

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554

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In the Matters of )  
)  
Southwestern Bell Telephone Company )  
Petition for Forbearance from Application ) DOCKET FILE COPY ORIGINAL  
of Section 272 of the Communications Act )  
of 1934, as amended, to Previously )  
Authorized Services )  
) CC Docket No. 96-149  
)  
Pacific Telesis Group )  
Petition for Forbearance from )  
Application of Section 272 of the )  
Communications Act of 1934, )  
as Amended, to Previously )  
Authorized Services )

**REPLY COMMENTS OF SBC COMMUNICATIONS INC.**

SBC Communications Inc. ("SBC") files these reply comments regarding the supplemental information its subsidiaries filed on July 10 in support of their petitions for forbearance from the application of Section 272 to previously authorized E911 services and operations.<sup>1</sup> The views of those who do not unequivocally support these petitions do not alter the fact that each petition meets the standards of Section 10a of the Communications Act, as amended ("Act").<sup>2</sup>

MCI raises the same point that it earlier raised in opposition to SBC's petitions, that is, that MCI needs access to emergency numbers so that it can provide emergency operator services.<sup>3</sup>

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<sup>1</sup>SBC files these comments on behalf of Southwestern Bell Telephone Company ("SWBT") and Pacific Bell and Nevada Bell ("Pacific"), all of whom shall be referred to collectively herein as "SBC."

<sup>2</sup> 47 U.S.C. Section 160(a).

<sup>3</sup>MCI Comments dated March 21, 1997 but apparently filed April 21, 1997, at 5.

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SBC and BellSouth already replied in detail to this point, demonstrating that MCI's demands are without merit and are in any case irrelevant to this proceeding.<sup>4</sup> MCI has never sufficiently responded to those replies. What was true then remains true - there is no E911 issue here, but rather, perhaps at most an operator services issue that in any event has no bearing on SBC's petitions.

SBC is unaware of the nature of any E911-related obligation MCI may have to provide emergency operator services on an interLATA basis.<sup>5</sup> But to the extent that its local exchange affiliate, MCImetro ("MCI<sub>m</sub>"), may have a need to "upload [its own] customer records into E911 databases for purposes of delivering 911 calls,"<sup>6</sup> SBC would refer it to the portion of the Texas PUC-approved interconnection agreement that addresses this point.<sup>7</sup> Among other things, SWBT is responsible for "storing the names, addresses, and associated telephone numbers form [sic] MCI<sub>m</sub>'s exchanges in the electronic data processing database for the E911 [Database Management System]."<sup>8</sup> MCI admits that "[a]ccess to E911 service itself is not an issue."<sup>9</sup>

Other provisions of the interconnection agreement speak directly to SWBT's provision of

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<sup>4</sup>SBC Reply Comments, filed May 6, 1997, at 3-5; BellSouth Reply Comments, filed March 17, 1997, at 7-8.

<sup>5</sup>MCI Supplemental Information Comments, at 7.

<sup>6</sup>Id., at 4.

<sup>7</sup>See, Attachment 1 (excerpt from SWBT/MCI<sub>m</sub> interconnection agreement approved by the Texas PUC, Attachment VIII, Section 7, regarding Basic 911 and E911 General Requirements).

<sup>8</sup>Id., at Section 7.2.1.3.

<sup>9</sup>MCI Supplemental Information Comments, at 5.

operator services to MCI, including emergency operator services.<sup>10</sup> To the extent that MCI is dissatisfied with the terms of the operator services (or other) interconnection agreement provisions, it must invoke dispute resolution procedures provided for within these agreements. MCI's attempt to leverage its opposition to SBC's forbearance petitions into an operator services interconnection advantage is inappropriate at best. At worst, it seeks to put the Commission at odds with the Texas PUC's approval of these agreements and that commission's right to resolve disputes involving them, upon proper motion.<sup>11</sup>

Finally, MCI's perception that it would be appropriate or feasible to obtain a list of emergency telephone numbers from information contained in the E911 database demonstrates MCI's lack of understanding of SBC's E911 database. This database does not correlate a specific end-user caller to a specific PSAP's telephone number. Moreover, SWBT's operator services do not use the E911 database to obtain the appropriate PSAP's telephone number.<sup>12</sup> Thus, the E911 database would not assist MCI's operator services.

The foregoing discussion meets the concerns of the Texas Advisory Commission on State Emergency Communications (TAC). The interconnection agreement entered into between SWBT

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<sup>10</sup>Attachment 2 (Attachment II regarding resale, Section 5.2 regarding operator services, particularly Sections 5.2, 5.2.2.1.6 and 5.3) and Attachment 3 (Attachment III regarding unbundled network elements, Section 18.3 regarding operator assisted call processing, particularly Section 18.5).

<sup>11</sup>Iowa Utilities Bd. v. FCC, No. 96-3321 (8th Cir., July 18, 1997), slip op., pp. 120-123.

