

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT V

CNAM SERVICE QUERY SERVICE

Upon receipt of the line/billing information from LSP, in a format acceptable to SWBT, SWBT will provide the functionality needed to perform the following query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the name associated with the line record.

Calling Name records are limited to fifteen characters. LSP is responsible for providing all name truncations and/or abbreviations needed to limit a calling name to 15 characters. LSP is also responsible for ensuring that its calling name data does not contain obscenities in English or other languages. Upon receipt of Calling Name data, in a format acceptable to SWBT, SWBT will provide the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the name associated with the line record.

CNAM Service Query is SWBT's service that allows customers to query SWBT's LIDB for calling name information. Calling Name information means a telecommunications company's records of all its subscribers' names associated with one or more ten-digit telephone numbers assigned to the end user.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT VI

Single Number Service (SNS) Query Service

Upon receipt of the line/billing information from LSP, in a format acceptable to SWBT, SWBT shall provide the functionality needed to perform the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the ZIP code associated with the line record.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT VII

Originating Line Number Screening (OLNS) Query

Upon receipt of the line/billing information for LSP, in a format acceptable to SWBT, SWBT shall provide the functionality needed to perform the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the originating line screening requirements of the line record.

LSP shall ensure that its OLNS data complies with the definitions and record formats set forth in GR-1149-CORE and GR-446-CORE.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX OS

APPENDIX OS
OPERATOR SERVICES

This Appendix sets forth the terms and conditions under which Southwestern Bell Telephone Company ("SWBT") agrees to provide Operator Services for Cox Oklahoma Telcom, Inc. ("Cox") should Cox request such services any time during the term of this Appendix.

I. SERVICES

SWBT will provide the following Operator Services:

- A. **FULLY AUTOMATED CALL PROCESSING** - Allows the caller to complete a call utilizing equipment without the assistance of a SWBT operator, hereafter called "Operator."

This allows the caller the option of completing calls through an automated alternate billing system (AABS). Automated functions can only be activated from a touch-tone telephone. Use of a rotary telephone and failure or low response by the caller to the audio prompts will bridge the caller to an Operator for assistance. The called party must also have Touch-tone service to automatically accept calls that are billed collect or to a third number.

- B. **OPERATOR-ASSISTED CALL PROCESSING** - Allows the caller to complete a call by receiving assistance from an Operator.

II. DEFINITIONS

- A. **FULLY AUTOMATED CALL PROCESSING**

SWBT will support the following fully automated call types for Cox:

1. **FULLY AUTOMATED CALLING CARD STATION-TO-STATION** - This service is provided when the caller dials zero ("0"), plus the desired telephone number and the telecommunications calling card number to which the call is to be charged. The call is completed without the assistance of an Operator. An authorized telecommunications calling card for the purpose of this Appendix, is one for which SWBT can perform billing validation. Fully-Automated Calling Card Call Service may also include the following situations:
- a. When an individual with a disability dials zero (0) and identifies himself or herself as disabled, he or she will provide the Operator

the desired telephone number and the calling card number to which the call is to be billed.

- b. When, due to trouble on the network or lack of service components (facilities to the AABS network), the automated call processing cannot be completed without assistance from an Operator.
 - c. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
2. FULLY AUTOMATED STATION-TO-STATION - This service is limited to those calls placed collect or billed to a third number. The caller dials zero (0) plus the telephone number desired, the service selection codes and/or billing information as instructed by the automated equipment. The call is completed without the assistance of an Operator. This service may also include the following situations:
- a. When an individual with a disability identifies himself or herself as disabled and provides the Operator the number to which the call is to be billed (either collect or third number).
 - b. When due to trouble on the network or lack of service components, the automated call cannot be completed without assistance from an Operator.
 - c. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.

B. OPERATOR-ASSISTED CALL PROCESSING

SWBT will support the following operator-assisted call types for Cox:

- 1. SEMI-AUTOMATED STATION-TO-STATION - A service provided when the caller dials zero (0) plus the telephone number desired and the call is completed with the assistance of an Operator. This service may also include the following situations:
 - a. Where the caller does not dial zero (0) prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).

