distribution obligations.**

**6.1.4.1.1 BellSouth shall accept orders via electronic interface in accordance with approved TCIF EDI technical mapping within nine (9) months of published release of that approved standard. In the interim, BellSouth shall create a standard format for electronic exchange by which WTI can place directory listing orders for resold single line residence and resold simple business, six lines or less, by April 1, 1997. BellSouth shall provide electronic exchange for directory listing orders associated with interim number portability, unbundled loops and unbundled ports no later than April 1, 1997**

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

**6.1.4.1.2.1 Migrate with no Changes: Retain and transfer all white and transfer all yellow page listings for the subscriber in both DA and DL. Transfer ownership and billing for listings to WTI.**

**6.1.4.1.2.2 Migrate with Additions: Retain and transfer all white and transfer all yellow page listings for the subscriber in both DA and DL.**

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Incorporate the specified additional listings order. Transfer ownership and billing for the listings to WTI.

to

6.1.4.1.2.3 Migrate with Deletions: Retain and transfer all white and transfer all yellow page listings for the subscriber in both DA and DL. Delete the specified listings from the listing order. Transfer ownership and billing for the listings to WTI.

6.1.4.1.3 BellSouth shall enable WTI to electronically transmit multi-line listing orders.

6.1.4.1.4 Left Blank Intentionally

6.1.4.1.5 Left Blank Intentionally

6.1.4.1.6 Left blank intentionally

6.1.4.1.7 Based on changes submitted by WTI, BellSouth shall update and maintain directory assistance and directory listings data for WTI subscribers who:

6.1.4.1.7.1 Disconnect Service

6.1.4.1.7.2 Change of Local Carrier

6.1.4.1.7.3 Install Service

6.1.4.1.7.4 Change any service which affects DA information

6.1.4.1.7.6 Are Non-Published, Non-Listed, or Listed

6.1.4.1.8 BellSouth shall not charge for storage of WTI subscriber information in the DA and DL systems.

6.1.4.1.9 WTI shall not charge for storage of BellSouth subscriber information in the DA and DL systems.

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### 6.1.5 Left blank intentionally

### 6.1.6 Directory Assistance Data

6.1.6.1 BellSouth shall provide to WTI, to the extent authorized, the residential, business, and government subscriber records used by BellSouth to create and maintain its Directory Assistance Data Base, in a non-discriminatory manner. WTI may combine this element with any other Network Element for the provision of any Telecommunications Service.

6.1.6.2 Upon request, BellSouth shall provide an initial load of subscriber records via electronic data transfer for ILECS, CLECs and independent Telcos included in their Directory Assistance Database, to the extent authorized. The NPAs included shall represent the entire BellSouth operating territory. The initial load shall reflect all data that is current as of one business day prior to the provision date.

6.1.6.3 BellSouth shall provide WTI, to the extent authorized, a complete list of ILECs, CLECs, and independent Telcos that provided data contained in the database.

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

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

6.1.6.6 Left Blank Intentionally

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

6.1.6.8 DA data shall be provided on the same terms and conditions that BellSouth provides to itself or other third

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parties, and at the same rates that BellSouth provides to other third parties.

6.1.6.9 BellSouth shall provide complete refresh of the DA data upon mutual agreement of BellSouth and WTI and subject to applicable charges pursuant to Attachment I.

6.1.6.10 WTI and BellSouth, upon mutual agreement, will designate a Technically Feasible point at which the data will be provided.

### 6.2 Systems Interfaces and Exchanges

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

6.2.1.1 BellSouth shall provide WTI a data link to the ALI/DMS database or permit WTI to provide its own data link to the ALI/DMS database. BellSouth shall provide error reports from the ALI/DMS database to WTI after WTI inputs information into the ALI/DMS database. Alternately, WTI may utilize BellSouth or a third party entity to enter through the service order process subscriber information into the database on a demand basis, and validate subscriber information on a demand basis.

6.2.1.2 BellSouth and WTI shall arrange for the automated input and periodic updating of the E911 database information related to WTI end users as stated in the ALEC Guide (Local Exchange Users Guide for Facility Based Providers). BellSouth shall work cooperatively with WTI to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG).

6.2.1.3 The TN data is managed in ALI by the BellSouth, but the responsibility for providing the data resides with each Local Service Provider.