<sup>12</sup>No intelligible point may be gleaned from MCI's statement that "the areas served by the BOC and MCI switches are irrelevant to the loading of the appropriate emergency response numbers for any given subscriber into their respective switches. The same emergency agency numbers will be appropriate for each subscriber, irrespective of which MCI switch or BOC wire center serves that subscriber or the geographic area served by such switches." MCI Supplemental Information Comments, at 7.

and MCI requires that SWBT, among other things, store information regarding MCI's local exchange customers in SWBT's database and transmit the appropriate Automatic Number Identification and Automatic Location Information to the Public Service Answering Point ("PSAP") when an MCI local exchange customer uses E911 service.<sup>13</sup> The information that MCI's operator services operations may desire to provide emergency operator services, if not already addressed in other portions of the interconnection agreement, may be "appropriately obtained from the PSAP<sup>14</sup> or addressed to the Texas PUC."<sup>15</sup>

AT&T's points are relatively few in number and may be easily countered. First, AT&T criticizes determinations by the Modification of Final Judgment ("MFJ") Court and Department of Justice because they "did not address the implications of integration of E911 services for potential BOC competitors in the local exchange market."<sup>16</sup> AT&T made the same argument in connection with SWBT's Telecommunications Relay Services petition for forbearance, and the response there applies equally here:

If AT&T has identified any competitive interest that would be compromised as a result of approving SWBT's Petition..., it should be required to step up and say so. At present, however, AT&T's

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<sup>13</sup>Attachment 1, at 7.2.1.1 through 7.2.1.4.

<sup>14</sup>TAC Supplemental Information Comments, at 3.

<sup>15</sup>TAC also intimates that there is some connection between SBC's petition for forbearance and SWBT's use of an analog Centralized Automatic Message Accounting ("CAMA") trunk network in Texas. There is no connection. To the extent that TAC has suggestions regarding how SWBT configures its Texas E911 network architecture or regarding the quality of service associated with that network architecture, TAC should present them to the Texas PUC. These issues are uniquely local in nature and, in any case, have no bearing on SBC's having met the standards for forbearance under Section 10 of the Act.

<sup>16</sup>AT&T Supplemental Information Comments, at 2.

comments should be dismissed out of hand as presenting a strawman issue without even bothering to take a position on it. In any case, there is no indication whatsoever that local exchange competitors would be impacted even to the slightest degree (much less adversely) were the Commission to grant SWBT's Petition.<sup>17</sup>

Second, AT&T argues that Section 10 of the Act requires the Commission to weigh the potential impacts of the BOCs' forbearance requests on local competition.<sup>18</sup> However, the premise of that argument is that a determination made under Section 10(b) that forbearance would promote competition is required even where the petition otherwise meets the standards of Section 10(a).

That premise is flat wrong. Section 10(b) says only that such a determination "may be the basis for a Commission finding that forbearance is in the public interest." Section 10(b) does not say that where such a determination is not made, no petition for forbearance may be granted under Section 10(a). Were it otherwise, no petition could ever be granted that, although neutral in competitive effect, would clearly advance the public interest, as in the case of SBC's E911 services and operations.<sup>19</sup>

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<sup>17</sup>Southwestern Bell Telephone Company Petition for Forbearance from Application of Section 272 of the Act to Previously Authorized Telecommunications Relay Services, CC Docket No. 96-149, Reply of Southwestern Bell Telephone Company, filed July 25, 1997, at 2-3.

<sup>18</sup>AT&T Supplemental Information Comments at 2-3.

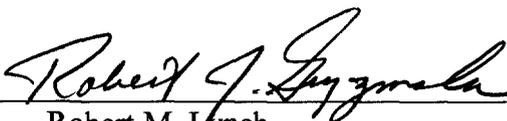
<sup>19</sup>*Id.*, at n. 7. This is entirely consistent with the Commission's own assessment of its Section 10 obligation: "Section 10 of the Communications Act requires us to forbear from applying any provision of the Act that is not necessary to ensure just and reasonable charges and practices in the telecommunications marketplace, or to protect consumers, if we find that such forbearance is in the public interest. Thus, to the extent a BOC demonstrates, with respect to a particular previously authorized interLATA information service, that forbearance from the section 272 separate affiliate requirement fully satisfies the section 10 test, we must forbear from requiring the BOC to provide that service through a section 272 affiliate." Implementation of the Non-Accounting Safeguards of Sections 271 and 272 of the Communications Act of 1934, as

AT&T acknowledges that forcing SBC's E911 services and operations to comply with Section 272 will cause "some expenses,"<sup>20</sup> and it has not identified any adverse competitive effects that would flow from a grant of forbearance. These factors, together with SBC's initial and supplemental showings, easily meet the Section 10(a) standards for forbearance.

In sum, SBC's petitions in all respects meet the standards for forbearance set forth in the Act. Thus, the petitions should be granted expeditiously and in full.

