

APPENDIX CNAM

Appendix CNAM

WHEREAS, the LSP is interested in purchasing SWBT's CNAM Service Query service;

In consideration of the mutual promises contained herein, SWBT and LSP agree as follows.

1. Definitions

- A. A-links means a diverse pair of facilities connecting local end office switching centers with Signaling Transfer Points.
- B. Calling Name Delivery (CNAM) service enables the terminating end-user to identify the calling party by a displayed name before the call is answered. The calling party's name, date and time of the call are retrieved from an SCP database and delivered to the end user's premise between the first and second ring for display on compatible customer premise equipment (CPE).
- C. CNAM Service Query is SWBT's name for the service that allows LSP to query SWBT's Calling Name database for Calling Name information in order to deliver that information to LSP's local subscribers.
- D. Calling Name database means a Party's database containing current Calling Name information of all working lines served or administered by that Party, including the Calling Name information of any telecommunications company participating in that Party's Calling Name database.
- E. Calling Name information means telecommunications companies' records of all of their subscribers' names associated with one or more assigned ten-digit telephone numbers.
- F. Line Information Data Base (LIDB) - The line information database, which is an ANSI SS7 database system, functions as a centralized repository for data storage and retrieval. LIDB supports validation and recording of ABS requests. LIDB also supports storage, retrieval and recording capabilities for other information that can be associated with an end user's line. Examples of such information are, or are expected to be, originating screening information, ZIP code data and calling name.
- G. Service Control Point (SCP) is a CCS network node where the Calling Name database resides.

- H. Service Point (SP) means a CCS network interface element capable of initiating and/or terminating SS7 messages from an end office.
- I. Service Switching Point (SSP) means the software capability within a switching point which provides the SP with SS7 message preparation/interpretation capability plus SS7 transmission/reception access ability.
- J. Signaling Transfer Point (STP) is the point where a Party interconnects with a CCS/SS7 network. In order to connect to SWBT's SS7 network, LSP or a third party initiating LSP's Calling Name Queries must connect with an SWBT STP in order to connect to SWBT's SCP.
- K. Common Channel Signaling (CCS) Network is an out-of-band, packet-switched, signaling network used to transport supervision signals, control signals, and data messages. CNAM Queries and Response messages are transported across the CCS network.
- L. Signaling System 7 (SS7) is the signaling protocol used by the CCS network.
- M. CNAM Service Query Rate applies to each CNAM Query received at the SCP where a Party's Calling Name database resides.
- N. Query Transport Rate applies to each CNAM Query transported through a Party's interconnecting STP and between the STP and the Calling Name database. SWBT's STP locations shall be provided in the National Exchange Carrier Association, Inc. Tariff FCC No. 4.
- O. Query means a message in American National Standards Institute's (ANSI) standard SS7 signaling protocol which represents a request to a Calling Name database for Calling Name information.
- P. Response means an SS7 message which when appropriately interpreted represents an answer to a Query.
- Q. Name Record Administering Companies means telecommunications companies that administer telephone number assignments to the public and which make their Calling Name information available in a Party's Calling Name database.

2. Description of Service

- A. SWBT shall provide to the LSP access to Calling Name information whenever the LSP's Query-originating end-users initiate a Query from an SSP for such information associated with a call terminating to a CNAM subscriber.

Should the LSP utilize a database other than SWBT's to store CNAM information, LSP agrees to facilitate SWBT access to such information with the database owner.

- B. All Queries to SWBT's Calling Name database shall use subsystem number (the designation of application) value of 0 with a translation type of 5. LSP acknowledges that such subsystem number and translation type values are necessary for SWBT to properly process Queries to its Calling Name database.
- C. SWBT warrants that it shall send Queries conforming to the ANSI approved standards for SS7 protocol and pursuant to the specification standards documents identified in Exhibit A. SWBT acknowledges that transmission in said protocol is necessary to provision CNAM Service Query. SWBT warrants that they shall send SS7 Messages which comply with ANSI approved standards for SS7 protocol and pursuant to the specification standards documents identified in Exhibit A. Each Party reserves the right to modify its network pursuant to other specifications standards, which may include Bellcore specifications defining specific service applications, message types and formats, that may become necessary to meet the prevailing demands within the U.S. telecommunications industry. All such changes shall be announced in advance and coordinated with the other Party.
- D. Each Party acknowledges and agrees that the CCS/SS7 network overload due to extraordinary volumes of Queries and/or other SS7 network messages can and will have a detrimental effect on the performance of the other Party's CCS/SS7 network. Each Party further agrees that it, in its sole discretion, shall employ certain automatic and/or manual overload controls within its CCS/SS7 network to guard against these detrimental effects. That Party shall report to the other Party any instances where overload controls are invoked due to the other Party's CCS/SS7 network and the other Party agrees in such cases to take immediate corrective actions as are necessary to cure the conditions causing the overload situation.
- E. Prior to initiating service under this Agreement, LSP shall provide to the SWBT an initial forecast of busy hour Query volumes. If, prior to the establishment of a mutually agreeable service effective date, in writing, SWBT determines that it lacks adequate storage or processing capability to provide CNAM Service Query to the

LSP, SWBT shall notify the LSP of its intent not to provide the services under this Appendix and this Appendix will be void and have no further effect.

