6.3 Service Management Systems.

6.3.1 Ameritech shall provide AT&T with the information necessary to enter correctly, or format for entry, the information relevant for input into Ameritech's Service Management System ("SMS"). In addition, Ameritech shall provide AT&T equivalent access to design, create, test, and deploy Advanced Intelligent Network.

6.3.2 Access will provided in an equivalent manner to that which Ameritech currently uses to provide such access to itself (e.g., submitting magnetic tapes if AT&T inputs magnetic tapes, or through an electronic interface equivalent to that used by AT&T). The Implementation Team shall set forth in the Implementation Plan the terms and conditions relating to such access. If the Implementation Team is unable to agree to appropriate mediation mechanisms with respect to access to the AIN SMSs and SCEs, the Parties shall adopt the mechanisms adopted by the Commission.

6.3.3 Ameritech shall provide access to its SMS in a manner that complies with the CPNI requirements of Section 222 of the Act.

7.0 Operations Support Systems Functions

7.1 Ameritech shall provide AT&T access to Operations Support Systems functions on or before the dates set forth on the Implementation Schedule.

7.2 Ameritech shall also provide AT&T access to the functionality of any internal gateway systems Ameritech employs in performing the above-listed OSS functions for its own Customers. A "gateway system" means any electronic interface Ameritech has created for its own use in accessing support systems for providing any of the above-listed OSS functions.

8.0 Operator Services and Directory Services.

8.1 Ameritech shall provide AT&T access to Ameritech's Operator Service and Directory Assistance facilities where technically feasible.

8.2 Ameritech shall provide unbundled Operator Services ("OS") and Directory Assistance ("DA") to AT&T in conjunction with Telephone Exchange Service provided to AT&T as a purchaser of Resale Services and as an Unbundled Local Switching Network Element or directly as a separate Network Element. A list identifying the NPA/Exchange areas of Ameritech Directory Assistance, and dependent Information Call Completion services will be provided to AT&T and will be updated as such DA services are provided in additional NPA/Exchange Areas.

8.3 AT&T will obtain any required custom routing and obtain or provide the necessary direct trunking and termination facilities to the mutually agreed upon meet point with Ameritech facilities for access to unbundled OS and DA services. AT&T is responsible for delivering its OS and DA traffic to Ameritech's operator service switch. Specifically, AT&T shall deliver its traffic direct from the End Office to the operator service switch location, and there can be no Tandem Switching for OS. The operator service location to which AT&T will deliver its OS or DA traffic will be determined by Ameritech based on the existing capacity of its service centers. Ameritech will, if technically feasible, enable AT&T to deliver its OS or DA traffic to the operator service switch most closely located to the AT&T's NPA/exchange originating the call.

8.4 Ameritech will provide and maintain the equipment at its OS and DA centers necessary to perform the services under this Agreement, with the goal of ensuring that the OS and DA service meets current industry standards.

8.5 Ameritech will provide OS and DA in accordance with its then current internal operating procedures and/or standards.

8.6 Ameritech will maintain a quality of service that will satisfy the standards, if any, established by the Commission having jurisdiction over the provision of such service. AT&T has the right, once annually, to visit each Ameritech owned or subcontracted office upon reasonable notice to Ameritech or with greater frequency by mutual consent of the Parties. Upon request, Ameritech will provide monthly system results regarding speed of answer, average work time and, for DA only, abandon from queue measurements.

8.7 AT&T is solely responsible for providing all equipment and facilities to deliver OS and DA traffic to the point of Interconnection with Ameritech facilities.

8.8 AT&T will provide and maintain the equipment at its offices necessary to permit Ameritech to perform its services in accordance with the equipment operations and traffic operations which are in effect in Ameritech's DA and OS offices. AT&T will locate, construct, and maintain its facilities to afford reasonable protection against hazard and interference.