#### 6.2.2 Directory Assistance Data Information Exchanges and Interfaces

##### 6.2.2.1 Subscriber List Information

6.2.2.1.1 BellSouth shall provide to WTI, when an industry standard is available, and upon request by WTI, all published Subscriber List Information



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(including such information that resides in BellSouth's master subscriber system/accounts master file) via an electronic data transfer medium and in a format which is acceptable to WTI, on the same terms and conditions and at the same rates that the BellSouth provides Subscriber List Information to itself or to other third parties. When industry standards are available, all changes to the Subscriber List Information shall be provided to WTI on the same day as the change occurred through the electronic data transfer medium used to transmit the initial Subscriber List Information. Both the initial List and all subsequent Lists shall indicate for each subscriber whether the subscriber is classified as residence or business class of service.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

6.2.2.4.2 Identify tape or dataset label requirements.

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

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

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

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

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

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

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

### 6.2.2.5 Listing Types

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

### 6.2.2.6 Listing Styles

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

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INDENTED LISTING (CAPTION) SET

HEADER RECORD	Contains listed name; address and telephone number data fields are blank.
SUB-HEADER RECORD/ LISTING	May contain name data only, or may include address and telephone number data. Associated subordinate records may, or may not be present.
INDENTED NAME LISTING	Contains name data , may or may not have address data, and telephone number data.
INDENTED ADDRESS LISTING	Contains address and telephone number data; the name data text field is blank.
LEVEL OF INDENT	Header record is zero (0), sub-header and indented records range from 1 - 7.

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6.2.2.7 Data Field Elements

Requirements for Initial Processing and Daily Update Activity

DATA FIELD

DATA ELEMENT

FIELD LENGTH

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

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	N ' Non-Listed NP ' Non-Published	alpha characters
LISTING STYLE	S ' Straight line I ' Indented listing set	Required: 1 alpha character
	An Indented listing relates to either a caption or Straight Line Under (SLU) set listing.	
INDENT LEVEL	0 ' Non-indented record 1 - 8 ' Level of indented record	Required: 1 digit
ADDRESS HOUSE NUMBER	For example: 123, A-123, 123-1/2	Optional: Maximum of 20 alphanumeric characters, including hyphen, space, and slash
ADDRESS PRE-DIRECTIONAL	For example: N, S, E, W, NE, SW, NORTH	Optional: Maximum of 5 alpha characters
ADDRESS STREET NAME	For example: Main, Peachtree-Dunwoody, HWY 75 at Exit 30	Optional: Maximum of 100 alpha, alphanumeric characters, including spaces and hyphens.
ADDRESS SUFFIX OR THOROUGHFARE	For example: SUITE 160, ST, or WAY	Optional: Maximum of 20 numeric, alpha, or alphanumeric characters
ADDRESS POST DIRECTION	For example: N, S, NE, SW	Optional: Maximum of 5 alpha characters
ADDRESS ZIP CODE	5-digits or ZIP + 4	Optional: Maximum of 10 digits, including the hyphen when using ZIP + 4
COMMUNITY NAME	Identifies the name of the community associated with the listing record. See Glossary for more details.	Maximum of 50 alphanumeric characters, including spaces and hyphen

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STATE NAME ABBREVIATION	Identifies the state associated with the community name; 2-character state abbreviation used by the US Postal Office.	Maximum of 2 alpha characters
INFORMATION TEXT	Miscellaneous information relating to the listing. Including, but not limited to, for example: TOLL FREE DIAL 1 & THEN, CALL COLLECT, or TDD ONLY. The various types of Information Text must be identified to WTI.	Optional: Maximum of 250 alpha, numeric, or alphanumeric characters
NAME - FIRST WORD	Surname of a Residence or Business listing, or first word of a Business or Government listing  Multi-word or hyphenated surnames should be treated as one word.	Required for a zero (0) level record. Optional if an indented (level 1-8) record, unless the name text present in the indented record relates to a Surname.  Maximum of 50 alpha, numeric, alphanumeric, or special characters
NAME - SUBSEQUENT WORD(S)	Given name and/or initial(s) of a Surname listing or Additional word(s) for a Business or Government listing	Expected if the First Word is the Surname of a Residence or Business listing. Maximum of 250 alpha, numeric, special, or alphanumeric characters.
LINEAL DESCENT	e.g. SR, JR, III. If Lineal Descent data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data.	Optional: Maximum 10 alpha characters
TITLE(s)	e.g. MRS, LT COL, RET SGR, DR. Multiple titles are acceptable. If title data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name	Optional: Maximum of 20 alpha characters



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data stream. If lineal descent is also in the Listed Name Subsequent Word(s) data field, title data should be placed following the lineal descent data.

DEGREE	e.g. MD, CPA, PHD. Multiple degrees are acceptable. If degree data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data stream. If lineal descent and/or title data is also present, it should follow title data.	Optional: Maximum of 20 alpha characters
NICKNAME	Another name the listed subscriber may be known by.	Optional: Maximum of 20 alpha characters
BUSINESS DESIGNATION	Term used to identify the listed subscriber's profession, business, or location, e.g. ATTY, CARPETS, OFC	Optional: Maximum of 50 alpha characters
STANDARD TELEPHONE NUMBER *	NPA NXX-LINE	Optional: 12 characters, including space and hyphen
NON-STANDARD TELEPHONE NUMBER *	Telephone numbers less than or more than the standard telephone number.	Optional: Minimum of 1 digit, maximum of 22 characters, including spaces and hyphens