- F. Upon request, LSP shall update its busy hour forecast each year on October 1 for a period of three years.

3. Price and Payment

- A. SWBT shall charge LSP a CNAM Service Query Rate as listed in Appendix PRICING SCHEDULE and a Query Transport Rate as set forth in SWBT's FCC Tariff No. 73 including any revisions to such tariffs thereto for each Query initiated into SWBT's Calling Name database. Additional nonrecurring charges for point code activation and service order activity shall be applicable for all such activity after the initial service order and initial point code activation. The applicable nonrecurring charges shall be those included in each SWBT's FCC Tariff No. 73 including any revisions to such tariffs thereto. The per CNAM Service Query rates charged to the LSP hereunder may be increased upon sixty (60) days written notice unless the LSP acts as an agent on behalf of other carriers in which case ninety (90) day written notice shall be given. Upon such notice, the LSP can terminate this Appendix without any termination liability as provided in Section 5(B) of this Appendix. SWBT shall share 25 percent of the charges it receives for such queries with LSP for all CNAM Queries against the LSP's CNAM data as set forth in Appendix LIDB.
- B. SWBT shall be responsible for recording usage information for LSP CNAM Queries terminating to SWBT's Calling Name database. SWBT shall use its SCPs as the source of usage data. SWBT shall aggregate usage by the point code of the Query-originating SSP.
- C. Based upon the data identified in Paragraph B above, SWBT shall bill the LSP Party for its CNAM Queries on a monthly basis. The bill will be issued by the fifteenth day of each month, and the bill must be paid within thirty (30) days of the bill issue date. Late payment charges shall be applied in the amount reflected in SWBT's Tariff FCC No. 73.
- D. Depending on a Party's choice of method for transporting its Queries and responses, a Party may be required to purchase certain other services, especially services that may be provided pursuant to effective tariffs. In this event the prices, terms, conditions, and billing for such services will be specified in the applicable tariff(s), and this Appendix, in no way, shall be construed to circumvent the prices, terms, conditions, or billing as specified in the applicable tariff(s).

- E. If there is a dispute associated with a monthly bill, the disputing Party shall notify the other in writing within ninety (90) calendar days of the date of said monthly bill or the dispute shall be waived. Each Party agrees that any amount of any monthly bill that that Party disputes will be paid by that Party according to the terms of Subsection 3.C. above. Any adjustments relating to a disputed amount shall be reflected on the next monthly bill issued after resolution. Any credit issued upon resolution of any dispute shall bear interest at the rate specified in Subsection 3.C. above, payable on and as of the date the credit is issued. Parties shall work cooperatively and use their best efforts to resolve any disputes as quickly as possible.

4. Ownership of the Calling Name Information

- A. Telecommunications companies depositing information in SWBT's Calling Name database retain full and complete ownership and control over such Calling Name information in that Calling Name database. LSP recognizes that any query originator with access to SWBT's LIDB or Calling Name database may also have access to information deposited by LSP in such database. The querying Party obtains no ownership interest by virtue of this Appendix.
- B. Excluding its own data, each Party agrees that it will not copy, store, maintain or create any table or database of any kind after initiating, and based upon a Response to, a CNAM Query to the other Party's Calling Name database, except as expressly provided in Section 8.
- C. If a Party acts on behalf of other carriers, that Party shall prohibit its Query-originating carrier customers from copying, storing, maintaining, or creating any table or database of any kind (excluding the Query-originating carrier's customer data) from any Response provided by the other Party after a CNAM Query to a Calling Name database.

5. Term and Termination

- A. This Appendix shall become effective _____ and shall continue _____ years from the date of implementation of CNAM Service Query (or the equivalent thereof). Thereafter, this Appendix shall remain in effect unless terminated by either party upon written notice given sixty (60) days in advance of the termination date.
- B. Should a Party terminate this Appendix within the first six (6) months of its effective date, each Party agrees to pay the other Party an early termination sum equal to two (2) times the average monthly volume of the terminating Party's CNAM Queries times the recurring rate specified in Section 3(A) of this Appendix. The average

monthly volume will be calculated using the previous two (2) months' volume divided by two (2) or, if less than two months, the monthly volume of the first month service was provided.