8.9 Upon request and to the extent technically feasible, Ameritech will unbundle OS and DA from resellers of its Telephone Exchange Service, and for AT&T, so AT&T can provide its own OS or DA service or obtain it from a third party. Also, upon request, Ameritech will provide unbundled OS and/or DA as a stand alone unbundled Network Element to AT&T. In either case, AT&T is required to obtain any required custom routing and to arrange for or provide other facilities, services and Network Elements necessary to deliver its OS and DA traffic to Ameritech's designated office, or to the office of another provider, as applicable.

8.10 Upon request, and as technically feasible, Ameritech will provide through an electronic interface, unbundled access to its databases used to provide DA and OS for purpose of enabling AT&T to provide its own OS or DA service, or as otherwise authorized by the FCC or the Commission. Such unbundled access to DA and OS databases is provided as is technically feasible based upon the facilities, equipment and software involved, and upon agreement by AT&T to pay to Ameritech its costs of developing, installing, providing and maintaining such Network Element.

8.11 Specifically, upon request, Ameritech will provide through an electronic interface, unbundled access to its DA database to permit AT&T to have its local exchange directory assistance listings in the areas incorporated into the database, and/or to read the DA listing (with the exception of non-published listing) in that database for the purpose of providing its own DA service. Such unbundled access will be provided in a technically feasible manner based upon the facilities, equipment and software involved, and upon agreement by AT&T to pay to Ameritech its costs of developing, installing, providing and maintaining such network element.

8.12 Access of resellers and AT&T to DA and OS of Ameritech, and the DA and OS Network Elements provided hereunder, whether provided on a bundled or unbundled basis, will, as applicable and as feasible, be provided through the standard interfaces, parameters, intervals, service descriptions, protocols, procedures, practices and methods that Ameritech uses for other customers of its DA and OS services. Upon request, Ameritech will, as technically feasible, provide a different quality of service, upon agreement by AT&T to pay to Ameritech its costs of developing, installing, maintaining and repairing access to and provision of the Network Element at such quality of service.

8.13 AT&T will furnish to Ameritech all information necessary for provision of OS and DA. This information, to the extent it is identified as such, shall be treated as Proprietary Information. For OS this information includes emergency agency phone numbers, rate information (such as mileage bands and operator surcharge information), and originating screening information. AT&T will furnish to Ameritech all information necessary for the provision of OS and DA.

8.13.1 To the extent that AT&T does not mirror Ameritech's operator surcharge rates, then Ameritech will, if technically feasible, enter AT&T's surcharge rates into Ameritech's rate tables, and will charge AT&T for changing those tables at the rates then charged by Ameritech for such service.

8.13.2 For DA services, AT&T will furnish Ameritech ninety (90) days (or such earlier time as the Parties may agree upon) before DA service is initiated details necessary to provide that service. This information includes listing information for the areas to be served by Ameritech and network information necessary to provide for the direct trunking of the DA calls.

8.13.3 AT&T will keep these records current and will inform Ameritech, in writing, at least thirty (30) days prior to any changes in the format to be made in such records. AT&T will inform Ameritech of other changes in the records on a mutually agreed-upon schedule.

8.14 Upon request, and as technically feasible, Ameritech will re-brand such OS and DA services based upon AT&T's obtaining or providing any required facilities, services, Network Elements and custom routing, and their agreement to pay rates that compensate Ameritech for any costs it incurs in developing, installing, providing and maintaining such rebranded service. For branding of calls, AT&T must provide two (2) cassette tapes of an announcement, no longer than three (3) seconds, for installation on each OS and DA switch serving AT&T's Customers.

8.15 Branding: Re-branding is available as follows:

(a) Mechanized front-end branding is available for all manual and automated OS calls.

(b) Mechanized back-end branding is available for automated calling card calls handled via ACCS.

(c) On mechanized collect and billed-to-third calls, back-end branding is not currently available.

(1) Such calls can be manually handled and branded.

(2) If Customer desires mechanized branding, the feature can be installed if AT&T pays for feature purchase and installation.