Respectfully submitted,

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amended, CC Docket No. 96-149, First Report and Order, released December 24, 1997, at para. 81.

<sup>20</sup>AT&T, Supplemental Information Comments, at 3.

contain at a minimum the following information presented by State, Area Code, NXX, Product Feature, and will be delivered monthly with daily information detail.

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

## Section 7. Miscellaneous Services & Functions

### 7.1 Basic 911 and E911 General Requirements

#### 7.1.1 Definitions

As used herein and for the purposes of this Attachment the following terms will have the meanings set forth below:

- 7.1.1.1 **E911 Universal Emergency Number Service (also referred to as Expanded 911 Service or Enhanced 911 Service) - A telephone exchange communication service whereby a public safety answering point (PSAP) designated by the E911 customer may receive and answer telephone calls placed by dialing number 911. E911 includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.**
- 7.1.1.2 **E911 Universal Emergency Number Service customer - A municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at the minimum, for emergency police and fire service through the use of one telephone number, 911.**
- 7.1.1.3 **Public Safety Answering Point (PSAP) - An answering location for 911 calls originating in a given area. The E911 customer may designate a PSAP as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first, secondary PSAPs receive calls on a transfer basis only. PSAPs are public safety agencies such as police, fire, emergency medical, etc., or a common bureau serving a group of such entities.**
- 7.1.1.4 **Centralized Automatic Message Accounting (CAMA) Trunk - A trunk capable of transmitting Automatic Number Identification associated with E911 customer calls from a switch to the E911 Network.**
- 7.1.1.5 **Automatic Number Identification (ANI) - A feature that automatically forwards the telephone number of the calling party to the E911 Control Office from which it is switched to the PSAP and is displayed at an attendant position console.**

7.1.1.6 Automatic Location Identification (ALI) - A feature that forwards the name, street address, class of service, and other pre-determined information associated with the calling party's telephone number (identified by ANI) to the PSAP for display.

7.1.1.7 Selective Routing (SR) - A feature that provides the capability to selectively route a 911 call to the designated primary PSAP based upon the identified number of the calling party.

7.1.1.8 Database Management System (DBMS) - A system of manual procedures and computer programs used to create, store and update the data required for the SR and ALI service features and database of E911 service.

7.1.1.9 ALI Database - A database which stores information associated with end user customers' telephone numbers.

## 7.2 Responsibilities

7.2.1 SWBT will provide and maintain equipment at the E911 Control Office and the DBMS as is necessary to perform the E911 services set forth herein. SWBT will also be responsible for the following:

7.2.1.1 when requested by MCI<sub>m</sub>, transporting the E911 calls from the interconnection point with MCI<sub>m</sub> facilities connecting MCI<sub>m</sub>'s switches to the Control Offices of the E911 System. The MCI<sub>m</sub> switches will be listed in the form attached hereto as Addendum I as the MCI<sub>m</sub> switches are deployed.

7.2.1.2 switching the E911 calls through the E911 Control Office to the designated primary PSAP or to designated alternate locations, according to routing criteria specified by the E911 customer:

7.2.1.3 storing the names, addresses, and associated telephone numbers from MCI<sub>m</sub>'s exchanges in the electronic data processing database for the E911 DBMS. (MCI<sub>m</sub> is responsible for downloading and updating this information);

7.2.1.4 transmission of the ANI and ALI information associated with MCI<sub>m</sub>'s end users accessing E911 service to the PSAP for display at an attendant position console.

7.2.2 SWBT will provide and maintain sufficient dedicated E911 circuits, in accordance with the provisions of the E911 tariff and specifications of the E911 customer.

- 7.2.3 SWBT will provide MCIIm with a description of the geographic area and PSAPs served by the E911 Control Office(s) according to industry standards for E911 information sharing.
- 7.2.4 SWBT will provide MCIIm with a file containing the Master Street Address Guide (MSAG) for the exchanges or communities specified in Addendum I, in accordance with the methods and procedures described in the document "Operating Methods for Downloading and Maintaining End User Records in SWBT's DBMS" (dated July 31, 1996), and as subsequently modified consistent with industry standards. SWBT will provide MCIIm additional files with the entire MSAG, including subsequent additions or updates to the MSAG in accordance with the intervals specified in Addendum I. In addition, SWBT will provide MCIIm with a statistical report in a timely fashion and in accordance with the methods and procedures described in the above mentioned document for each file downloaded by MCIIm to SWBT's DBMS, so that MCIIm may ensure the accuracy of the end user records.
- 7.2.5 At a reasonable time prior to establishment of E911 service, MCIIm will download and maintain thereafter all information required by SWBT to establish records necessary for furnishing connection to E911 service and will promptly notify SWBT in writing of any changes to be made in such records. MCIIm will adopt and comply with operating methods applicable to downloading and maintaining MCIIm's end user records in SWBT's DBMS, as set forth in the document referenced in Section 2.4, above.
- 7.2.6 MCIIm acknowledges that its end users in a single local calling scope may be served by different PSAPs. MCIIm will be responsible for providing facilities to route calls from its end users to the proper E911 Control Office.
- 7.2.7 At a reasonable time prior to establishment of E911 service, MCIIm will populate E911 databases using the NENA Version 2 record format, as adapted in the document referenced in Section 2.4 above.
- 7.2.8 During the period when interim number portability is utilized, SWBT and MCIIm will coordinate their databases to provide for the display of ported numbers at the PSAP as part of the ALI screen display, subject to PSAP capability.
- 7.3 Methods and Practices
- 7.3.1 With respect to all matters covered by this Attachment, each Party will adopt and comply with standard industry operating methods and practices and will observe the terms and conditions of SWBT's tariffs, and the rules and regulations of the FCC, the Public Utility Commission of Texas and the Texas Advisory Commission on State Emergency Communications that apply to the provision of E911 Service.