- C. If at any time during the term of this Appendix a tariff for CNAM Service Query (or the equivalent service thereof) becomes effective, the tariff and all terms and conditions, including all rates, will supersede this Appendix. Under these circumstances, no termination liability as provided in Section 5(B) of this Appendix will apply for either Party.
- D. If a Party materially fails to perform its obligations under this Appendix, the other Party, after notifying the non-performing Party of the failure to perform and allowing that Party thirty (30) days after receipt of the notice to cure such failure, may cancel this Appendix immediately upon written notice.
- E. Notwithstanding anything to the contrary in this Appendix, if legal or regulatory decisions or rules compel SWBT or LSP to terminate the Appendix, SWBT and LSP shall have no liability to the other in connection with such termination.

6. Limitation of Liability

- A. A Party's sole and exclusive remedies against the other Party for injury, loss or damage caused by or arising from anything said, omitted or done in connection with this Appendix regardless of the form of action, whether in contract or in tort (including negligence or strict liability) shall be the amount of actual direct damages and in no event shall exceed the amount paid for CNAM Service Queries.
- B. The remedies in Section 6(A) of this Appendix shall be exclusive of all other remedies against a Party, its affiliates, subsidiaries or parent corporation, (including their directors, officers, employees or agents).
- C. In no event shall a Party have any liability for system outage or inaccessibility, or for losses arising from the unauthorized use of the data by CNAM Service Query purchasers.
- D. Calling Name information provided to a Party hereunder shall be provided "as is." The providing Party makes no warranty, express or implied, regarding the accuracy or completeness of the Calling Name information regardless of whose Calling Name information is provided. And, the providing Party shall not be held liable for any actions or omissions arising out of or in connection with the other Party's use of the Calling Name information. Notwithstanding the foregoing, the providing Party

warrants that the other Party will be accessing the same Calling Name database for Customer's CNAM Queries as the providing Party accesses for its own Queries.

- E. SWBT is furnishing access to its Calling Name database in order to facilitate the LSP's provision of Calling Name Delivery Service to its end users or to the end users of its Query-originating carrier customers, but not to insure against the risk of completion of a call to a Calling Name Delivery Service subscriber without the display of the name of the caller. While each Party agrees to make every reasonable attempt to provide accurate and current Calling Name information, the Parties acknowledge that Calling Name information is the product of routine business service order activity. Each Party acknowledges that the other Party can furnish Calling Name information only as accurate and current as the information has been provided to that Party for inclusion in its Calling Name database. Therefore, each Party, in addition to the limitations of liability set forth, is not liable for inaccuracies in the Calling Name information name records provided to the other Party or to its Query-originating carrier customers, except such inaccuracies caused by the providing Party's willful or wanton misconduct or gross negligence.

The Parties acknowledge that each Calling Name database limits the Calling Name information length to fifteen (15) characters. As a result, the Calling Name information provided in a response to a Query may not reflect a subscriber's full name. Name records of residential local telephone subscribers will generally be stored in the form of last name followed by first name (separated by a comma or space) to a maximum of fifteen (15) characters. Name records of business local telephone subscribers will generally be stored in the form of the first fifteen (15) characters of the listed business name that in some cases may include abbreviations. The Parties also acknowledge that certain local telephone service subscribers of Name Record Administering Companies may require their name information to be restricted, altered, or rendered unavailable. Therefore, in addition to the limitations of liability set forth in Section 6 of this Appendix, neither Party is liable for any and all liability, claims, damages or actions including attorney's fees, resulting directly or indirectly from the content of any Name Record contained in a Calling Name database and provided to the other Party or its Query-originating carrier customers, except for such content related claims, damages or actions resulting from the providing Party's willful or wanton misconduct or gross negligence.

- F. The Parties acknowledge that certain federal and/or state regulations require that local exchange telephone companies make available to their subscribers the ability to block the delivery of their telephone number and/or name information to the terminating telephone when the subscriber originates a telephone call. This blocking can either be on a call-by-call basis or on an every call basis. Similarly, a party utilizing blocking

services can unblock on a call-by-call or every call basis. The Parties acknowledge their responsibility to and warrant that they will abide by any indication they receive that the calling telephone service subscriber wishes to block or unblock the delivery of telephone number and/or name information to a CNDS subscriber. The Parties agree not to attempt to obtain the caller's name information by originating a Query to the other Party's Calling Name database where the subscriber had attempted to block such information, nor will a Party block information a subscriber has attempted to unblock. Therefore, each Party in addition to the limitations of liability set forth in this Section, are not liable for any failure by the other Party or its Query-originating carrier customers to abide by the caller's desire to block or unblock delivery of Calling Name information, and each Party agrees to hold the other harmless from and defend and indemnify the other for any and all liability, claims, damages or actions including attorney's fees, resulting directly or indirectly from the querying Party or its Query-originating carrier customers' failure to block or unblock delivery of the Calling Name information when appropriate indication is provided, except for such privacy related claims, damages or actions caused by a providing Party's willful or wanton misconduct or gross negligence.