Normally, OS and DA services, both bundled and unbundled, will be branded with Ameritech's name as the provider of the service. Upon request from AT&T, and as technically feasible, Ameritech will re-brand OS and DA traffic from AT&T's telephone exchange lines, or to AT&T's unbundled OS or DA network element. Re-Network Element. Re-branded service requires that AT&T arrange to have the subject OS or DA traffic delivered to Ameritech's Central Office on separate trunks, which may require that it obtain custom routing, and obtain or provide such trunks and other applicable.

Re-branding is provided at rates that recover Ameritech's costs of developing, installing, providing and maintaining such service.

8.16 AT&T grants to Ameritech during the term of this Agreement a non-exclusive license to use the DA listings provided pursuant to this Agreement. DA listings provided to Ameritech by AT&T under this Agreement will be maintained by Ameritech only for providing

DA information, and will not be disclosed to third parties. This section does not prohibit Ameritech and AT&T from entering into a separate agreement which would allow Ameritech to provide or sell AT&T's DA listing information to third parties, but such provision or sale would only occur under the terms and conditions of the separate agreement.

8.17 Ameritech will supply AT&T with call detail information so that AT&T can rate and bill the call. This information excludes rating and invoicing of Customers, unless negotiated on an individual case basis.

SCHEDULE 9.10

NETWORK ELEMENT PERFORMANCE ACTIVITIES

A. Non-DS1 Loops-Standard Intervals

Volume*	Interval
1-24	5 Business Days
25-48	6 Business Days
49-96	7 Business Days
97+	Negotiated

*Number of Loops Per Order Per Day

B. DS1 Unbundled Local Transport

1.	Facilities Available	7 Business Days
2.	Force and Load	Negotiated Interval

C. DS3-Unbundled Local Transport — Negotiated Interval

D. OC-N-Unbundled Local Transport — Negotiated Interval

SCHEDULE 10.1
RESALE SERVICES

The Resale Services provided hereunder by Ameritech are set forth in MPSC Tariff 20 R, Part 22 and Ameritech's Michigan Resale Catalog. The rates for such Resale Services are the retail rates for such Resale Services discounted by twenty-two percent (22%), as ordered by the Commission.

SCHEDULE 10.3.1
GRANDFATHERED SERVICES AND SUNSETTED SERVICES
MICHIGAN

TARIFF MPSC NO. 20R

TOPIC	SECTION	SHEET
Automatic Voice Connecting Arrangements	8	4
Budget Toll Dialing Service	9	15
Centrex - DS (Digital)	5	38
Centrex IV	5	5
Centrex V	5	22
Channels for Key Telephone Systems	8	3
Channels for Television Transmission for Use in Educational Television Systems	18	17
Channels for Television Transmission - Other Than for Use in Educational Television Systems	18	1
Circle Calling 30	9	13
Circle Calling Service	9	16
Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems	15	67
Connections Not Subject to the FCC's Registration Program	15	72
Connections of Certain Facilities of Power, Pipe Line and Railroad Companies	15	84
Connections of Certain Facilities of the U.S. Army, Navy and Air Force	15	87
Cross Boundary Rate Treatment for Direct High Capacity Service	15	1
Entrance Facilities	15	90
Equipment and Miscellaneous Charges (Private Line)	15	134
Foreign Telephone Service	4	3
High Capacity Services	15	144
Interexchange (Interzone) Channel Charges	15	92
Intraexchange (Intrazone) Channel Charges	15	114

TOPIC	SECTION	SHEET
Local Distribution Channel	15	4
Municipal Emergency Reporting Service	8	1
Premiere Service	6	1
Premiere 2/6 Service	6	3
Registered Equipment and Circuits (Private Line)	15	65
Rotary Business Service	4	8
Rotary Residence Service	4	8
Services Involved in Exchange Boundary Revisions	4	1
Special Protection Equipment	15	5
Subvoice Channel Services	15	6
Universal Emergency Number Service (911)	8	2
Value Calling Plan	9	4
Value Plus Contract Service	9	1
Wideband Metallic Channel	15	7