7.3.2 *MCI and other LSPs must be allowed access to systems used in populating and editing the 9-1-1 database, but SWBT is not required to provide such access until the additional hardware and software systems are installed that are necessary to make such access technically feasible. SWBT must notify MCI when the systems vendor has provided SWBT an expected date of availability of the necessary hardware/software. If the hardware/software solutions are not implemented by June 1, 1997, this issue will be a subject of the review of interconnection issues to be conducted by the Commission on June 13, 1997. [AWARD ¶46]*

7.3.3 *SWBT must provide MCI's 9-1-1 trunks the same level of priority service restoration as it affords its own 9-1-1 trunks.[AWARD ¶45]*

#### 7.3.4 Basis of Compensation

7.3.4.1 Compensation to SWBT for provision of connection to E911 service provided hereunder will be based upon the charges set forth in Attachment I.

7.3.4.2 For computation in Attachment I, during the initial year that SWBT provides MCI connection to E911 service, the number of lines (business and consumer) as shown in Attachment will be counted as of the first day of January, and the number so obtained will be used in computing compensation under this Attachment until the end of the 1<sup>st</sup> Quarter of the current year. A new count of lines, as of the first day of April (2Q), July (3Q) and October (4Q), will be used in the computation of compensation under this Attachment for that Quarter. At the end of the first full year, a new count of lines will be made and it will be used for the second full. For each succeeding year, a new count of lines, as of the first day of January, will be used in the computation of compensation under this Attachment for that year. Each count of lines will be rounded to the nearest thousand for compensation purposes.

7.3.4.3 Charges will begin on the date connection to E911 service commences.

#### 7.4 Directory Listings General Requirements

7.4.1 [Intentionally left blank]

7.4.2 [Intentionally left blank]

7.4.3 [Intentionally left blank]

7.4.4 MCI subscriber listings shall be interfiled with listings of SWBT and other LSP subscribers.

7.4.5 [Intentionally left blank]

7.4.6 SWBT shall make available to MCI<sub>m</sub> for its subscribers the same listing types it makes available for SWBT's own subscribers, e.g.:

7.4.6.1 Information listings

7.4.6.2 -Alternate call listings

7.4.7 State, Local, and Federal government listings of MCI<sub>m</sub> subscribers shall be included in the appropriate section of the white pages directory at no additional charge.

7.4.8 The listing and handling of listed and non-listed telephone numbers shall be at least at parity with that provided by SWBT to its own subscribers as designated by MCI<sub>m</sub>.

7.4.9 *The number of informational pages available to MCI<sub>m</sub> should be equal to the number of informational pages available to SWBT.* [AWARD ¶42]

## 7.5 Directory Assistance Data Information Exchanges and Interfaces

### 7.5.1 Subscriber List Information

7.5.1.1 [Intentionally left blank]

7.5.1.2 [Intentionally left blank]

## 7.6 Standards

SWBT shall adopt use of a Carrier Code (NENA standard five-character field) on all-ALI records received from MCI<sub>m</sub>. The Carrier Code will be used to identify the carrier of record in INP configurations. The NENA Carrier Code for MCI<sub>m</sub> is "MCI<sub>m</sub>".

## 7.7 Performance Measurements and Reporting

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

7.4.2 [Intentionally left blank.]

7.4.3 [Intentionally left blank.]

7.4.4 In a resale situation where it may be appropriate for SWBT to update the ALI database, it must be updated with MCI data in an interval no less than is experienced by SWBT customers, or than for other carriers, whichever is faster, at no additional cost.

that has retained its number from SWBT. The listing and handling of listed and non-listed telephone numbers shall be at least at parity with that provided by SWBT to its own subscribers.

*5.1.6.9 The number of informational pages available to MCIIm should be equal to the number of informational pages available to SWBT. [AWARD ¶42]*

5.1.6.10 [Intentionally left blank.]

5.1.6.11 [Intentionally left blank.]