- G. IN NO EVENT SHALL A PROVIDING PARTY, ITS AFFILIATES, SUBSIDIARIES OR PARENT CORPORATION, (INCLUDING THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS) HAVE ANY LIABILITY WHATSOEVER TO OR THROUGH THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF ANTICIPATED PROFITS OR REVENUE OR OTHER ECONOMIC LOSS IN CONNECTION WITH OR ARISING FROM ANYTHING SAID, OMITTED OR DONE HEREUNDER, EVEN IF THAT OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

7. Communication and Notices

- A. Ordering and billing inquiries for the services described herein from SWBT shall be directed to the Local Service Provider Service Center (LSPSC). Ordering shall be done through the LSPSC using the form attached hereto Appendix B.**

8. Confidentiality

- A. Identification. SWBT and LSP recognize and acknowledge that, in connection with the services to be provided hereunder, it may disclose to the other party proprietary or confidential customer, technical or business information in written, graphic, oral or other tangible or intangible forms. In order for such information to be considered "Proprietary Information" under this Agreement, it must be marked "Confidential" or "Proprietary" or bear a marking of similar import. Orally disclosed information shall**

be considered Proprietary Information only if contemporaneously identified as such and reduced to writing and delivered to the other party with a statement or marking of confidentiality within twenty (20) calendar days after oral disclosure.

- B. Nondisclosure. Subject to Sections 8C through 8F, the Party (the "Receiving Party") that receives Proprietary Information from the other Party (the "Disclosing Party") agrees:
- (1) That all Proprietary Information shall be and shall remain the exclusive property of the Disclosing Party.
 - (2) To limit access to such Proprietary Information to authorized employees and other individuals who have a need to know the Proprietary Information in order to perform its obligations under this Agreement.
 - (3) To keep such Proprietary Information confidential and to use the same level of care to prevent disclosure or unauthorized use of the received Proprietary Information as it exercises in protecting its own Proprietary Information of a similar nature.
 - (4) For a period of three (3) years following any disclosure, not to copy or publish or disclose such Proprietary Information to others or authorize anyone else to copy or publish or disclose such Proprietary Information to others without the prior written approval of the Disclosing Party.
 - (5) To use such Proprietary Information only for purposes of performing its obligations under this Agreement and for other purposes only upon such terms as may be agreed upon between the Parties in writing.
- C. Required Disclosures. The Receiving Party agrees to give notice to the Disclosing Party of any demand to disclose or provide Proprietary Information of the Disclosing Party to another person, under lawful process, prior to disclosing or furnishing such Proprietary Information. Further, the Receiving Party agrees to reasonably cooperate if the Disclosing Party deems it necessary to seek protective arrangements. The Receiving Party may disclose or provide Proprietary Information of the Disclosing Party to meet the requirements of a court, regulatory body or government agency having jurisdiction over the Party; provided, however, that the Receiving Party shall notify the Disclosing Party so as to give the Disclosing Party a reasonable opportunity to object to such disclosure. The Disclosing Party may not unreasonably withhold approval of protective arrangements provided by any such court, regulatory body or government agency. Nothing herein requires either Party to support the position of

any person or entity as to whether any particular Proprietary Information is proprietary under applicable law or this Section 8.

D. Exceptions. Notwithstanding anything to the contrary contained in this Agreement, the Proprietary Information described herein shall not be deemed confidential or proprietary and the Receiving Party shall have no obligation to prevent disclosure of such Proprietary Information if such Proprietary Information:

- (1) is already known to the Receiving Party;
- (2) is or becomes publicly known, through publication, inspection of the product, or otherwise, and through no wrongful act of the Receiving Party;
- (3) is received from a third party without similar restriction and without breach of this Section 8;
- (4) is independently developed, produced or generated by the Receiving Party;
- (5) is furnished to a third party by the Disclosing Party without a similar restriction on the third party's rights; or
- (6) is approved for release by written authorization of the Disclosing Party, but only to the extent of such authorization.

E. Permitted Uses. Customer shall be permitted to use Proprietary Information obtained through recording the volume of Customer Queries for the purposes of: (a) estimation of facilities usage for jurisdictional separations; (b) engineering and network planning of facilities; and (c) measurement for billing purposes.

F. Legal Requirements. Notwithstanding anything to the contrary contained in this Agreement, a Party's ability to disclose Proprietary Information or use disclosed Proprietary Information is subject to all applicable statutes, decisions and regulatory rules concerning the disclosure and use of such Proprietary Information which, by their express terms, mandate a different handling of such information.

