X. NON-DISCRIMINATORY ACCESS TO DATABASES AND ASSOCIATED SIGNALING NECESSARY FOR CALL ROUTING AND CALL COMPLETION

DEFINITION: There are two types of databases to which MCI requires access: 1) those that support non-call processing applications, and 2) those that support call processing applications. Examples of information stored in non-call processing databases include customer payment records and billing name and address. Examples of call processing databases include the LIDB and advanced intelligent network(AIN) databases. Signaling refers to the capability to access call processing databases using transport links and messaging protocols which are separate from the transport and switching used to complete the actual call.

REQUIREMENTS

1. General Requirements
2. Databases Required
3. Compensation
4. Quality of Service
5. Business Processes
6. AIN/IN Platform
7. Signaling

Business Area	Requirement	
1. General Requirements	1.1	For unbundling, MCI requires that all databases (non-call processing and call processing) and signaling capabilities be available for discrete purchases by MCI and priced at TSLRIC.
	1.2	MCI should be able to designate the signaling point of interconnection for access to databases and signaling at any technically feasible point.
2. Databases Required	2.1	Examples of databases that MCI requires non-discriminatory access via electronic bonding include but are not limited to the following: LNP Database (TSLRIC) Billing Name and Address Database (TSLRIC) LIDB (TSLRIC) Directory Assistance (TSLRIC) Access to toll free databases (TSLRIC) Centrex business Group Database Listing Services Database (TSLRIC) Intercept Database Operator Reference Database (TSLRIC) CRIS Service Location Database ALI Database for 911 MSAG OSS Databases TMN type database Repair/Dispatch Database

Installation/Order Processing Databases
Switch Network ID Database, with complete list of feature/functions by switch, NPA/NXXs, bus/res line counts, rate centers, etc.
Local Calling area database
CMDS system (TSLRIC)
Inventory Database
Number Assignment Database
Usage Data
Customer payment records
Calling party name within the SS7 call set-up signaling protocol.
CLASS features
Emergency services database
Customer payment history.
Databases containing service handling/routing information
Universe list (TSLRIC)

3. Compensation

3.1 Database dips resulting in a call terminating with the ILEC should not be charged to MCI.

3.2 Signaling Capabilities must be priced at TSLRIC.

3.3 Accerss to all databases marked above as TSLRIC must be priced at TSLRIC.

3.4 Access to all other databases must be provided at no charge.

4. Quality of Service

4.2 MCI database queries must receive equal priority as those of the ILEC/other companies.

4.3 Detailed tracking of usage and call termination point for MCI queries against SCP database.

4.4 MCI database queries must receive equal reliability, availability and performance as that provided to the ILEC/other companies and must be at least at industry standard levels.

4.5 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.

5. Business Process

5.1 The ILEC must continue to administer and maintain the database (including provisioning of MCI customer data as appropriate).

5.2 Procedures are required for validating that information supplied by MCI is accurately provisioned in the ILEC databases.

5.3 A signaling link shall consist of a 56 kps transmission path between MCI designated POIs.

6. AIN/IN Platform

6.1 ILECs must implement AIN/IN interconnection points to fully unbundle the ILEC AIN/IN network.

6.2 ILEC must provide, without mediation, the following requirements using the existing SS7 signaling and AIN switch capabilities:

6.2.1 Exchange of AIN TCAP messages between ILEC Service Switching Point (SSP) and MCI Service Control Point (SCP).

6.2.2 Provisioning of ILEC triggers in the ILEC network and access of all triggers currently available to the ILEC for offering AIN-based services that are at least equivalent to the ILEC's own capabilities using SS7 TCAP messages.

6.2.3 Service Creation and Service Management - The ILEC must provide MCI with access to ILEC service creation and services management platforms for MCI to create and provision services for its customers.

6.3 IILC (Information Industry Liaison Committee) Issue #026 defines additional interconnection points needed to fully unbundle the ILEC's AIN/IN network. Some of the interconnection points specified in Issue #026 are not available at this time and warrant further study. The ILEC will work cooperatively to ensure agreement to and implementation of these interconnection points by May 1998.

6.4 ILEC is required to work technical feasibility of these remaining interconnection points in an established industry technical forum that operates under due process and is focused on implementation.

6.5 Except in situations where it can be unequivocally substantiated, mediation will not be required.

6.6 Where the need for mediation is unequivocally substantiated it must be competitively neutral and should be included in the study effort referred to above.

7. Signaling

See Signaling in section I - Interconnection

XI. LNP, ILNP VIA RCF, DID OR OTHER ARRANGEMENTS

DEFINITION: The three categories of number portability are: service portability; geographic portability; and, most important to MCI at this time, provider portability. For purposes of meeting the checklist requirements in the statute MCI requires provider portability be implemented.