SCHEDULE 10.3.1

GRANDFATHERED SERVICES AND SUNSETTED SERVICES MICHIGAN

TOPIC
Apartment Door Answering Service
Automatic Identified Outward Dialing (AIOD) Service
Automatic Intercept Service (A.I.S.)
Automatic Voice Connecting Arrangements
Business Interphone Service
Centrex CO Systems - ESS
Centrex CO Systems - No. 5X-BAR
Centrex - DS
Centrex - General
Centrex IV
Centrex V
Centrex Mate
Centrex Message Desk Interface
Centrex - Special Features
Centrex Station Call Through Test
Concentrator-Identifier - Four Trunk Capacity
Connecting Arrangements for Direct Electrical Connections of Customer Provided Terminal Equipment
Connecting Arrangements for Direct Electrical Connection of Customer Provided Repertory Dialers
Connecting Arrangements for the Direct Electrical Connection of Customer Provided Communications Systems and Channels to the Message Network
Home Interphone Service
Intercom Calling

TOPIC
Lobby Interphone Service
Semi-Public Telephone Service
Time-of-Day Announcement Service
Two-Way Intercommunications Arrangement
Value Calling Plan (Sunsetted)
Voice Calling Service
WATS

SCHEDULE 10.9.2

RESALE PERFORMANCE BENCHMARKS

A. Installation

1. Installation Intervals

a. POTS

(1) Percentage Installed on Time

(2) Installation Interval More Than Six (6) Days

b. HICAP: Percentage of Missed Appointments

SUBRATE: Percentage of Missed Appointments

2. New Service Failures

a. POTS: Percentage of New Service Failures During First Seven (7) Days from Installation Date

b. HICAP: Percentage of New Service Failures During First Thirty (30) Days from Installation Date

c. SUBRATE: Percentage of New Service Failures During First Thirty (30) Days from Installation Date

B. Repair

1. Time to Repair

a. POTS: Percentage of Repairs Not Completed within twenty-four (24) hours

b. HICAP: Percentage of Repairs Not Completed within two (2) hours

c. SUBRATE: Percentage of Repairs Not Completed within three and one-half (3½) hours

2. Percentage of Initial Trouble Reports

3. Percentage of Code 4 Troubles

C. Time to Provide Firm Order Commitment

1. Switched Services: Percentage of Firm Order Commitments Provided in four (4) days of Date of Order

2. HICAP Services: Percentage of Firm Order Commitments Provided within twenty-four (24) hours of Time of Order

D. Speed of Answer

1. Service Center: Percentage of Calls to Service Center made during normal business hours that are answered within ten (10) seconds

2. Repair Center: Percentage of Calls to Repair Center that are answered within twenty (20) seconds.

3. Operator Services: Toll Assistance Speed of answer (seconds).

4. Operator Services: Directory Assistance Speed of answer (seconds).

SCHEDULE 10.9.6

CREDIT ALLOWANCES
MICHIGAN

1. In the event of an interruption to the service provided pursuant to any of Sections 3.8, 9.10 or 10.9 by a Party (the "Providing Party") to the other Party (the "Receiving Party") which is not due to the negligence or willful act of Receiving Party or its Customer, upon notice and application by Receiving Party an allowance will be made for the time interruption continues.

2. The liability of Providing Party for any credit allowance arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Providing Party, occurring in the course of furnishing service or other facilities and not caused by the negligence of Receiving Party or of Providing Party in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to Receiving Party for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission or failure or defect in facilities occurs.

   The services furnished by Providing Party, in addition to the limitation set forth preceding, also are subject to the following limitation: Providing Party shall not be liable for any credit allowance arising out of mistakes, omissions, delays, errors or defects in transmission or other injury, including injuries to persons or property from voltages or currents transmitted over the service of Providing Party (a) caused by Receiving Party or Receiving Party Customer-provided equipment (except where a contributing cause is the malfunctioning of a Providing Party connecting arrangement, in which event the liability of the Providing Party shall not exceed an amount equal to a proportional amount of Providing Party billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or (b) not prevented by Receiving Party or Receiving Party Customer-provided equipment but which would have been prevented had Providing Party-provided equipment been used.