Attached and incorporated herein are:

- | | |
|-----------|----------------------------------|
| Exhibit A | - Specifications and Standards |
| Exhibit B | - LIDB Access Service Order Form |

Specifications and Standards

<u>Description of Subject Area and Issuing Organization</u>	<u>Document Number</u>
A. Bellcore, SS7 Specifications	TR-NPL-000246
B. ANSI, SS7 Specifications	
- Message Transfer Part	T1.111
- Signaling Connection Control Part	T1.112
- Transaction Capabilities Application Part	T1.114
C. Bellcore, CLASS Calling Name Delivery Generic Requirements	TR-NWT-001188
D. Bellcore, CCS Network Interface Specifications	TR-TSV-000905

LIDB ACCESS VALIDATION SERVICES ORDER FORM

CUSTOMER NAME _____

CARRIER CUSTOMER NAME ABBREVIATION _____
(CCNA - THREE ALPHA CHARACTERS)

CUSTOMER ADDRESS

CUSTOMER BILLING NAME _____
(IF DIFFERENT THAN CUSTOMER NAME)

ACCESS CUSTOMER NAME ABBREVIATION _____
(ACNA - THREE ALPHA CHARACTERS)

CUSTOMER BILLING ADDRESS _____
(IF DIFFERENT THAN CUSTOMER ADDRESS)

CITY, STATE, ZIP CODE

CUSTOMER BILLING CONTACT NAME AND TELEPHONE NUMBER _____
_____ ()

CREDIT INFORMATION: TYPE OF OWNERSHIP _____
(S - SOLE OWNER; C - INCORP.; P - PARTNERSHIP)

IF INCORPORATED:
STATE WHERE INCORP. _____ DATE INCORP. _____

CHARTER NUMBER _____

PRES. NAME _____ OFC. TEL. NO. () _____

V.P. NAME _____ OFC. TEL. NO. _____
() _____

SECT. NAME _____ OFC. TEL. NO. () _____

TREA. NAME _____ OFC. TEL. NO. () _____

IF PARTNERSHIP:
PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

LETTER OF AGENCY DATED _____ SIGNATURE _____

SWBT ORDER NUMBER _____

DESIRED DUE DATE _____ FIRM DUE DATE _____

FOR NEW SERVICE, THE APPROXIMATE NUMBER OF NPA NXXs _____

TYPE OF ACTIVITY _____ (N - NEW OR ADD; C - CHANGE; D - DISCONNECT; S - SUPP)

BILLING ACCOUNT NUMBER (BAN) _____

CUSTOMER ORDER CONTACT NAME, ADDRESS, ZIP CODE, AND TELEPHONE
NUMBER:

_____ () _____

CUSTOMER TECHNICAL CONTACT NAME AND TELEPHONE NUMBER:

_____ () _____

CPOC SVC. REP. CONTACT NAME AND TELEPHONE NUMBER:

_____ () _____

*SWBT CKR: _____ *TWO SIX CODE: _____
(SWBT ID OF CCS/SS7 INTERCONN. SVC.)

1. _____
2. _____
3. _____
4. _____

*THIS INFORMATION SHOULD BE OBTAINED BY THE LIDB CUSTOMER FROM THEIR CCS/SS7
INTERCONNECTION SERVICE PROVIDER.

LIDB ACCESS VALIDATION SERVICE ORDER FORM

INSTRUCTIONS

THE LIDB ACCESS VALIDATION SERVICE ORDER FORM CONSISTS OF FOUR PAGES.

PAGE 1 - ALL THE INFORMATION ON THIS PAGE IS FOR ADMINISTRATIVE USE IN ESTABLISHING THE LIDB BILLING ACCOUNT. ALL OF THE INFORMATION IS REQUIRED ON THE INITIAL ORDER. ORDERS SUBMITTED SUBSEQUENT TO THE ESTABLISHED ACCOUNT WILL REQUIRE ONLY THE CUSTOMER'S NAME AND ADDRESS. THE OTHER ENTRIES WILL BE REQUIRED ONLY IF THERE IS A CHANGE TO THE ORIGINAL INFORMATION.

PAGE 2 - ALL THE INFORMATION ON PAGE TWO IS FOR THE REQUESTED ACTIVITY. THIS INFORMATION WILL ALWAYS BE REQUIRED.

1. DESIRED DUE DATE/FIRM DUE DATE - APPROXIMATE NUMBER OF NPA NXXs

*****DESIRED DUE DATE IS USED WHEN A FIRM DUE DATE HAS NOT BEEN COORDINATED WITH THE LIDB CUSTOMER PRIOR TO THE SUBMISSION OF THE ORDER FORM TO THE ICSC.**

THE LIDB CUSTOMER WILL ENTER THEIR DESIRED DATE FOR THEIR LIDB SERVICE TO BE ESTABLISHED AND THE APPROXIMATE NUMBER OF NPA NXXs ASSOCIATED WITH THE NEW SERVICE.