- b. When an Operator re-establishes an interrupted call that meets any of the situations described in this call type.
2. SEMI-AUTOMATED PERSON-TO-PERSON - A service in which the caller dials zero (0) plus the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. This service may also include:
- a. Where the caller does not dial a zero (0) prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
 - b. When an operator reestablishes an interrupted call that meets any of the situations described in this call type.
3. SEMI-AUTOMATED CALLING CARD STATION-TO-STATION - A service provided when the caller dials zero (0) plus the desired telephone number and provides the Operator the calling card number to which the call is to be charged. The service may also include the following situations:
- a. When the caller does not dial zero (0) prior to dialing the number desired from a public or semi-public telephone, or from a telephone that is directly routed to an Operator, and the call is billed to a calling card.
 - b. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
4. STATION-TO-STATION (OPERATOR HANDLED) - A service provided when the caller dials zero (0) and places a sent paid, collect, third number or calling card station-to-station call using an Operator's assistance. These calls may originate from a private, public or semi-public telephone. The service may also include the situation when an Operator reestablishes an interrupted call that meets any of the situations described in this call type.

5. PERSON-TO-PERSON (OPERATOR HANDLED) - A service in which the caller dials zero (0) and specifies to the Operator the number desired and the person to be reached, or a particular PBX station, department or office to be reached through a PBX attendant, or a particular mobile service point to be reached through a mobile telephone attendant. The call remains a person-to-person call even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. The service may also include situations when an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
6. LINE STATUS VERIFICATION - A service in which the caller asks the Operator to determine the condition of a telephone line.
7. BUSY LINE INTERRUPT - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation is in progress at the time of the interrupt attempt, or when the parties interrupted refuse to terminate the conversation in progress.
8. OPERATOR TRANSFER SERVICE - A service offered by SWBT in which the local caller requires Operator Assistance for completion of a call outside the originating LATA. At the caller's request, the SWBT Operator transfers the call to an interexchange carrier or carriers as specified by Cox. This transfer service is similar to SWBT's "Operator Transfer" service offering. Cox agrees to obtain all necessary compensation arrangements between Cox and participating carriers.
9. MISCELLANEOUS - Includes the following call types: General Assistance and Rate Quotes, 800, 888 and connections to all other Toll Free services, Repair Bureau and Business Office requests, credit requests, NPA-NXX location requests, and all other 0- No Attempt services.

III. CALL BRANDING

SWBT will brand Operator Services in Cox's name upon request. Call Branding is only provided under the following terms and conditions:

- A. Cox obtains the requisite Carrier Identification Code (CIC) from Bellcore or the designated assigning entity; or

- B. Cox uses dedicated facilities or trunk groups with a unique NXX to connect to SWBT facilities. Where Cox provides Unbundled Operator Services, Cox's end users will share an NXX also used for SWBT end users. In this event, SWBT operators will refrain from branding OS calls, when legally permissible to do so. Where calls are mechanically branded, the SWBT brand will remain until the ability to provide the Cox specific brand is available.
- C. Cox will provide SWBT with a copy of its branding recording to be used for its OS calls. The recorded brand must be in accordance with SWBT's branding as described in the Operator Services Handbook and must be compliant with SWBT's platforms. Cox acknowledges that SWBT is not responsible for the quality of the branded message provided by Cox.

An initial non-recurring charge applies per load for the establishment of Call Branding as well as a charge per subsequent load to change the brand

IV. OPERATOR SERVICES (OS) RATE/REFERENCE INFORMATION

SWBT OS operators will provide Operator Services Rate and Reference Information upon request to Cox's end users. Rate/reference information will be provided under the following terms and conditions:

- A. Cox will furnish Rate and Reference Information in a mutually agreed to format or media thirty (30) days in advance of the date when the Operator Services are to be undertaken.
- B. Cox will inform SWBT, in writing, of any changes to be made to such Rate and Reference Information ten (10) working days prior to the effective rate change date. Cox acknowledges that it is responsible to provide SWBT updated Rate and Reference Information in advance of when the Rates are to become effective.
- C. In all cases when SWBT receives a rate request from a Cox end user, SWBT will quote the OS rates as provided by Cox.

An initial non-recurring charge will apply for loading of Cox's Operator Services Rate Information as well as a charge for each subsequent change to Cox's Operator Services Rate Information.

V. HANDLING OF EMERGENCY CALLS TO OPERATOR

To the extent Cox's NXX encompasses multiple emergency agencies, SWBT will agree to

query the caller on his/her community and to transfer the caller to the appropriate emergency agency for the caller's area. Cox must provide SWBT with the correct information to enable the transfer. When the assistance of another Carrier's operator is required, SWBT will attempt to reach the appropriate operator if the network facilities for inward assistance exist. Cox agrees to indemnify SWBT for any misdirected calls.