3. When the lines of other telecommunication providers or facilities of other persons are used in establishing connections to points not reached by the Providing Party's lines, the Providing Party is not liable for any act or omission of the other provider or persons.

SCHEDULE 10.11.1

FORM OF REPRESENTATION OF AUTHORIZATION

AT&T hereby represents to Ameritech, for purposes of obtaining a Customer's Customer Proprietary Network Information ("CPNI") or for placing an order to change or establish a Customer's service, that it is a duly certificated LEC and that it is authorized to obtain CPNI and to place orders for Telephone Exchange Service (including Resale Service) upon the terms and conditions contained herein.

1. With respect to requests for CPNI regarding prospective Customers of AT&T, AT&T acknowledges that it must obtain written or electronic authorization in the form of a signed letter, tape-recorded conversation, password verification, or other means (**"Documentation of Authorization"**) which explicitly authorizes AT&T to have access to the prospective Customer's CPNI. The Documentation of Authorization must be made by the prospective Customer or the prospective Customer's authorized representative. In order to obtain the CPNI of the prospective Customer, AT&T must submit to Ameritech the Documentation of Authorization. If AT&T cannot provide applicable Documentation of Authorization, then Ameritech shall not provide CPNI to AT&T.

2. If AT&T has already obtained Documentation of Authorization for the Customer to place an order for Telephone Exchange Service for the Customer, AT&T need not submit Documentation of Authorization to obtain the Customer's CPNI.

3. With respect to placing a service order for Telephone Exchange Service (including Resale Services) for a Customer, AT&T acknowledges that it must obtain Documentation of Authorization which explicitly authorizes AT&T to provide Telephone Exchange Service to such Customer. The Documentation of Authorization must be made by the prospective Customer or Customer's authorized representative. AT&T need not submit the Documentation of Authorization to process a service order. However, AT&T hereby represents that it will not submit a service order to Ameritech unless it has obtained appropriate Documentation of Authorization from the prospective Customer and has such Documentation of Authorization in its possession.

4. The Documentation of Authorization must clearly and accurately identify AT&T and the prospective Customer.

5. AT&T shall retain all Documentation of Authorization in its files for as long as AT&T provides Telephone Exchange Service to the Customer, or for as long as AT&T makes requests for information on behalf of the Customer.

6. AT&T shall make Documentation of Authorization available for inspection by Ameritech during normal business hours. In addition, AT&T shall provide Documentation of Authorization for Customers or prospective Customers to Ameritech upon request.

7. AT&T is responsible for, and shall hold Ameritech harmless from, any and all Losses (as defined in that certain Interconnection Agreement under Sections 251 and 252 of the Telecommunications Act of 1996 dated as of _____, 1997 by and between Ameritech Information Industry Services, a division of Ameritech Services, Inc. on behalf of and as agent for Ameritech Michigan and AT&T Communications of Michigan, Inc. (the "Interconnection Agreement")) resulting from Ameritech's reliance upon AT&T's representations as to its authority to act on behalf of a Customer or prospective Customer in obtaining CPNI or placing a service order for Telephone Exchange Service.

8. If AT&T fails to repeatedly and materially abide by the procedures set forth herein, Ameritech reserves the right to insist upon the submission of Documentation of Authorization for each Customer in connection with a request for a service order.

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

Dated this _____ day of _____ 199__.

AT&T Communications of Michigan, Inc.

By:
Title:
Printed Name:

SCHEDULE 10.12.6

LAW ENFORCEMENT INTERFACES

1.0 Introduction.

Consistent with Applicable Law, it is necessary for AT&T and Ameritech to provide interface requirements to allow AT&T to use a standard set of procedures for meeting the requirements of applicable law enforcement agencies ("Law Enforcement Process"). The Law Enforcement Process will enable AT&T to provide identical services to its Customers. These services include Annoyance Call Bureau, wire intercept, wire trap, wire trace, fraud control, physical security and subpoena management.