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

REQUIREMENTS

1. General Requirements
2. Compensation
3. Quality of Service
4. Information
5. Business Processes

Business Area	Requirement	
1. General Requirements	1.1	Immediate implementation of interim solutions to permit customers to change to MCI without changing their telephone numbers. Such interim solutions would include Remote Call Forwarding (RCF), Flexible DID, or Route Indexing. These solutions must be offered in a manner that results in no impairment of functioning, quality, reliability or convenience. DID must be provided with SS7.
	1.2	Commit to deployment of Local Routing Number (LRN) database solution for LNP by 9/1/97. After 9/1/97, ILEC should assume ALL costs of providing RCF, Flex DID and Route Indexing. ILEC should provide detailed progress reports on its implementation plans for LRN. They should provide detailed conversion schedules by end office for implementation of LNP/LRN.
2. Compensation	2.1	Establishment of competitively neutral cost recovery for RCF/DID/RI to ensure that the costs of LNP and ILNP are shared by all carriers, not just the new market entrants. Such competitive neutral solutions would NOT include the imposition of retail rates on RCF/DID/RI solutions, the imposition of NRCs on the installation, or the levying of incremental path charges.
	2.2	MCI is entitled to the terminating access charges associated with calls terminating to ported numbers assigned to its subscribers (whether via ILNP or LNP)
	2.3	Recovery of database solution costs on a competitively neutral basis. Each carrier will be responsible for recovery of its own internal network implementation costs. NPAC/SMS costs will be recovered

		through a combination of: 1) charges for download broadcasts, priced at incremental costs, to all entities connecting to the NPAC/SMS; and 2) all other costs recovered by participating carriers in the portability area, apportioned in a competitively neutral manner, e.g., based on each carriers share of total access lines in the portability area.
3. Quality of Service	3.1	The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.
	3.2	For both LNP and ILNP the quality of service, features and functionality of the calls to the ported numbers should be identical to the quality of service of the calls to the non-ported numbers. Capabilities must include, but should not be limited to, the ability to receive collect calls and bill to third party numbers, provision of intercept announcements upon disconnect.
4. Information	4.1	The format of the data required for interim Local Number Portability must be provided to MCI.
5. Business Processes	5.1	Update OSS, Network, Customer Care, Repair, Billing, CMDS, ALI, LIDB, 411 databases and CARE and other administrative systems to accommodate LNP and ILNP and properly identify the carrier serving the customer with a ported number.
	5.2	The LSR must be used to communicate all ILNP requests.
	5.3	Individual RCF implementation should be completed within 2 days.

XII. NON-DISCRIMINATORY ACCESS TO SUCH SERVICES OR INFORMATION NECESSARY TO ALLOW REQUESTING CARRIER TO IMPLEMENT DIALING PARITY

***DEFINITION:** The duty to provide dialing parity to competing provider of telephone exchange services and telephone toll service and the duty to permit all such providers to have non-discriminatory access to telephone numbers, operator services, directory assistance, and directory listing with no unreasonable dialing delays.*

REQUIREMENTS 1. Intralata External Issues
2. General Issues Requirements
3. Compensation

Business Area	Requirement	
1. Intralata External Issues	1.1	ILECs should provide dialing parity for intraLATA toll, operator assisted and directory assistance calls
	1.2	Full 2-PIC technology must be deployed on an end-office basis to allow for intraLATA dialling parity and presubscription (toll equal access)
2. General Requirements	2.1	Any end user should be able to access MCI's network for services using the same dialing protocol that the end user would use to access the same service on the ILEC network
	2.2	ILEC must provide routine reporting on local dialing plans by switch type and end office and identify any scheduled changes
	2.3	See Section IX for Directory Assistance requirements.
	2.4	See Section X for Directory Listings requirements.
	2.5	Equivalent number allocation
	2.6	Equivalent call set up/call processing times
	2.7	Dialing delays no longer than that experienced by ILEC's own customer for processing calls on the ILEC network.
	2.8	The ILEC must agree to continue their Casual Billing Service once existing agreements expire.
3. Compensation	3.1	Implementation costs of 2-PIC technology must be shared by all intraLATA toll providers including the ILECs.
	3.2	Cost recovery should mirror the FCC cost recovery guidelines for interLATA equal access as described in the Code of Federal

Regulations.