5.1.6.12 Additional and foreign White Page listing charges should be billed to MCIIm and itemized at the telephone number sub-account level.

5.1.6.13 [Intentionally left blank]

5.1.6.14 MCIIm subscribers shall be able to place orders for foreign directories in the same manner as SWBT subscribers. SWBT shall provide to MCIIm the procedures for obtaining foreign telephone directories.

5.1.6.15 Upon request, SWBT shall provide, or ensure a third party provides, reasonable quantities of directories to cover areas in which MCIIm is an authorized LSP for MCIIm's internal use.

5.1.6.16 [Intentionally left blank.]

5.1.6.17 [Intentionally left blank.]

**5.2 Directory Assistance/Operator Services.** Until customized routing is implemented as described below, SWBT shall provide the same Directory Assistance and Operator Services to MCIIm's subscribers as SWBT provides to its own subscribers or as provided to a third party. Such services are to be provided by SWBT in accordance with its internal operating procedures and standards, which shall, at a minimum, comply with applicable federal and state law, rules and regulations.

**5.2.1 MCIIm subscribers shall be provided the capability by SWBT to dial the same telephone numbers for access to MCIIm Directory Assistance and Operator Services that SWBT subscribers to dial SWBT Directory Assistance.**

**5.2.1.1 SWBT shall provide Directory Assistance functions and services to MCIIm for its subscribers as described below**

until SWBT routes calls to the MCI<sub>m</sub> Directory Assistance Services platform.

5.2.1.2 SWBT shall notify MCI<sub>m</sub> in a reasonable timeframe in advance of any service affecting changes or enhancements to its DA and OPS service, and shall make available such service enhancements on a non-discriminatory basis to MCI<sub>m</sub>.

5.2.1.3 Upon request, call completion to the requested number for local calls (Operator Services, 0+ and 0-dialed calls) shall be sent to the network specified by MCI<sub>m</sub>.

5.2.2 SWBT shall provide MCI<sub>m</sub> with the same level of support in its provisioning of Directory Assistance and Operator Services as SWBT provides itself in Texas.

5.2.2.1 SWBT shall provide the following minimum Operator Service capabilities to MCI<sub>m</sub> subscribers:

5.2.2.1.1 SWBT shall complete calls that are billed to a calling card (e.g., calling card refers to a LEC or other 0+ non-proprietary access calling card.).

5.2.2.1.2 SWBT shall complete person-to-person calls.

5.2.2.1.3 SWBT shall complete collect calls.

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

5.2.2.1.5 SWBT shall complete station-to-station dialing assisted calls.

5.2.2.1.6 SWBT shall process emergency calls.

5.2.2.1.7 SWBT shall process Busy Line Verify and Emergency Line Interrupt requests.

5.2.2.1.8 SWBT, where technically feasible, will provide rate quotes when rate information is received from MCI<sub>m</sub>.

5.2.2.1.9 SWBT, where technically feasible, will process time-and-charges requests when rate information is received from MCI<sub>m</sub>.

5.2.2.1.10 SWBT shall route 0- traffic directly to a "live" operator.

5.2.2.1.11 SWBT shall provide credit on operator services calls as provided to SWBT.

5.2.2.1.12 SWBT shall provide caller assistance for the disabled in the same manner as provided to its disabled subscribers.

5.2.3 SWBT's service levels shall comply, at a minimum, with federal and state regulatory commission requirements, if any.

5.2.4 MCI<sub>m</sub> or its designated representative may inspect SWBT's owned or subcontracted offices which provide such Directory Assistance or Operator Services to MCI<sub>m</sub>'s subscribers upon reasonable notice.

5.2.5 When SWBT provides such Directory Assistance services to MCI<sub>m</sub>, its subscribers shall be entitled to the same number of subscriber listings as provided by SWBT to its own similarly situated subscribers. When calling Directory Assistance, MCI<sub>m</sub>'s subscribers shall be able to obtain name, address and/or number information upon request, except for non-published information, and obtain Call Completion, where SWBT provides such information or Call Completion to its own subscribers dialing Directory Assistance and in accordance with federal and state rules and regulations, if applicable.

5.2.6 When SWBT provides such Directory Assistance services to MCI<sub>m</sub>, on behalf of its subscribers, MCI<sub>m</sub> shall receive the same allowance for "free" calls to Directory Assistance as SWBT affords its own subscribers. For all other calls to Directory Assistance, MCI<sub>m</sub> shall pay SWBT amounts as listed in Attachment I (Price Schedule) attributable to Directory Assistance resold services used by MCI<sub>m</sub> subscribers. SWBT shall provide data regarding such charges to MCI<sub>m</sub>.