IF THE ORDER IS FOR SUBSEQUENT ACTIVITY TO AN ESTABLISHED ACCOUNT, THE APPROXIMATE NUMBER OF NPA NXXs WILL NOT BE REQUIRED.

*****FIRM DUE DATE IS USED WHEN THE CUSTOMER'S ACCOUNT MANAGER HAS COORDINATED WITH THE SNAC TO ESTABLISH THE DUE DATE PRIOR TO THE ORDER FORM BEING SENT TO THE CPOC.**

PAGE 2 INSTRUCTIONS CONTINUED -

2. TYPE OF ACTIVITY

N - SHOULD BE ENTERED TO ESTABLISH A LIDB SERVICE CAN ALSO BE ENTERED TO ADD ADDITIONAL POINT CODES TO AN EXISTING SERVICE

C - SHOULD BE ENTERED TO ADD POINT CODES TO OR DELETE POINT CODES FROM AN EXISTING SERVICE

D - SHOULD BE ENTERED TO COMPLETELY DISCONNECT AN EXISTING SERVICE

S - SHOULD BE ENTERED TO MAKE A CHANGE ON A CURRENT ORDER PRIOR TO THE COMPLETION DATE (i.e., CHANGE DUE DATE, CORRECT POINT CODE(S), ETC.)

3. BILLING ACCOUNT NUMBER (BAN)

THE SWBT BILLING ACCOUNT NUMBER OF THE VALIDATION SERVICE AND/OR THE CALLING NAME SERVICE

IF THE ORDER IS FOR NEW SERVICE, THIS FIELD WILL BE BLANK

4. CUSTOMER ORDER CONTACT...

A CONTACT WITH THE CUSTOMER THAT THE CPOC CAN COORDINATE WITH FOR THE DESIRED DUE DATE OR CORRECTIONS TO AN ORDER.

5. CUSTOMER TECHNICAL CONTACT...

A TECHNICAL CONTACT WITH THE CUSTOMER THAT THE SWBT SNAC CAN COORDINATE WITH FOR THE PROVISIONING OF THE SERVICE.

6. CPOC SERVICE REP....

THE SWBT CPOC SERVICE REPRESENTATIVE THAT NEGOTIATES THE ORDER WILL ENTER THEIR NAME AND CONTACT INFORMATION.

7. SWBT CKR AND TWO SIX CODE

THIS INFORMATION WILL BE OBTAINED BY THE LIDB CUSTOMER FROM THEIR ORDER TO ESTABLISH THEIR CCS/SS7 INTERCONNECTION SERVICE OR FROM THEIR CCS/SS7 INTERCONNECTION SERVICE PROVIDER. THERE WILL ALWAYS BE FOUR LINKS FOR ACCESS TO THE LIDB.

INSTRUCTIONS FOR PAGES 3 & 4 -

LIDB HAS THREE QUERY SERVICES: VALIDATION, CALLING NAME (CNAM), AND ORIGINATING LINE NUMBER SCREENING (OLNS)

THERE IS NOT A SPECIFIC NUMBER OF POINT CODES REQUIRED FOR ANY LIDB SERVICE. THE LIDB CUSTOMER CAN SUBMIT AS MANY COPIES OF PAGES 3 & 4 AS REQUIRED FOR THEIR POINT CODES PER REQUEST.

THE VALIDATION, CNAM, AND OLNS WILL BE ESTABLISHED ON A SINGLE BILLING ACCOUNT. IF THE LIDB CUSTOMER WOULD LIKE SEPARATE BILLING ACCOUNTS, THEN SEPARATE BANs MUST BE REQUESTED (i.e. "ESTABLISH SEPARATE BILLING ACCOUNTS") IN THE BILLING ACCOUNT NUMBER FIELD ON PAGE 2. IF AN EXISTING LIDB CUSTOMER WANTS TO ESTABLISH THEIR LIDB CNAM ON A SEPARATE BILLING ACCOUNT, THEN THE LIDB CUSTOMER SHOULD ENTER "NEW BAN (OR SEPARATE BAN) FOR THE LIDB CNAM SERVICE" IN THE BILLING ACCOUNT NUMBER FIELD ON PAGE 2. THE SAME WILL APPLY FOR A SEPARATE BAN FOR OLNS. IN ORDER TO SET UP SEPARATE BILLING ACCOUNTS, THE POINT CODES FOR THE LIDB VALIDATION, CNAM, AND OLNS SERVICES CANNOT BE THE SAME. THE CUSTOMER WILL USE BOTH PAGES 3 & 4 TO SUBMIT THEIR POINT CODES SEPARATELY FOR SEPARATE BILLING ACCOUNTS.