3.3 The costs should be recovered over a 8 year period.

3.4 The costs should be tracked and evaluated prior to the end of the cost recovery period.

XIII. RECIPROCAL COMPENSATION ARRANGEMENTS

DEFINITION: Compensation arrangements established between interconnecting co-carriers for the exchange of telecommunication services on a mutual, reciprocal and procompetitive basis.

REQUIREMENTS
1. Local Service/Mutual Traffic Exchange
2. Cost Basis

Business Area	Requirement
1. Local Service/Mutual Traffic Exchange	1.1 All ILEC's have the duty to provide reciprocal compensation arrangements for the transport and termination of telecommunications between interconnecting co-carriers. In order to implement this requirement in the most efficient manner, the specifically recognized option of "Mutual Traffic Exchange" (AKA "bill and keep") should be implemented immediately. This option will ensure that compensation will be mutual, reciprocal and symmetrical.
	1.2 Each carrier will be responsible for originating/terminating traffic to/from the meet point (POI) with the other carrier. No monetary charges made by either carrier for the termination of traffic for other carriers. Rather, each carrier will be compensated "in kind" by having its traffic terminated on the other carriers' networks.
2. Cost Basis	2.1 If a situation develops where traffic flows are persistently out of balance there may be a requirement to replace mutual traffic exchanges with an explicit compensation rate. In this situation the rate must:
	2.2 Be priced at TSLRIC incurred by the ILEC.
	2.3 In no case be greater that the cost the ILEC imputes to its services for the transport and termination of its own telecommunications services
	2.4 Be unitary, mutual, reciprocal and uniform between carriers.
	2.5 Be independent of the switch type involved in terminating the call.
	2.6 Have no transport mileage element.

XIV. RESALE

***DEFINITION:** The provision to another carrier at wholesale rates of any telecommunications service that the ILEC provides at retail to subscribers who are not telecommunications carriers and that the carrier may resell to subscribers.*

REQUIREMENTS
1. General Requirements
2. Compensation
3. Quality of Service
4. Information
5. Business Processes
   - 5.1 Order Processing
   - 5.2 Provisioning & Installation
   - 5.3 Trouble Resolution, Maintenance & Customer Care
   - 5.4 Billing
6. Carrier Selection
   - 6.1 Inter and IntraLATA PIC
   - 6.2 Local Carrier Selection

Business Area	Requirement
1. General Requirements:	1.1 All services offered to end-users of the ILEC must be available for resale by MCI.
	1.2 Every retail service rate, including promotions, discounts and option plans, must have a corresponding wholesale rate.
	1.3 No conditions may be placed on the resale of any retail service except for the single provision within the Act which allows a state commission to restrict resale between certain categories of subscribers. Sec. 251(c)(4)(B).
	1.4 MCI requires that the existing databases and signaling supporting the retail service continue to be provided as part of the wholesale service.
	1.5 All retail services offered to end users, including but not limited to, contract and tariffed services must be offered for resale and should include but not be limited to: Voice, data, video and imaging Local exchange services as defined already in rules, including 1-MB, 1MR, 1FB and 1FR custom calling features, including all CLASS services Promotions, optional calling plans, special pricing plans, etc. Calling card

Directory (including white and yellow page) services

Operator services

ISDN BRI and PRI

Trunk services (flat-rated and measured) including all types of PBX trunks

IntraLATA toll

Public access line service and semi-public coin telephone service

Foreign exchange services

Call blocking services (part of Basic Local Exchange)

Centrex and all feature Packages

Voice messaging, video dialtone

Any combination of packages

1.6 If the ILEC still sells a service to any end users under grandfathered arrangements, they must make it available for resale at wholesale rates to those end users.. If a service withdrawn from certain customers remains available to some customers, it must be made available for resale.

1.7 The ILEC must agree to a minimum notice period for changes/introduction/ discontinuation of services so that resellers have an opportunity to make the necessary modifications to their ordering, billing and customer service systems, and so that they can provide sufficient customer notification regarding any changes.

1.8 "Trial" products must be available to resellers, and resellers (and their customers)should be able to participate in trials.

1.9 There should be no prohibition on how MCI can combine resold wholesale services with other network elements to create new services.

1.10 MCI preserves the right to determine whether it purchases unbundled network element vs. resold service.

1.11 Carrier specific branding should be available on all points of customer-contact (e.g., directory assistance, intercept tapes, customer service centers, repair, etc.)

1.12 ILEC must allow MCI, when purchasing wholesale service, to utilize

unbundled signaling links for connection to the interconnecting carrier's IN and AIN platforms.