5.2.7 When SWBT provides such Operator Services to MCI<sub>m</sub>, SWBT shall process the following types of calls in accordance with the services SWBT provides its own subscribers:

- 0+ and 0- dialed local calls
- 0+ intraLATA calls
- calls to be billed to a non-proprietary calling card
- person-to-person calls
- collect calls
- third number billed calls

- emergency calls
- calls for Line Status Verification/Busy Line Interrupt
- calls for disabled persons

5.2.7.1 When requested by MCI<sub>m</sub>, SWBT shall provide credit on directory assistance calls in the same timeframe SWBT provides to SWBT subscribers.

5.2.8 When SWBT provides such Operator Services to MCI<sub>m</sub>, SWBT shall query non-proprietary databases or LIDB for Toll Billing Exceptions when processing collect, third number billed and calling card calls on behalf of MCI<sub>m</sub> subscribers in the same manner as SWBT performs such screening when processing calls for its own-subscribers.

5.2.9 MCI<sub>m</sub> shall pay SWBT at rates listed in Attachment I, amounts attributable to Operator Services used by MCI<sub>m</sub>'s subscribers. SWBT shall provide data regarding such charges to MCI<sub>m</sub>.

5.3 911/E911 Services. Where available to SWBT's subscribers, SWBT will afford MCI<sub>m</sub> subscribers with the same ability to make 911 calls. MCI<sub>m</sub> shall be responsible for collecting and remitting all applicable 911 surcharges on a per line basis to the appropriate Public Safety Answering Point (PSAP).

Where requested by SWBT, MCI<sub>m</sub> shall provide SWBT with accurate and complete information regarding subscribers in a format and time frame mutually agreed to by SWBT and MCI<sub>m</sub> for purposes of 911/E911 administration.

5.4 Line Information Data Base (LIDB). SWBT shall use its service order process to update and maintain the MCI<sub>m</sub> properly formatted subscriber information on resold lines in its LIDB on the same schedule and in a manner at least equal to that SWBT uses for its subscribers.

5.4.1 SWBT shall exercise at least the same level of fraud control in providing Operator Service to MCI<sub>m</sub> that SWBT provides for its own operator service.

5.4.2 SWBT shall perform Billed Number Screening when handling Collect, Third Party, and Calling Card Calls, both for station to station and person to person call types in the same manner as SWBT handles such service for its own subscribers.

5.4.3 SWBT shall provide service measurements and accounting reports as mutually agreed by the parties or at minimum levels as prescribed by state rules and regulations.

5.4.4 SWBT shall allow MCIIm to order provisioning of Telephone Line Number (TLN) calling cards and Billed Number Screening (BNS), in SWBT's LIDB, for resold lines as specified by MCIIm. SWBT shall continue to allow MCIIm access to its LIDB in accordance with SWBT's LIDB tariff.

5.4.5 SWBT shall provide an electronic feed of subscriber call records in "EMR" format to MCIIm in accordance with the time schedule designated by MCIIm.

5.4.8 [Intentionally left blank.]

**5.5 Busy Line Verification and Emergency Line Interrupt.**

*5.5.1 MCIIm and SWBT have stipulated and agreed that access to Operator Services Busy Line Verify/Emergency Interrupt (BLV/EI) for SWBT subscriber lines will be performed by the SWBT operator upon receipt of a request from an MCIIm operator. SWBT has agreed that it will meet the same performance results for MCIIm customer requests as it does for SWBT customer requests and will size the trunk groups required to perform this function in accordance with the volume demands. SWBT will provide to MCIIm performance reports for the BLV/EI access and success rates on a quarterly basis for the next 12 months from the date of the Agreement or as mutually agreed to between the Parties. MCIIm acknowledges that SWBT will not be able to separate MCIIm and SWBT results. [STIPULATION No. 31 - 5]*

**Section 6. Development of Branding and Customized Routing for Directory Assistance and Operator Services**

*6.1 Southwestern Bell Telephone Company (SWBT) will offer re-branding of directory assistance and operator services in the name of the LSP MCIIm starting March 1, 1997, and will complete implementation of this process in all SWBT operator and directory assistance platforms by June 30, 1997. In the interim, SWBT will, if allowed by federal and state law and regulatory rules, unbrand LSP MCIIm operator services and directory assistance calls that are branded by live operators. MCIIm withdraws its request for interim unbranding of directory assistance and operator services for calls that are branded by automated systems until such time as SWBT's operator services platforms are capable of re-branding. The schedule is dependent upon the ability of SWBT's vendor to meet said date. [STIPULATION No. 33 - 1]*

*6.2 Customized routing of operator services and directory assistance services on those SWBT switches with existing capabilities and capacity (e.g. by utilizing line class code or similar method) will be provided starting March 1, 1997 and complete implementation on all such switches by June 30, 1997.*