VI. RESPONSIBILITIES OF THE PARTIES

- A. SWBT will be the sole provider of Operator Services for Cox's local service area(s) listed in Exhibit I, which is attached to this Appendix, beginning on the service effective date also shown in Exhibit I. SWBT will provide Operator Services only where the necessary physical facilities are available and in place and under conditions previously stated in this Appendix.
- B. Cox will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. Should Cox seek to provide interexchange Operator Services under this agreement, it is responsible for ordering the necessary facilities through SWBT's interstate or intrastate Access Service tariffs. Nothing in this agreement in any way changes the manner in which an interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.
- C. Facilities necessary for the provision of Operator Services shall be provided by the parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities. Cox shall bear the costs of facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. SWBT shall bear the cost of facilities and equipment necessary to provide Operator Services.
- D. Cox will furnish in writing to SWBT, thirty (30) days in advance of the date when the Operator Services are to be undertaken, unless otherwise agreed to by the SWBT, the Operator Services questionnaire as specified in its Operator Services Handbook to provide the Operator Services.
- E. Cox will keep all records furnished to SWBT current by using reporting forms and procedures that are mutually acceptable to both parties, and will inform SWBT in advance of any changes to be made in such records. SWBT will specify the required interval for such advance notice. Cox will provide all records and changes to records to SWBT in writing or in any other mutually agreeable format.

F. SWBT will accumulate and provide the Cox such data as necessary for the Cox to verify traffic volumes and bill its end users.

VII. METHODS AND PRACTICES

SWBT will provide the Operator Services to Cox's end users in accordance with SWBT's OS methods and practices in effect for SWBT at the time the OS call is made, unless otherwise agreed in writing by both parties.

VIII. PRICING

Pricing for Operator Services shall be based on the rates specified in Exhibit II, PRICING, which is attached and made part of this Appendix. The rates will apply from the service effective date through the term of this agreement as specified in paragraph X., A. below. At any time beyond the specified or the term of this Appendix, SWBT may change the prices for the provision of OS upon one hundred-twenty (120) days' notice to Cox.

IX. MONTHLY BILLING

SWBT will render monthly billing statements to Cox, and remittance in full will be due within thirty (30) days of receipt.

X. LIABILITY

In addition to the limitation of liability and indemnification provisions of the Agreement, Cox also agrees to release, defend, indemnify, and hold harmless SWBT from any claim, demand or suit that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly, or indirectly, by SWBT employees and equipment associated with provision of the Operator Services unless the claim _____ or suit is based upon gross negligence or willful or wanton misconduct of SWBT. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used to call the Operator Services.

XI. TERMS OF APPENDIX

A. Unless sooner terminated, this Appendix will continue in force for two (2) years from the date of election (date on which Cox advises SWBT in writing of its

intent to purchase services under this Appendix), but not to exceed three (3) years from the effective date of the Agreement. After the initial term, this Appendix shall continue in force and effect until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.

- B. If Cox terminates this agreement prior to the agreed-upon term of this Appendix, Cox shall pay, within thirty (30) days of the issuance of a final bill by SWBT, all amounts due for actual services provided under this Appendix, plus estimated monthly charges for the remainder of the term. Estimated charges will be based on an average of the actual monthly amounts billed by SWBT pursuant to this Appendix prior to its termination.
- C. The rates applicable for determining the amount(s) under the terms outlined in this Section are those specified in Exhibit II.

APPENDIX OS
EXHIBIT I
LOCAL SERVICE AREA(S)

EFFECTIVE: _____
(mm/dd/yr)

The following table depicts the service area(s) covered by this Appendix:

<i>COX'S LOCAL SERVICE AREA(s)</i>	<i>EFFECTIVE DATE</i>
------------------------------------	-----------------------

APPENDIX OS
Oklahoma
EXHIBIT II
PRICING - Facilities Based

EFFECTIVE: ___ (mm/dd/yr)_____

The following rates will apply for each service element:

<p>A. FULLY AUTOMATED CALL PROCESSING</p> <p>This usage rate applies to each call that has been completed on a fully automated basis.</p> <p style="text-align: right;">Rate per completed automated call</p>	<p style="text-align: right;">\$0.179</p>
<p>B. OPERATOR-ASSISTED CALL PROCESSING</p> <p>This usage rate applies to each call that has been answered by or forwarded to an operator.</p> <p style="text-align: right;">Rate per actual work second</p>	<p style="text-align: right;">\$0.021</p>
<p>C. CALL BRANDING</p> <p>An initial non-recurring charge applies per trunk group for the establishment of Cox specific Call Branding. An additional non-recurring charge applies for each subsequent change to the branding announcement.</p> <p style="text-align: right;">Rate per initial load group Rate per load for Brand change Per Call 1</p>	<p style="text-align: right;">\$2,700.00 \$2,700.00 \$0.02</p>
<p>D. OPERATOR SERVICES RATE/REFERENCE INFORMATION</p> <p>An initial non-recurring charge applies for the initial load of Cox's Operator Services Rate/Reference Information. An additional non-recurring charge applies for each subsequent change to Rate/Reference Information.</p> <p style="text-align: right;">Rate per initial load Rate per subsequent rate change Rate per subsequent reference change</p>	<p style="text-align: right;">\$4,100.00 \$2,900.00 \$2,900.00</p>

1 A per call charge will apply when OS are provided in conjunction with: i) unbundled local switching or ii) when multiple brands are required on a single operator services trunk.

APPENDIX DA

APPENDIX DA

DIRECTORY ASSISTANCE SERVICE

This Appendix sets forth the terms and conditions under which Southwestern Bell Telephone Company ("SWBT") agrees to provide Directory Assistance Services (DA Services) for Cox Oklahoma Telcom, Inc ("Cox") at its request any time during the term of this Appendix.

I. SERVICES

SWBT will provide the following DA Services:

- A. **DIRECTORY ASSISTANCE (DA)** - consists of providing subscriber listing information (name, address, and published telephone number or an indication of "non-published status") to Cox's end users who dial 411 or NPA+555+1212 and whenever appropriate, performing Non-Published and Non-List service according to current SWBT methods and practices.
- B. **DIRECTORY ASSISTANCE CALL COMPLETION (DACC)** - an optional service in which SWBT completes a call to the requested number on behalf of Cox's end user, utilizing an automated voice system or with operator assistance. SWBT agrees to provide DA with DACC upon request.

II. DEFINITIONS

The following terms are defined as set forth below:

- A. **Non-List Telephone Number** - A telephone number that, at the request of the telephone subscriber, is not published in a telephone directory, but is available by calling a SWBT DA operator.
- B. **Non-Published Number** - A telephone number that, at the request of the telephone subscriber, is neither published in a telephone directory nor provided by a SWBT DA operator.
- C. **Published Number** - A telephone number that is published in a telephone directory and is available upon request by calling a SWBT DA operator.
- D. **Call Branding** - the procedure of identifying a providers name audibly and distinctly to the consumer at the beginning of each DA Services call, and prior to completion of a DACC request.

III. CALL BRANDING

SWBT will brand DA Services in Cox's name upon request. Call Branding is provided under the following terms and conditions:

- A. Cox obtains the requisite Carrier Identification Code (CIC) from Bellcore or the designated assigning entity; or
- B. Cox uses common transport or dedicated facilities or trunk groups with a unique NXX to connect to SWBT facilities. Where Cox provides Unbundled Directory Assistance, Cox's end users will share an NXX also used for SWBT end users, and SWBT operators will refrain from branding calls, when legally permissible to do so. Where calls are mechanically branded, the SWBT brand will remain until the ability to provide the Cox specific brand is available.
- C. Cox will provide SWBT with a copy of its branding recording to be used for its DA calls. The recorded brand must be in accordance with SWBT's branding specifications and must be compliant with SWBT's platforms. Cox acknowledges that SWBT is not responsible for the quality of the branded message provided by Cox.

An initial non-recurring charge applies per load for the establishment of Call Branding as well as a charge per subsequent load to change the brand.

IV. DA SERVICES RATE/REFERENCE INFORMATION

SWBT DA operators will provide DA Services Rate and Reference Information upon request to Cox's end users. Rate/reference information will be provided under the following terms and conditions:

- A. Cox will furnish Rate Information in a mutually agreed to format or media thirty (30) days in advance of the date when the DA Services are to be undertaken.
- B. Cox will inform SWBT, in writing, of any changes to be made to such Rate and Reference Information ten (10) working days prior to the effective rate change date. Cox acknowledges that it is responsible to provide SWBT updated Rate and Reference Information in advance of when such information is to become effective.
- C. In all cases when SWBT receives a rate request from a Cox end user, SWBT will quote the DA rates as provided by Cox.