1.13 ILEC must agree not to make modifications to individual MCI resold lines/accounts unless authorized by MCI (excluding change of carrier)

1.14 MCI's local customers be able to retain their existing ILEC provided telephone number without loss of feature capability and ancillary services such as, but not exclusively: DA, 911/E911 capability. Both MCI and the ILEC will work cooperatively on exceptions.

1.15 ANI over T1 functionality must be made available.

2. Compensation:

2.1 The Wholesale price for each retail service must be determined based on the costs the ILEC will avoid when the service is resold.

2.2 Local carrier change charge no greater than TSLRIC and in no event should it be at such a level as to create a barrier to customer choice.

2.3 The differential between wholesale and retail rates must apply to retailers promotions.

2.4 The avoided cost differential between the retail and wholesale rates must be the same, in percentage terms, across all rate elements, features and functions.

2.5 In cases where a wholesale service is not equal in all respects to the retail service, an additional discount shall apply to compensate for the lack of equality.

2.6 The differential between wholesale and retail rates must be reviewed/adjusted on an annual basis.

2.7 ILECs must produce cost studies within specified timeframe as part of good faith negotiations.

2.8 Non discriminatory cost based term discounts should be available.

2.9 Non discriminatory cost based volume discounts should be available.

2.10 Commitment for term and volume discounts should be based on revenue rather than line count.

2.11 Commitment for term and volume discounts should be region-wide (rather than state-wide).

2.12 Commitment should be able to be met either through revenues driven by resold facilities OR unbundled facilities.

	2.13 Discount should apply to SLC (without impacting the CCL).
	2.14 Take-or-Pay penalties are unacceptable. In the event a carrier doesn't meet their volume commitment, their discount should be re-calculated retroactively using the tier in which their performance falls.
	2.15 Wholesale rates must be tariffed.
	2.16 Installation charges should be based on avoided costs.
	2.17 There must be no charge for incomplete call attempts.
3. Quality of Service:	3.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.
	3.2 Installation intervals must be established that ensure that service can be installed to customers of the reseller in the same timeframe as the ILEC provides services to its own customers, as measured from date of customer order to date of customer delivery.
	3.3 ILEC may not provide service inferior to that which it provides its customers, as demonstrated through new comparative reports (ILEC direct sale vs. MCI resale vs. "all other CLEC" resale) on ILEC service performance (install interval, outage frequency and duration, etc.).
	3.4 Ongoing maintenance practices on resold services shall equal the practices employed by the ILEC in support of their retail services.
	3.5 There should be no impact to the access network as a result of the establishment of resale arrangements.
4. Information	4.1 The ILEC must be required to provide the agreements they have made with other CLECs and with its own affiliates.
	4.2 The ILEC must identify service, feature and product availability for all products at end office level or at a finer level of granularity if availability varies at such a level. Specific examples include, but are not limited to Centrex availability. A definition/explanation of ordering and provisioning requirements is also required.
	4.3 Information in 4.2 must be real time and provided on-line.
5. Business Processes	**5.1 Ordering**
	5.1.1 Dedicated CLEC service center, available 7 days X 24 hours which must be required to meet rigorous service/quality/performance standards

5.1.2 Ability for MCI to order local carrier selection and interLATA and intraLATA PICS on a unified order

5.1.3 No requirement for a signed LOA in order to process an order.

5.1.4 Confirmation of the installation/change processed to MCI. In addition, customers must have a mechanism for confirming their carrier similar to the 700 number utilized by interexchange carriers.

5.1.5 That the ILEC provide at the time of order completion notification of the local features/products/services/elements/combinations that were provisioned for all MCI local customers. This applies to all types of service orders and all elements. MCI requires the ILEC provide any customer status which qualifies the customer for a special service (e.g. DA exempt, lifeline, etc.)

5.1.6 On-line access to CRIS and routine reconciliation between CRIS records and MCI customer records should be established.

5.1.7 Access should be provided to telephone line number and loop assignment system(s).

5.1.8 MCI must have the ability to reserve ANIs real time, via access to the telephone line number (TLN) and card assignment system(s) and line information data base (LIDB).

5.1.9 Access to system(s) that provide the list of interexchange carrier (IXC) primary interexchange carrier (PIC) choices.

5.1.10 Access to system(s) that provide the existing customer service and equipment record when a change has been authorized

5.1.11 Automated interfaces for service order confirmation, including:

ANI confirmation
All services should be transferred to the resellers - transparent to the customer, especially card
Directory update
Features update
Essential Service Line (ESL)
MCI ability to block, suspend, and restore end-user access
Confirm receipt
Verify install date/features/directory listing
Exception reporting to highlight missed service installs
InterLATA and intraLATA toll PIC changes or selections
Account Maintenance (moves/changes)

5.2 Provisioning & Installation

5.2.1 Automated interfaces shall be provided into a centralized operations support systems data base for completion confirmation.