2.0 Law Enforcement.

Definition - The Law Enforcement Process assures that AT&T (as a reseller of Resale Services) is in total compliance with law enforcement requirements related to providing local Services to its Customers. Ameritech (switch owner or access provider) agrees to support law enforcement requirements as provided by the CALEA.

3.0 Annoyance Call Bureau.

3.1. Definition - Ameritech Annoyance Call Bureau (AACB) conducts investigations to help determine who the unwanted callers are after victims receive annoying calls and files an official complaint with the local law enforcement agency. Annoying calls are: threatening, harassing, obscene, prank, hang-ups, unwanted sales pitches, and survey calls. The information obtained will only be released to the local law enforcement agency.

3.2. When AT&T must initiate a wire trap or trace as a result of its customer receiving an annoying call (e.g., threatening, harassing, obscene, prank, hang-ups, unwanted sales pitches, and survey calls), the following operational interfaces should occur:

3.2.1. AT&T (the reseller) shall inform its Customer that they must file a formal complaint with the local police department and obtain agency's name, officer's name and case or report number.

3.2.2. AT&T shall contact Ameritech Annoyance Call Bureau on behalf of its Customer and provide the required information to initiate trap or call trace.

3.2.3. The AACB shall conduct investigations to determine who the unwanted caller is; work with local police departments to gather evidence; and even testify in court on behalf

of AT&T Customers who have received annoying calls. AACB will build case for and establish trap for twenty-one (21) days. AT&T shall contact the AACB to renew the trap beyond twenty-one (21) days.

3.2.4. The AACB shall provide to AT&T a toll free number which will be accessible daily Monday through Friday from 8:00 a.m. - 5:00 p.m.

3.2.5. For non-emergency (not life threatening) situations, AT&T shall advise its Customer to contact its local Law Enforcement Agency and to provide AT&T with required information to initiate a trap or call trace. AT&T will contact AACB during standard operating hours to establish a case. For emergency (life threatening) situations, AT&T shall inform its Customer to contact its local Law Enforcement Agency and this Agency will contact Ameritech to initiate a trap or call trace.

3.2.6. Additionally, for emergency situations, Ameritech corporate security will provide AT&T representatives with an emergency security contact number.

3.2.7. AT&T's Customer must contact AT&T with the dates and times of the unwanted calls. AT&T shall fax the dates and times of the unwanted calls to the Annoyance Call Bureau.

3.2.8. At the end of the tracing investigation (twenty-one (21)-day period), Ameritech Annoyance Call Bureau shall send written confirmation to AT&T informing AT&T of the disposition of the case (i.e., successful or non-successful). All evidence obtained on a successful case will be forwarded to the local law enforcement agency that AT&T provided to the AACB. AT&T shall inform its Customer of the results of the investigation.

3.2.9. If AT&T Customers call Ameritech to initiate an annoying call report, Ameritech shall advise the person receiving the annoying or harassing to call AT&T.

4.0 Wire Intercept.

4.1. Definition - Requests from law enforcement agencies to conduct a form of electronic or mechanical eavesdropping where, upon court order, law enforcement officials surreptitiously monitor phone calls (e.g., conversations or data) of AT&T Customers.

4.2. Operational Interface Requirements - The Law Enforcement Agency (e.g., local police department or government organization) shall serve Ameritech with a court order, authorizing Ameritech to conduct a wire intercept on the AT&T Customer line.

5.0 Pen Register (Dial Number Recorder).

5.1. Definition - Requests from law enforcement agencies to conduct a "form" of identifying calls dialed by AT&T Customers in local Exchange Areas. A pen register is a mechanical device that records the numbers dialed or pulsed on a telephone by monitoring the electrical impulses caused when the dial on the telephone is released. A pen register does not overhear oral communications and does not indicate whether calls are actually completed; thus, there is no recording or monitoring of the conversations.

5.2. Operational Interface Requirements - See Wire Intercept Section 4.1.

6.0 Trace.

6.1. Definition - A form of electronic identification of calling numbers, where, upon consent from the AT&T Customer (via AT&T) or court order, law enforcement officials request a record of calling numbers to the premises of the AT&T Customer.