*For those switches that lack the existing capability and/or capacity to support customized routing, SWBT will develop alternative methods (e.g. AIN based method) of providing customized routing of operator service and directory assistance service. SWBT will complete implementation of this method by December 31, 1997. The schedule for development of alternative solutions is dependent upon the ability of SWBT's vendor to meet its current commitments; however, SWBT will use its best efforts to manage the vendor to meet said date. To the extent the methodology is competitively neutral and non-discriminatory, SWBT is free to choose the methodology deployed in their network to perform customized routing of operator services and directory assistance calls. SWBT will provide a implementation schedule by switch to MCI no later than December 1, 1996 [STIPULATION No. 33-2]*

*6.3 SWBT agrees to the customized routing of the following types of calls: [STIPULATION No. 33-3]*

*0-  
0+Local  
0+411  
1+411*

*6.4 If the Commission rules or the parties agree that MCI is entitled to intraLATA toll on resale services and unbundled switch elements, SWBT agrees to customized routing of the following types of calls: [STIPULATION No. 33-4]*

*0+IntraLATA toll  
0+HNPA-555-1212 (IntraLATA)  
1+HNPA-555-1212 (IntraLATA)*

Exhibit A  
Southwestern Bell's Resale Product\* List -  
Residence Texas -

**LOCAL EXCHANGE SERVICE**

1-Party Service  
1-Party Measured Service  
Hunting Line Service  
Service Station Access Line Service  
Tel-Assistance Service  
    1-Party Service  
    1-Party Measured Service  
Lifeline Discount Telephone Service  
    1-Party Service  
    1-Party Measured Service  
Link Up  
TOUCH-TONE Calling Service  
Service Connections Moves and Changes

**TRUNKS**

Residence PBX Trunks

**OPTIONAL EXCHANGE SERVICES**

Extended Area Calling Service  
Extended Local Calling Service  
Extended Metropolitan Service

**CALL MANAGEMENT SERVICES**

Auto Redial  
Bundled Telecommunications Services (e.g., The Works)  
Call Blocker  
Call Forwarding  
Call Return  
Call Trace  
Call Waiting  
Priority Call  
Selective Call Forwarding  
Speed Calling 8  
Three Way Calling

\*Grandfathered and Joint User Services available for resale at the applicable discount.  
Some products not available in all areas.

operator. An authorized telecommunications calling card for the purpose of this Section, is one for which SWBT can perform billing validation. Fully-Automated Calling Card Call Processing may also include the following situations:

18.2.1.1.1 When an individual with a disability dials zero 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.

18.2.1.1.2 When an operator reestablishes an interrupted call that meets any of the situations described in this call type.

18.2.2 Fully Automated Station-to-Station - This service is limited to those calls placed collect or billed to a third number. The caller dials zero or MCI's access code, 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:

18.2.2.1 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).

18.2.2.2 When due to trouble on the network or lack of service components, Automated Call Processing cannot be completed without assistance from an operator.

18.2.2.3 When an operator reestablishes an interrupted call that meets any of the situations described in this call type.

### 18.3 Operator-Assisted Call Processing

SWBT shall support the following operator-assisted call types to MCI:

18.3.1 Semi-Automated Station-to-Station - A service provided when the caller dials zero or MCI's access code, plus the telephone number desired and the call is completed with the assistance of an operator. This service may also include the following situations:

18.3.1.1 Where the caller does not dial zero 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).

18.3.1.2 When an operator re-establishes an interrupted call that meets any of the situations described in this call type.

18.3.2 Semi-Automated Person-to-Person - A service in which the caller dials zero or MCI's access code, 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:

18.3.2.1 Where the caller does not dial a zero prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an operator.

18.3.2.2 When an operator reestablishes an interrupted call that meets any of the situations described in this call type.

18.3.3 Semi-Automated Calling Card Station-to-Station - A service provided when the caller dials zero or MCI's access code, plus the desired telephone number, then gives to the operator the calling card number to which the call is to be charged. The service may also include the following situations:

18.3.3.1 When the caller does not dial zero 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.

18.3.3.2 When an operator reestablishes an interrupted call that meets any of the situations described in this call type.

18.3.4 Station-to-Station (Operator Handled) - A service provided when the caller dials zero or MCI's access code plus zero, 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.

18.3.5 Person-to-Person (Operator Handled) - A service in which the caller dials zero or MCI's access code plus zero, 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.

**18.3.6 Line Status Verification** - A service in which the caller asks the operator to determine whether an access line is in use.

**18.3.7 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 the parties interrupted refuse to terminate the conversation in progress.

**18.3.8 0 - Transfer** - A service offered to MCI<sub>m</sub> in which the local caller dials zero and desires to place an interLATA call using an operator's assistance. At the caller's request, the operator transfers the call to an interexchange carrier participating in an offering of the MCI<sub>m</sub> similar to SWBT's "0 - Transfer" service offering. MCI<sub>m</sub> shall make all necessary compensation arrangements between MCI<sub>m</sub> and participating interexchange carriers.