5.2.2 Establishment of service resale shall not result in any disruption to the customer's service.

5.2.3 The ILEC is responsible for rerouting long distance and intraLATA toll traffic to the PIC carriers concurrent with fulfillment of the resale service order.

5.3 Trouble Resolution, Maintenance & Customer Care

5.3.1 Automated read and write access to ILEC maintenance and trouble report systems. Access must be via an electronic interface real-time and on a first come first serve basis. Such systems must monitor and report on the integrity of the ILEC network, isolate troubles and initiate repair operations, and generate maintenance and repair notices that impact any end user's ability to complete calls.

5.3.2 The ILEC must develop a process to identify the carrier for each resold service and establish appropriate intercompany referral processes.

5.3.3 The ILEC must initiate exception reporting which communicates both planned and unplanned outages and restorals to MCI.

5.3.4 Dedicated service centers must be established to handle service issues, escalations, resolution of billing issues and other administrative problems. Automated interfaces shall be provided into a centralized customer support systems data bases for access to services and features purchased from ILEC and credit history of converting end users.

5.3.5 Automated interfaces shall be provided into a centralized operations support systems data base for field dispatch scheduling (in order to schedule appointments with end users), status of repairs and confirmation of repair completion. The mean time to repair resold services shall be no greater than the mean time to repair reported by the ILEC for its retail customers.

5.3.6 All customers must be able to continue the established local dialing protocol to access the repair center of their local service provider. Upon dialing "611" (where available) the customer should be presented with a non-branded menu that requests the customer input their telephone number. Once the telephone number is provided, the customer would be transferred to the repair center of their local service provider. In the near term while the ILEC receives a repair call from an MCI customer, it should be received unbranded and

transferred to the appropriate MCI repair center.

5.3.7 The ILEC must make available an inside wiring maintenance option.

5.4 Billing

5.4.1. **Wholesale ILEC Billing**

5.4.1.1 The underlying network provider is the appropriate recipient of all access charges, and should be responsible for directly billing the IXCs for the access related to interexchange calls generated by resold customers.

5.4.1.2 Monthly invoices must be presented in a Carrier Access Billing Systems like(CABS) format in order to facilitate standard industry auditing practices. Other requirements include:

5.4.1.3 The ILEC will not bill MCI's end users for any recurring or non-recurring charges. MCI will be billed for all charges associated with MCI wholesale accounts.

5.4.2 **MCI End User Local Billing**

5.4.2.1 Daily receipt of local usage at the call detail level in standard EMR/EMI industry format.

5.4.2.2 Access to Bellcore CMDS in and out-collect process for inter-region alternately billed messages via a CMDS sponsor

5.4.2.3 Access to in and out-collect process for intra-region alternately billed messages via the appropriate Bellcore Client Company

5.4.2.4 Long term neutral third party in and out-collect process for inter and intra-region alternately billed messages

5.4.2.5 Information on customer's selection of billing method, special language billing, etc. is required

5.4.2.6 Billing data must be provided to MCI by the ILEC on a daily basis. The usage must be no older than that used in the ILECs own billing system.

5.4.3 **MCI End User Long Distance Billing**

5.4.3.1 The ILEC must return EMI records to IXCs with the OBF standard message reject code which indicates that the ILEC no longer serves the end user and which includes the OCN/Local Service Provider ID

of the new LEC/reseller serving the end user.

5.4.3.2 The ILEC must exchange telephone number line level detail with IXCs for all resold numbers regardless of IXC PIC.

5.4.3.3 ILEC's must provide BNA via industry standard record exchanges (e.g., EMI, CARE)

5.4.3.4 Billing data must be provided to MCI by the ILEC on a daily basis. The usage information must be no older that that used in the ILEC's own billing system.

6. Carrier Selection

6.1 Inter and IntraLATA PIC

6.1.1 The LEC should implement electronic bonding with the IXCs for IXC PIC processing, providing real-time processing of presubscription orders directly by the IXC, via a gateway, into the LECs switch within 15-30 minutes.

6.1.2 When a CLEC resells local services (becomes the end-user's local service provider), the LEC shall continue to provide PIC processing as described in 6.1.1 above.

6.1.3 End-user of a LEC changes IXC (all key process steps have been included for clarification):

IXC requests change: the LEC must provide confirmation of activation of the PIC change to the new IXC, together with BNA.

LEC initiates change: the LEC must provide confirmation of activation of the PIC change to the new IXC, together with BNA.