6.2. Central Office Features - Call Trace is an advanced custom calling feature which provides AT&T direct line Customers the ability to activate the feature by dialing a designated code. This will automatically trace the telephone number of the line used for the last call received by the Customer. The traced number will not be provided to the Customer, but will be provided to law enforcement officials.

7.0 Subpoena Management.

7.1. Definition - The law enforcement process initiated to compel the production of certain specific documents (e.g., Customer information, name, address, service type, call usage records, etc.) relevant to a legal proceeding, are made and make them readily retrievable by local police departments, government organizations, and attorneys. Other legal demands require the capability to honor other legal process demands (e.g., establishment of dialed number recorders, wire intercepts, & trace services, etc.)

7.2. Operational Interface Requirements - The law enforcement agency (e.g., local police department, government organization, or attorney) shall serve Ameritech an original subpoena naming Ameritech in its court document for requests for Customer information (see above definition). Ameritech shall forward call trace information to the law enforcement agency for inquiries regarding AT&T Customers. If the law enforcement agency serves AT&T the original subpoena, AT&T shall forward a copy of the original subpoena to Ameritech and advise the law enforcement agency to re-send an original subpoena naming Ameritech in its court document. Ameritech shall notify AT&T of the resolution of the investigation. However, Ameritech shall only provide the results of the investigation to the proper law enforcement agency.

7.3. Operations Interface Requirements for calls originating from a long distance carrier, computer, fax machine, pay phones, and telemarketing calls to AT&T's Customers are pending further discussions with Ameritech.

SCHEDULE 10.13

RESALE MAINTENANCE PROCEDURES

By the end of Contract Month 1, the Implementation Team shall agree upon the processes to be used by the Parties for maintenance of Resale Services. These processes will address the implementation of the requirements of this Schedule 10.13.

1. Ameritech shall provide repair, maintenance, and testing, for all Resale Services in accordance with the terms and conditions of this Schedule 10.13.

2. Ameritech technicians shall provide repair service that is at least equal in quality to that provided to Ameritech Customers; trouble calls from AT&T Customers shall receive response time priority that is at parity to that of Ameritech Customers and shall be based on trouble severity, regardless of whether the Customer is an AT&T Customer or an Ameritech Customer.

3. Ameritech shall provide AT&T with the same scheduled and non-scheduled maintenance, including required and recommended maintenance intervals and procedures, for all Resale Services provided to AT&T under this Schedule that it currently provides for the maintenance of its own network. Ameritech shall provide AT&T notice of any scheduled maintenance activity which may impact AT&T's Customers on the same basis it provides such notice to its subsidiaries, Affiliates, other resellers and its retail Customers. Scheduled maintenance shall include such activities as switch software retrofits, power tests, major equipment replacements, and cable rolls.

4. Ameritech shall provide notice of non-scheduled maintenance activity that may impact AT&T Customers. Ameritech shall provide maintenance as promptly as possible to maintain or restore service and shall advise AT&T promptly of any such actions it takes.

5. If service is provided to AT&T Customers before an EI is established between AT&T and Ameritech, AT&T will transmit repair calls to Ameritech repair bureau by telephone.

6. Ameritech repair bureau, including the EI to be established pursuant to the Implementation Plan, shall be on-line and operational twenty-four (24) hours per day, seven (7) days per week except when preventative maintenance and software revisions require an out-of-service condition. Ameritech will provide AT&T a twenty-four (24) hour advanced notification of such out-of-service conditions.

7. Ameritech shall provide progress reports and status-of-repair efforts to AT&T upon request, and at a frequency interval to be determined by AT&T. Ameritech shall inform AT&T of restoration of Resale Service after an outage has occurred.

8. Maintenance charges for premises visits by Ameritech technicians shall be billed by AT&T to its Customer, and not by Ameritech. The Ameritech technician shall, however, present the Customer with unbranded 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, in which case the Ameritech technician shall make an additional appointment with the Customer. The Ameritech technician shall obtain the Customer's signature when available upon said form, and then use the signed form to input maintenance charges into Ameritech's repair and maintenance database.