1. LIDB VALIDATION SERVICE _____ CALLING NAME SERVICE _____
ORIGINATING LINE NUMBER SCREENING _____

ENTER A CHECK MARK OR AN "X" TO INDICATE WHICH OF THE LIDB SERVICES THE ORDER FORM IS REQUESTING TO ESTABLISH OR DELETE. IF ALL LIDB SERVICES ARE REQUESTED ON THE SAME ORDER, THE POINT CODES FOR EACH SERVICE MUST BE LISTED ON SEPARATE PAGES. THIS WILL ENABLE SWBT TO APPLY THE CORRECT NONRECURRING CHARGES.

2. ACTIVITY TYPES

IF A LIDB CUSTOMER NEEDS TO CHANGE AN EXISTING OPC ON AN ESTABLISHED ACCOUNT, THE "D" SHOULD BE USED TO INDICATE THE OPC CHANGING FROM AND THE "N" SHOULD BE USED TO INDICATE THE OPC CHANGING TO.

PAGES 3 & 4 INSTRUCTIONS CONTINUED -

LIST OF ORIGINATING POINT CODES AND ACTIVITY TYPE

ACTIVITY TYPES: N - ESTABLISHING OR ADDING NEW POINT CODE(S)
D - DELETE EXISTING POINT CODE(S)

PLEASE NOTE IN THE FOLLOWING EXAMPLES, THE ORDER FORM ACTIVITY IS THE ENTRY FROM PAGE 2, NUMBER 3. THIS IS NOT THE ACTIVITY TYPE.

EXAMPLE 1 - ORDER FORM ACTIVITY IS "N" TO ESTABLISH A NEW ACCOUNT AND SERVICE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>N</u>	<u>XXX-XXX-XXX</u>	<u>N</u>	<u>XXX-XXX-XXX</u>

EXAMPLE 2 - ORDER FORM ACTIVITY IS "C" TO CHANGE AN EXISTING POINT CODE OR TO ADD A NEW POINT CODE AND DELETE AN EXISTING POINT CODE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>N</u>	<u>XXX-XXX-XXX</u>	<u>D</u>	<u>XXX-XXX-XXX</u>

EXAMPLE 3 - ORDER FORM ACTIVITY IS "D" TO DISCONNECT THE ACCOUNT AND THE SERVICE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>D</u>	<u>XXX-XXX-XXX</u>	<u>D</u>	<u>XXX-XXX-XXX</u>

THE REMARKS SECTION MAY BE UTILIZED BY SWBT OR THE LIDB CUSTOMER.

THE DATE AND TIME RECEIVED WILL BE ENTERED BY THE SWBT CPOC UPON RECEIPT OF THE FORM.

AFTER THE FORM HAS BEEN COMPLETED, IT SHOULD BE MAILED OR FAXED TO THE SWBT ICSC IN ST. LOUIS, MISSOURI.

TABLE OF CONTENTS

CUSTOMER PROVIDED FACTOR REPORT - LATA LEVEL ATTACHMENT 1	1
CUSTOMER PROVIDED FACTOR REPORT - END OFFICE LEVEL ATTACHMENT 2	4
CUSTOMER PROVIDED FACTOR REPORT - BAN LEVEL ATTACHMENT 3	7
CUSTOMER PROVIDED FACTOR REPORT - FACILITY LEVEL ATTACHMENT 4	9
CPF MATRIX ATTACHMENT 5	11

CUSTOMER PROVIDED FACTOR REPORT

LATA LEVEL REPORTING EXPLANATION OF REPORT

1. **PAGE __ OF __**: Enter the page number and the total number of pages submitted.
Example: PAGE 1 of 3.
2. **DATE**: Enter the date the report is prepared.
3. **ORIGINATOR**: Enter the name of the person preparing the report.
4. **TELEPHONE NUMBER**: Enter the telephone number (including the Area Code) of the Originator.
- 5A. **ACNA**: Enter the three (3) digit alpha code.
- 5B. **PON**: Enter the Purchase Order Number of the associated ASR that modified the facility traffic.
6. **LATA CODE**: Enter the LATA CODE, three (3) digit numeric code.
7. **FEATURE GROUP**: Enter A, B, C, D, G (DirectLine Custom), or R (Directory Assistance) to indicate the Feature Group. (Feature Group is not used with SX, EF or DT Service Types.)
8. **SERVICE TYPE**: Enter a code for the type of service. Following are the type of service codes:

700 Originating Access Usage, FGC & D	=	700
800 Originating Access Usage, FGD	=	800
800 Terminating Access Usage, FGB, C & D	=	T80
900 Originating Access Usage, FGB, C & D	=	900
950 Originating Access Usage, FGD	=	950
Originating Tandem Signaling Usage, FGD	=	TAN
Terminating MTS Usage, FGC & D	=	TER
Originating Multi 64-CCC Usage, FGD	=	64O
Terminating Multi 64-CCC Usage, FGD	=	64T
Originating & Terminating MTS Usage, FGA & B	=	O/T
Expanded Interconnection	=	SX
DirectLine Custom Traffic, FGG	=	DLC
Directory Assistance Traffic, FGR	=	DIR
Entrance Facility	=	EF
Direct Trunked Transport	=	DT
Originating ACIS Usage, FGB, C & D	=	ACI
LIDB Validation Services, FGQ	=	VAL
LIDB Calling Name Query (CNAM), FGQ	=	CNM
LIDB Orig Line Number Screening Query (OLNS), FGQ	=	OLN

ATTACHMENT 1-2

9. **PERCENT INTERSTATE USAGE:** Enter the Percent Interstate Usage (PIU). This is reported/entered by LATA, Feature Group and Service Type. A PIU is accepted for Service Types 700, 800, T80, 900, 950, ACI, TER, 64O, 64T, O/T, DLC, DIR, SX, EF & DT. A PIU is valid for VAL, CNM and OLN in Missouri only.
10. **INTERSTATE COMMON LINE FACTOR:** Enter the Interstate Percent Common Line Factor (PCL). This is the Percent of Interstate usage that terminates to a common line. This factor is entered by LATA, Feature Group and Service Type. A PCL is accepted for Service Types 700, ACI, 800 & 900.
11. **INTRALATA USAGE FACTOR:** Enter the INTRALATA Usage Factor (Percent Intrastate/IntraLATA (PIIL or PIIL/CCL)). This is the percent of Intrastate usage that is IntraLATA. This factor is reported/entered by LATA, Feature Group & Service Type. The PIIL is applicable in Oklahoma 800 service type and for AT&T's 700 EasyReach service. The PIIL/CCL is applicable in Missouri for 800 and 900 service types.
12. **INTRASTATE COMMON LINE FACTOR:** Enter the Intrastate Percent Common Line Factor (IPCL). This is the percentage of Intrastate usage that terminates to a common line. This factor is entered by LATA, Feature Group and Service Type. An IPCL is accepted for 700, 800 and 900 service types in Kansas and Texas.
- NOTE:** The Texas Access Services Tariff refers to the Intrastate Percent Common Line Factor as PCL, as does our interstate tariff, FCC 73. To distinguish between the interstate and intrastate factors, please enter the Intrastate Common Line factors under the IPCL column.
13. **INTRALATA CREDIT CARD FACTOR:** Enter the IntraLATA Credit Card Factor (PCC). This is the percentage of IntraLATA usage that is credit/calling card usage. This factor is entered by LATA, Feature Group and Service Type. A PCC is accepted for 800 service type in Oklahoma.
14. **PERCENT TANDEM SIGNALING FACTOR:** Enter the percentage tandem signaling factor (PTS). This is the percentage of usage which is routed to a tandem signaling customer tandem. This factor is entered by LATA, Feature Group and Service Type. A PTS is accepted for the FGD service type of TAN in all states.

CUSTOMER PROVIDED FACTOR REPORT

END OFFICE REPORTING

EXPLANATION OF REPORT

1. **PAGE __ OF __**: Enter the page number and the total number of pages submitted.
Example: PAGE 1 of 3.
2. **DATE**: Enter the date the report is prepared.
3. **ORIGINATOR**: Enter the name of the person preparing the report.
4. **TELEPHONE NUMBER**: Enter the telephone number (including the Area Code) of the Originator.
- 5A. **ACNA**: Enter the three (3) digit alpha code.
- 5B. **PON** : Enter the Purchase Order Number of the associated ASR that modified the facility traffic.
6. **LATA CODE**: Enter the LATA CODE, three (3) digit numeric code.
7. **END OFFICE CLLI**: Enter the 11 digit alpha-numeric of the End Office CLLI.
8. **FEATURE GROUP**: Enter A, B, C, D, G (DirectLine Custom), or R (Directory Assistance) to indicate the Feature Group. (Feature Group is not used with SX, EF or DT Service Types.)
9. **SERVICE TYPE**: Enter a code for the type of service. Following are the type of service codes:

700 Originating Access Usage, FGC & D	=	700
800 Originating Access Usage, FGD	=	800
800 Terminating Access Usage, FGB, C & D	=	T80
900 Originating Access Usage, FGB, C & D	=	900
950 Originating Access Usage, FGD	=	950
Originating Tandem Signaling Usage, FGD	=	TAN
Terminating MTS Usage, FGC & D	=	TER
Originating Multi 64-CCC Usage, FGD	=	64O
Terminating Multi 64-CCC Usage, FGD	=	64T
Originating & Terminating MTS Usage, FGA & B	=	O/T
Originating ACIS Usage, FGB, C & D	=	ACI