6.1.4 End user of a CLEC changes IXC (all key process steps have been included for clarification):

IXC requests change: the LEC must provide confirmation of activation of the PIC change to the new IXC together with OCN of the CLEC (The IXC will obtain the BNA from the CLEC).

CLEC requests change: The CLEC requests that the LEC makes the IXC change, the LEC returns confirmation of activation to the CLEC, the CLEC must provide confirmation of the change to the new IXC together with BNA.

6.1.5 A third party should be designated to provide auditing of actual PIC processing performance by the LEC.

6.1.6 Only the IXC or the customer's local service provider can change the customer's IXC PIC.

6.1.7 All LECs/CLECs must provide account maintenance (CARE) processing to IXCs.

6.1.8 The IXC data must be considered proprietary and protected.

6.1.9 The current FCC customer verification process for IXC PIC must be continued.

6.1.10 The new local service provider must appropriately notify the old and new IXC of the IXC PIC. This should be accomplished through new CARE records.

6.1.11 The LEC must agree to benchmark performance standards for PIC processing and provide routine reporting to measure install intervals, rejects, and other criteria.

6.2 Local Carrier Selection

6.2.1 The ILEC should implement voice response unit mechanisms to advise customers of the availability of services from other entrants, and their business office reps should be provided scripts on how to handle inquiries regarding local competitors in a manner that is non-disparaging and non-discriminatory.

6.2.2 In the event the VRU is by-passed, the ILEC should not take orders in their business office for MCI, but instead should transfer all calls to MCI's business office.

6.2.3 Any "warm-line" arrangements that the ILEC have installed for new customers should terminate at a neutral recording that advises the customer of the available choices for local service.

6.2.4 Only the new provider can issue a connect order to ILEC.

6.2.5 Although the former local service provider may need to be involved in the provisioning process, a disconnect order from the former provider should not be required prior to working the new provider's service order for new service.

6.2.6 The network provider must notify the former carrier of the loss of the service.

6.2.7 A customer verification process mirroring the FCC Long Distance process should be established and used by both ILECs and CLECs.

XV. COLLOCATION

***DEFINITION:** Collocation is the physical placement of MCI equipment necessary for interconnection or access to unbundled network elements at the premise of the ILEC. Virtual collocation may be provided if the ILEC demonstrates that physical collocation is not practical for technical reasons or due to space limitations.*

REQUIREMENTS
1. General Requirement
2. Compensation
3. Quality of Service
4. Information
5. Business Processes

Business Area	Requirement
1. General Requirement	1.1 Collocation should be suitable for use in MCI - ILEC local interconnection and MCI access to unbundled ILEC network components.
	1.2 Option to convert existing virtual collocations to physical collocations.
	1.3 Collocators must be allowed to lease intraoffice and/or interoffice facilities (e.g., DSO, DSI, etc.) from the ILEC to meet the collocators need for placement of equipment, interconnection or provision of service.
	1.4 There must be no restrictions on collocation equipment. (See Section II 2.2 for details).
	1.5 Collocated CLECs should be allowed to interconnect with each other at the collocation, using leased facilities if desired.
	1.6 There shall be no requirement that the collocator build-out and provide facilities, such as, fiber or radio, to the collocation. A collocation may also be served exclusively via leased transport or though a combination of ILEC leased and interconnect carrier provided transport.
2. Compensation	2.1 Collocation and all associated services must be priced at TSLRIC.
	2.2 Cost of conversion from existing virtual collocations to physical collocations must be borne by ILEC.
3. Quality of Service	3.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.

	3.2	The ILEC must meet a maximum 90 day interval for establishing a new collocation.
	3.3	Conversion of existing virtual collocations to physical collocations should have no impact on new collocations.
	3.4	Conversion of existing virtual collocations to physical collocations must be completed in reasonable timesframes.
	3.5	Transition from current access facilities to expanded interconnect facilities must be within an agreed upon time frame.
4. Information	4.1	The ILEC must provide routine reports on the availability of space in locations throughout its network.
5. Business Processes	5.1	Transition from current access facilities to expanded interconnect facilities must be completed without a new installation order.
	5.2	Transition from current access facilities to expanded interconnect facilities should require only the portion of the circuit within the Central Office to be rearranged.

Appendix 1

Customer Provisioning, Billing and Servicing Standards Necessary for Local Service Competition

The following is an description of the key billing, provisioning, and customer service areas that require industry standards to insure effective local competition. These items will be pursued in the venues of public policy (FCC, PUC) and Local Exchange Company (LEC) negotiations. These standards apply to both resold services and unbundled elements.