An initial non-recurring charge will apply for loading of Cox's DA Services Rate and Reference Information as well as a charge for each subsequent change to Cox's DA Services Rate and Reference Information.

V. RESPONSIBILITIES OF THE PARTIES

- A. SWBT will be the sole provider of DA Services for Cox's local serving area(s) listed in Exhibit I, which is attached to this Appendix, beginning on the service effective date also shown in Exhibit I.
- B. Cox will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. Should Cox seek to provide interexchange DA Service under this agreement it is responsible for ordering the necessary facilities. Nothing in this agreement in any way changes the manner in which an interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.
- C. Facilities necessary for the provision of DA Services shall be provided by the parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities. Cox shall bear the costs of facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. SWBT shall bear the cost of facilities and equipment necessary to provide DA Services.
- D. Cox will furnish in writing to SWBT, thirty (30) days in advance of the date when the DA Services are to be undertaken, all end user listing records and information required by SWBT to provide the DA Services.
- E. Cox will keep end user listing records current using reporting forms and procedures that are mutually acceptable to both parties, and will inform SWBT, in writing, of any changes to be made to such records. Cox will send the DA listing records to SWBT via a local manual service order, T-TRAN, magnetic tape or by any other mutually agreed to format or media.
- F. SWBT will accumulate and provide Cox such data as necessary for Cox to verify traffic volumes and bill its end users.

VI. METHODS AND PRACTICES

SWBT will provide the DA Services to Cox's end users in accordance with SWBT's DA methods and practices that are in effect at the time the DA call is made, unless otherwise agreed in writing by both parties.

VII. PRICING

Pricing for DA Services shall be based on the rates specified in Exhibit II, PRICING, which is attached hereto and made part of this Appendix. The prices will apply from the service effective date through the term of this agreement as specified

in paragraph X., A. below. Beyond the specified term of this Appendix, SWBT may change the prices for the provision of DA Services upon one hundred-twenty (120) days' notice to Cox.

VIII. MONTHLY BILLING

SWBT will render monthly billing statements to Cox, and remittance in full will be due within thirty (30) days of receipt.

IX. LIABILITY

The limitation of liability and indemnification provisions of the Main Agreement shall govern performance under this Appendix.

X. TERMS OF APPENDIX

- A. Unless sooner terminated, this Appendix will continue in force for two (2) years from the date of election (date on which Cox advises SWBT in writing of its intent to purchase services under this Appendix), but not to exceed three (3) years from the effective date of the Agreement. After the initial term, this Appendix shall continue in force and effect until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.
- B. If Cox terminates this agreement prior to the agreed-upon term of this Appendix, Cox shall pay SWBT, within thirty (30) days of the issuance of a final bill by SWBT, all amounts due for actual services provided under this Appendix, plus estimated monthly charges for the remainder of the term. Estimated charges will be based on an average of the actual monthly amounts billed by SWBT pursuant to this Appendix prior to its termination.
- C. The rates applicable for determining the amount(s) under the terms outlined in this Section are those specified in Exhibit II.

APPENDIX DA
(Oklahoma)
EXHIBIT I
DIRECTORY ASSISTANCE SERVICES EXCHANGE LIST

EFFECTIVE: _____
(mm/dd/yr)

The following table depicts the services and exchanges covered by this Appendix:

SWBT SERVING OFFICE(S)	COX'S OFFICE (S)	TOLL (555)	LOCAL (411)	DACC
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APPENDIX DA
Oklahoma
EXHIBIT II
PRICING-Facilities-Based

EFFECTIVE: _____ (mm/dd/yr)

The following rates will apply for each service element:

<p>A. DIRECTORY ASSISTANCE (DA)</p> <p>This usage rate applies to each DA call.</p> <p style="text-align: right;">Rate per call</p>	<p style="text-align: right;">\$0.4250</p>
<p>B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)</p> <p>This usage rate applies to each DA call that has been completed to the requested number.</p> <p style="text-align: right;">Rate per completed call</p>	<p style="text-align: right;">\$0.24</p>
<p>C. CALL BRANDING</p> <p>An initial non-recurring charge applies per trunk group for the establishment of Call Branding.</p> <p style="text-align: right;">Rate per initial load Rate per load for Brand change Per call¹</p>	<p style="text-align: right;">\$2700.00 \$2700.00 \$0.02</p>
<p>D. DA SERVICES RATE/REFERENCE INFORMATION</p> <p>An initial non-recurring charge applies for the initial load of Cox's DA Services Rate/Reference Information. An additional non-recurring charge applies for each subsequent change to Rate/Reference Information.</p> <p style="text-align: right;">Rate per initial load Rate per subsequent rate change Rate per subsequent reference change</p>	<p style="text-align: right;">\$4100.00 \$2900.00 \$2900.00</p>

¹A per call charge will apply when DA services are provided in conjunction with: i) unbundled local switching or ii) when multiple brands are required on a single operator services trunk.