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

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<b>Subscriber Information</b>					
<b>Business Function</b>	<b>Long-Term Solution*</b>	<b>Real-Time Access To Data**</b>	<b>Real Time Transaction Processing</b>	<b>Frequency/ Time Interval</b>	<b>Interim Solution</b>
BellSouth provides all published Subscriber List Information	Electronic Interface - within 30 days of Agreement	N	N/A	One-time only	To be negotiated
BellSouth provides WTI with changes to Subscriber List Information	Electronic Interface	N	N/A	same day as changes occurs	To be negotiated
BellSouth provides all Street Address Guide Information (SAG)	Electronic Interface	N	N/A	One-time only	To be negotiated
BellSouth provides changes to Street Address Guide Information (SAG)	Electronic Interface	N	N/A	same day as changes occur	To be negotiated

\*To be implemented by January 1, 1997, or agreed upon timeframe. All system availability is operational 24 hours a day, 7 days a week unless otherwise specified.

\*\* Real-Time access to real-time or most current available data, as opposed to real-time browsing of a database that may be outdated

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<b>Other Information</b>					
<b>Business Function</b>	<b>Long-Term Solution*</b>	<b>Real-Time Access To Data**</b>	<b>Real Time Transaction Processing</b>	<b>Frequency/ Time Interval</b>	<b>Interim Solution</b>
BellSouth provides WTI PICs available at a central office level	Electronic Interface		N/A		To be negotiated
WTI views subscriber profile information at the line and trunk level.	Electronic Interface	Y	N/A	N/A	To be negotiated
WTI views all features and services, including new services, trial offers and promotions available through BellSouth	Electronic Interface	Y	N/A	N/A	To be negotiated
WTI views all services and features technically available from each switch that BellSouth may use to provide a Local Switching element.	Electronic Interface	Y	Y	N/A	To be negotiated

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<b>Telephone Number Reservations</b>					
<b>Business Function</b>	<b>Long-Term Solution*</b>	<b>Real-Time Access To Data**</b>	<b>Real Time Transaction Processing</b>	<b>Frequency/ Time Interval</b>	<b>Interim Solution</b>
WTI views available list of telephone numbers	Electronic Interface	Y	N/A	N/A	To be negotiated
WTI reserves/assigns telephone numbers for both simple and complex services from available BellSouth list/number services system	Electronic Interface	Y	Y	N/A	To be negotiated
BellSouth provides confirmation of simple number reservation	Electronic Interface	Y	Y	N/A	To be negotiated
BellSouth provides confirmation of complex number reservation	Electronic Interface	N	N	within 24 hours	To be negotiated

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<b>Order Submission</b>					
<b>Business Function</b>	<b>Long-Term Solution*</b>	<b>Real-Time Access To Data**</b>	<b>Real Time Transaction Processing</b>	<b>Frequency/ Time Interval</b>	<b>Interim Solution</b>
WTI submits order for desired resold features and services, Local Services, unbundled elements and/or combinations of elements from BellSouth	Electronic Interface	Y	Y	N/A	To be negotiated
WTI orders local, intraLATA, InterLATA, and international service on a single order	Electronic Interface	Y	Y	N/A	To be negotiated
WTI requests suspension, termination or restoration of service	Electronic Interface	Y	Y	N/A	To be negotiated
WTI adjusts pending order due dates	Electronic Interface	Y	Y	N/A	To be negotiated

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<b>Order Tracking</b>					
<b>Business Function</b>	<b>Long-Term Solution*</b>	<b>Real-Time Access To Data**</b>	<b>Real Time Transaction Processing</b>	<b>Frequency/ Time Interval</b>	<b>Interim Solution</b>
BellSouth provides acknowledgment or rejection of Service Orders to WTI	Electronic Interface	Y	Y	within 1 hour	To be negotiated
BellSouth provides errors in Service Orders to WTI	Electronic Interface	Y	Y	N/A	To be negotiated
BellSouth provides FOC to WTI	Electronic Interface	N	Y	within 4 hours	To be negotiated
<b>Provisioning</b>					
BellSouth provides delay notification to WTI	Electronic Interface	Y	Y	N/A	To be negotiated
BellSouth provides completion notification to WTI	Electronic Interface	Y	Y	within 1 hour	To be negotiated
WTI schedules service installations	Electronic Interface	Y	Y	N/A	To be negotiated
BellSouth provides charges on special construction to WTI	Electronic Interface	Y	Y	N/A	BellSouth's LCSC will immediately notify WTI by phone
BellSouth supplies WTI with Due Date Interval Guides/Job Aids	Electronic Interface	Y	N	N/A	To be negotiated

*WTI Comment*

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*This exhibit specifies, for each information exchange between WTI and BellSouth, the type of interface, whether real-time access and processing is required, and the frequency of information exchanges. This information is required to ensure that both parties are in agreement on each others' interface requirements.*