I. Ordering and Provisioning

In order for the Certified Local Exchange Company (CLEC) to be at parity with the incumbent LEC, the following service ordering and provisioning requirements must be met by the incumbent LEC:

A. *Real-time automated pre-service ordering system interface*

The CLEC must have real-time access through automated interfaces to the incumbent LEC pre-service ordering system(s) including the following systems and/or functionality:

- Telephone line number and loop assignment system(s).
- Incumbent LEC must provide access to systems that support the interim RCF number portability solution.
- Systems created to track and assign unbundled elements to customers.
- Work force administration system(s) for scheduling installation.
- System(s) listing the features and service availability by central office.
- New provider assumes all ordering and provisioning responsibilities of the telephone line number; therefore, the CLEC must have access to the telephone line number (TLN) card assignment system(s) and line information data base (LIDB).
- System(s) that provide the list of interexchange carrier (IXC) primary interexchange carrier (PIC) choices.
- System(s) that provide the existing customer service and equipment record when authorized local carrier change is effected.
- The incumbent LEC and CLECs must participate in a local exchange repetitive debtor process which would disclose unpaid closed account information (e.g. debtors).

The incumbent LEC must establish dedicated ordering and service centers for the CLEC.

B. *Real-time automated provisioning service order interface and confirmation*

The CLEC must have real-time access through automated interfaces to the incumbent LEC service ordering system(s) including the following systems and/or functionality:

- The CLEC must have access to the system(s) that provide for telephone number activation.
- The CLEC must have the ability to update the incumbent LEC telephone directory. This information would be included on the service order to the incumbent LEC.
- The incumbent LEC must provide a listing of the existing features on the customer's account. CLECs must have the ability to order new features for the customer.
- The CLEC must have the ability to update the 911 system(s) in the unbundled services environment.
- The CLEC must have the ability to provision a line as an Essential Service Line (ESL).
- The CLEC must have the ability to include IXC PIC selection on the service order interface. The PIC selection must cover both inter and intraLATA PICs.
- The CLEC must have the ability to block, suspend, and restore end-user access. This ability must cover all services, nut just local service.
- For unbundled services the incumbent LECs need to establish and adhere to competitive intervals for the delivery of FOCs, Detail Layout Records (DLRs), and facilities. Such intervals need to ensure that facilities are provisioned in timeframes and according to standards that meet or exceed those that the incumbent LEC provides to itself for its own network and/or to end-users.
- The incumbent LEC is responsible for ordering service to terminate traffic to the CLEC. The CLEC will supply FOCs, and DLRs as described above.

C. *Real-time automated service order confirmation/status*

The CLEC must have real-time access via automated interfaces to the incumbent LEC service ordering system(s) including the following systems and/or functionality:

- Confirmation must be provided to the CLEC that the service order was received.

- Verification must be provided to the CLEC of the install date, features ordered, and directory listing.
- The incumbent LEC must provide exception reporting which highlights missed service installs.
- CLECs must have capability to access install status on a real-time basis.
- CLEC data must be treated as proprietary and partitioned in the incumbent LEC system(s).

II. Billing

In order for the CLEC to be at parity with the incumbent LEC, the following end-user billing requirements must be met by the incumbent LEC:

A. *Daily receipt of local usage in standard EMR format*
The incumbent LEC must provide a daily transmission of local usage to the CLEC using the EMR industry standard.

B. *Access to Bellcore CMDS in and out-collect process for inter-region alternately billed messages via a CMDS sponsor*
The CLEC must be able to participate in the Bellcore CMDS in an out-collect transport and settlements process for alternately billed messages that originate and bill in different Bellcore Client Company territories via a CMDS sponsor.

C. *Access to in and out-collect process for intra-region alternately billed messages via the appropriate Bellcore Client Company*
The CLEC must be able to participate in the Bellcore Client Company transport and settlements process for alternately billed messages that originate and bill in same Bellcore Client Company territory.

D. *Long term neutral third party in and out-collect process for inter and intra-region alternately billed messages*
The preferred solution for transporting and settling alternately billed messages that originate and bill in the same and different Bellcore Client Company territories is via a neutral third party administrator. The incumbent LEC should be required to cooperate with third party administrator, and provide whatever information is necessary for it to carry out the clearinghouse function.

E. *Provision of billing information for casual usage*

All local service providers must provide the necessary information needed for billing of casual usage. This includes the billing name and address (BNA) associated with the casual usage.