APPENDIX OSS

STATEMENT OF TERMS AND CONDITIONS

APPENDIX OSS

ACCESS to OPERATIONS SUPPORT SYSTEMS FUNCTIONS

1. GENERAL CONDITIONS

1.1. This Appendix sets forth the terms and conditions under which SWBT provides nondiscriminatory access to SWBT's operations support systems "functions" to LSP for pre-ordering, ordering, provisioning, maintenance repair and billing. Such functions will be made available as described herein for Resold Services, as provided in Appendix Resale, and for Unbundled Network Elements (UNE), as provided in Appendix UNE.

1.2. The functions, for Resale and UNE, will be accessible via electronic interface, as described herein, where such functions are available. Manual access will be available to all pre-ordering, ordering, provisioning, and billing functions via the Local Service Provider Service Center (LSPSC). Repair and Maintenance functions are available via manual handling by the Local Service Provider Center (LSPC).

1.3. LSP agrees to utilize SWBT electronic interfaces, as SWBT defines in its requirements, only for the functions described herein for the purposes of establishing and maintaining Resale services or UNE. LSP agrees that such use will comply with SWBT's Operating Practice No. 113, Protection of Electronic Information.

1.4. LSP acknowledges and agrees that access to OSS functions will only be utilized to view end-user Customer Proprietary Network Information under the conditions set forth and agreed to in Exhibit A.

1.5. By utilizing electronic interfaces to access OSS functions, LSP acknowledges and agrees to perform accurate and correct billing functions that occur during ordering per the terms of this Agreement. Further, LSP recognizes that such billing functions for conversion orders require viewing CPNI as described in 1.4 above. All exception handling must be requested manually from LSPSC.

1.6. In areas where Resale and UNE service order transactions cannot be provided via an electronic interface for the pre-order, ordering and provisioning processes, SWBT and LSP will utilize manual work around processes until such time as the transactions can be electronically transmitted.

1.7. SWBT will provide a help desk function for electronic system interfaces.

1.8. SWBT and LSP will jointly establish interface contingency and disaster recovery plans for the pre-order, ordering and provisioning of SWBT's Resale services and UNE.

1.9. Where SWBT offers access to systems or interfaces that LSP may use to access OSS functions, SWBT reserves the right to modify any system or interface as it deems necessary.

1.10. If LSP elects to utilize industry standardized electronic interfaces for Resale or UNE, SWBT and LSP agree to work together in the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry standards for electronic interfaces for pre-order, ordering, and provisioning. Neither Party waives its rights as participants in such forums in the implementation of the standards. To achieve industry standard system functionality as quickly as possible, the Parties acknowledge that SWBT may deploy these interfaces with requirements developed in advance of industry standards. Thus, subsequent modifications may be necessary to comply with emerging standards. LSP and SWBT are individually responsible for evaluating the risk of developing their respective systems in advance of standards and agree to support their own system modifications to comply with new requirements.

2. PRE-ORDER

2.1. SWBT will provide access to pre-order functions to support LSP ordering of Resale services and UNE via several electronic interfaces. The parties acknowledge that ordering requirements necessitate the use of current, real time pre-order information to accurately build service orders. The following lists represent pre-order information that will be available to LSP so that LSP order requests may be created to comply with SWBT ordering requirements.

2.2. Pre-ordering functions for Resale services will include:

2.2.1. customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;

2.2.2. features and services to which the customer subscribes (LSP agrees that LSP's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to LSP and such request complies with conditions of Exhibit A.)

2.2.3. a telephone number (if the customer does not have one assigned) with the customer on-line.

2.2.4. if a service call is needed to install the line or service;

2.2.5. service availability dates to the customer;

2.2.6. information regarding the dispatch / installation schedule, if applicable;

2.2.7. PIC options for intraLATA toll (when available) and interLATA toll;

2.2.8. address verification.

2.3. Pre-ordering functions for UNE will include:

2.3.1. customer name, billing address and residence or business address, billed telephone