9. Dispatching of Ameritech technicians to AT&T Customer premises shall be accomplished by Ameritech pursuant to a request received from AT&T. The EI established between the Parties shall have the capability of allowing AT&T to receive trouble reports, analyze and sectionalize the trouble, determine whether it is necessary to dispatch a service technician to the Customer's premises, and verify any actual work completed on the Customer's premises.

Critical or Expedited Troubles.

Upon receiving a referred trouble from AT&T, the Ameritech technician will offer a dispatch appointment and quoted repair time dependent upon Ameritech's force-to-load condition. Ameritech's maintenance administrators will override this standard procedure on a non-discriminatory basis, using the same criteria as Ameritech uses to expedite intervals for itself and its subsidiaries, Affiliates and retail Customers. If Ameritech will be unable to meet an AT&T expedited request, Ameritech will notify AT&T and AT&T will have the option to implement the escalation process described in the Implementation Plan.

Disaster Recovery

The Implementation Plan will establish a process for disaster recovery that addresses the following:

Events affecting Ameritech's network, work centers and operational support systems;

Establishing and maintaining a single point of contact responsible for disaster recovery activation, statusing and problem resolution during the course of a disaster and restoration:

Procedures for notifying AT&T of problems, initiating restoration plans and advising AT&T of the status of resolution:

Definition of a disaster: and

Equal priority, as between AT&T Customers and Ameritech Customers, for restoration efforts, consistent with FCC Service Restoration guidelines, including, without limitation, deployment of repair personnel, and access to spare parts and components.

SCHEDULE 10.13.2

SERVICE ORDERING AND PROVISIONING INTERFACE FUNCTIONALITY

Electronic interfaces will provide AT&T with the ability to:

a) Obtain, during sales discussions with a Customer, access to the following Ameritech Customer service record data in a manner which is transparent to the Customer:

- Billing telephone number/name/address
- Service Location Address
- Working telephone number(s) on the account
- Existing service and features
- Blocking
- CLASS Features
- Telephone Assistance Programs, Telephone Relay Service and similar services indicator
- Special Exemption Status indicator
- Directory Listing Information
- Information necessary to identify the IntraLATA toll provider and InterLATA provider, as applicable.

b) Obtain information on all features and services available;

c) Enter the AT&T Customer order for all desired features and services;

d) Assign a telephone number (if the AT&T Customer does not have one assigned);

e) Establish the appropriate directory listing;

f) Determine if a service call is needed to install the line or service;

g) Schedule dispatch and installation, if applicable;

h) Provide installation dates to Customer;

i) Order local intraLATA toll service and enter AT&T Customer's choice of primary interexchange carrier on a single, unified order; and

j) Suspend, terminate or restore service to an AT&T Customer.

Ameritech will support four (4) transaction types: Assume; Change; New; and Delete, as described in Ameritech's Electronic Service Guide, which is based on TCIF Customer Service, Issue 5. Notwithstanding the foregoing, AT&T shall be entitled to place orders to transfer a Customer to AT&T without identifying the specific features and services being subscribed by such Customer at the time of the request ("Migration-As-Is"). Furthermore, if a Customer requests changes to its features and/or such service at the time of transfer, as part of a request for Migration-As-Is, AT&T need only specify the features and/or services which are to change. However, unless agreed to by Ameritech, Migration-As-Is will not include any service subscribed which is not a Telecommunications Service.

Critical or expedited orders:

AT&T may request that the standard interval for provisioning will be expedited if Ameritech's standard intervals do not meet the AT&T Customer's requested due date. Orders will be expedited by Ameritech on the same basis as it expedites orders for itself and its subsidiaries, Affiliates and retail Customers. If Ameritech will be unable to meet an AT&T expedite request, Ameritech will notify AT&T and AT&T shall have the option to implement the escalation process to be defined in the Implementation Plan.