F. *Return EMI records to IXCs with CLEC disconnect rejection code along with OCN of ANI*

The incumbent LEC must return EMI records to IXCs with the CLEC disconnect rejection code along with the Operating Company Number (OCN) of the associated ANI. This is necessary because there does not exist any line information database or database product that provides the OCN of telephone lines at the Working Telephone Number (WTN) level; therefore, IXCs may incorrectly send usage to the incumbent LEC when another CLEC, under Total Service Resale or interim Remote Call Forwarding Local Number Portability, is providing service for the WTN. The OCN must be provided so that the IXC will know which local company provides service for the WTN.

III. Customer Account Record Exchange (CARE) and Account Maintenance

In order for the CLEC to be at parity with the incumbent LEC, the following customer CARE and account maintenance requirements must be met by the incumbent LEC:

A. *611 Protocols for repair*

All customers must be able to continue to use the existing "611" dialing protocol to access the repair center of their local service provider. The local service provider could then brand the repair service. The CLEC and LEC will implement a "warm transfer" process for misdirected repair calls.

B. *Directory Listing and Operator Service*

The incumbent LEC should be required to list CLEC end-users in directory assistance and listing database(s) free of charge. The incumbent LEC should pass the operator handled/directory assistance (DA) call to the CLEC or provide CLEC branded operator services and DA at the discretion of the CLEC.

C. *IXC PIC processing*

The IXC PIC process should include the following capabilities:

- The incumbent LEC should implement electronic bonding with the IXCs for IXC PIC processing.
- The incumbent LEC must provide confirmation of the PIC change to the IXC including BNA information when the incumbent LEC is the local service provider. When a CLEC is the local service provider, the incumbent LEC must provide confirmation of the PIC change and the OCN of the CLEC to the IXC.
- The CLEC must provide the BNA to the IXCs optimally, real-time; minimally, within three days of the PIC change at the switch.

- A third party should be designated to provide auditing of actual IXC PIC processing performance.
- Only the IXC or the customer's local service provider is authorized to order a change in the customer's IXC PIC.
- All local service providers must provide account maintenance (CASE) processing to IXCs.
- The IXC data must be considered proprietary and protected.
- The current FCC customer verification process for IXC PIC must be continued.

D. *Local PIC processing*

The process for customer selection of a local service provider should include the following capabilities:

- Only the new provider can issue a connect order to the incumbent LEC. Although the former local service provider may need to be involved in the provisioning process, a disconnect order from the former provider should not be required prior to working the new provider's service order for new service.
- The incumbent LEC must notify the former local service carrier of the loss of the service.
- The new local service provider must appropriately notify the old and new IXCs of the IXC PIC. This may/must be accomplished through new CARE records.
- The local service company data must be considered proprietary and protected.
- A customer verification process mirroring the FCC LD process must be established.

E. *Option of CLEC listed in the incumbent LEC telephone directory*

The CLEC must have the option of being listed as a local service provider in the information pages (customer guide section) of the white pages and yellow pages directories, and must list their customers in the incumbent LEC telegraph directory.

IV. Maintenance

In order for the CLEC to be at parity with the incumbent LEC, the CLEC must have read and write access to the incumbent LEC maintenance and trouble report system(s) including the following systems and/or functionality:

A. *Trouble reporting/dispatch capability*

The CLEC must have read and write access through an electronic interface to the incumbent LEC trouble reporting and dispatch system(s). Access must be real-time and on a first come first serve basis.

B. *Repair status, confirmations*
The CLEC must have read and write access through an electronic interface to the incumbent LEC maintenance and trouble report system(s) that will provide status on and confirmation of trouble tickets.

C. *Planned/unplanned outage and restoral reports initiated by wholesaler*
The incumbent LEC must initiate exception reporting which communicates both planned and unplanned outages and restorals to the CLEC.

V. **Access Billing**
In order for the CLEC to be at parity with the incumbent LEC, the following access billing requirements must be met by the incumbent LEC:

A. *CLEC is billed for wholesale service based on CABS standards*
The incumbent LEC should bill the CLEC for wholesale services using the Carrier Access Billing System (CABS) standards. The bills should be received through an automated and electronic interface.

VI. **Data Availability**
In order for the CLEC to be at parity with the incumbent LEC, the following data must be made available by the incumbent LEC:

A. *Customer lists*
The incumbent LEC must be required to provide customer lists to the CLEC for the purposes of directory listings.

B. *Network points of interconnection*
The incumbent LEC must provide to the CLEC information concerning all network points of interconnection.

C. *List of telephone exchanges*
The incumbent LEC must provide to the CLEC a listing of all telephone exchanges.

D. *Switch locations*
The incumbent LEC must provide to the CLEC a listing of all switch locations.

E. *Product Integrity*
In general, the incumbent LEC must provide data that allows the IXCs and the CLECs to control fraud.