#### **18.4 Call Branding**

**18.4.1** SWBT will offer re-branding of directory assistance and operator services in the name of the LSP starting March 1, 1997 and will complete implementation of this process in all SWBT operator and directory assistance platforms by June 30, 1997. In the interim, SWBT will, if allowed by federal and state law and regulatory rules, unbrand LSP operator services and directory assistance calls that are branded by live operators. MCI withdraws its request for interim unbranding of directory assistance and operator service for calls that are branded by automated systems until such time as SWBT's operator services platforms are capable of re-branding. The schedule is dependent upon the ability of SWBT's vendor to meet its current commitment; however, SWBT will use its best efforts to manage the vendor to meet said date.

**18.4.2** Customized routing of operator services and directory assistance services on those SWBT switches with existing capabilities and capacity (e.g. by utilizing line class code or similar method) will be provided starting March 1, 1997 and complete implementation on all such switches by June 30, 1997. For those switches that lack the existing capability and/or capacity to support customized routing, SWBT will develop alternative methods (e.g. AIN based method ) of providing customized

routing of operator service and directory assistance service. SWBT will complete implementation of this method by December 31, 1997. The schedule for development of alternative solutions is dependent upon the ability of SWBT's vendor to meet its current commitment; however, SWBT will use its best efforts to manage the vendor to meet said date.

To the extent the methodology is competitively neutral and non-discriminatory, SWBT is free to choose the methodology deployed in their network to perform customized routing of operator services and directory assistance calls. SWBT will provide a implementation schedule by switch to MCI no later than December 1, 1996.

18.4.3 SWBT agrees to the customized routing of the following types of calls:

0-  
0+Local  
0+411  
1+411

18.4.4 If the Commission rules or the parties agree that MCI is entitled to intraLATA toll on resale services and unbundled switch elements, SWBT agrees to customized routing of the following types of calls:

0+IntraLATA toll  
0+HNPA-555-1212 (IntraLATA)  
1+HNPA-555-1212 (IntraLATA)

#### 18.5 Handling of Emergency Calls to Operator

To the extent an MCI's NXX encompasses multiple emergency agencies, SWBT shall query the caller on his/her community and transfer the caller to the appropriate emergency agency for the caller's area. MCI must provide SWBT with the correct information to enable the transfer. When the assistance of another MCI operator is required, SWBT will attempt to reach the appropriate operator if the network facilities for inward assistance exist. SWBT shall comply with state, local and federal regulations.

#### 18.6 Responsibilities of the Parties

18.6.1 SWBT shall provide Operator Services for MCI's local service area(s) listed in OS Exhibit I beginning on the service effective date also shown in OS Exhibit I. SWBT shall provide Operator Services only where the necessary physical facilities are available and in place and under conditions stated in this Section. OS Exhibit I is attached and is part of this Section.

18.6.2 MCIIm shall provide the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. When MCIIm seeks Operator Services under this Section for the purpose of providing interexchange service it shall order the necessary facilities through SWBT's interstate or intrastate Access Service tariffs. Nothing in this Section in any way changes the manner in which an interexchange carrier obtains access service for the purpose of originating or terminating interexchange traffic.

18.6.3 Each Party shall provide facilities necessary for the provision of Operator Services using standard trunk traffic engineering procedures so that the objective grade of service is met. Each Party shall bear the costs for its own facilities. MCIIm 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.

18.6.4 MCIIm shall promptly furnish all records required by mutual agreement to SWBT to provide the Operator Services. MCIIm shall provide the initial records by a date mutually agreed to by SWBT and MCIIm, in advance of the date when OS are to be undertaken. MCIIm shall keep these records current by using reporting forms and procedures that are acceptable to SWBT, and shall inform SWBT in advance of any changes to be made in such records. SWBT shall specify the required interval for such advance notice. MCIIm shall provide all records and changes to records to SWBT in writing or in any other mutually agreeable format.

18.6.5 SWBT operators shall provide Operator Services Rate Information upon request to MCIIm's end users. MCIIm shall furnish Rate Information in a mutually agreed to format or media by a mutually agreed to date set in advance of the date when the Operator Services are to be undertaken. MCIIm shall inform SWBT, in writing, of any changes to be made to such Rate Information according to a mutually agreed upon schedule. MCIIm shall pay an initial non-recurring charge for loading of MCIIm's Operator Services Rate Information. MCIIm shall pay an additional non-recurring charge for each subsequent change to MCIIm's Operator Services Rate Information.

18.6.6 SWBT shall accumulate and provide to MCIIm data for MCIIm's use to verify traffic volumes and bill its end users.

18.6.7 The specific Operator Services call branding phrase provided by MCIIm will be mutually agreed upon by both SWBT and MCIIm.

## 18.7 Methods and Practices

SWBT shall provide the Operator Services in accordance with the operator methods and practices in effect for SWBT at the time the call is made, unless otherwise agreed in writing by both parties.

18.2.2.2 When due to trouble on the network or lack of service components, Automated Call Processing cannot be completed without assistance from an operator.

## 18.8 [Intentionally left blank]

## 18.9 Monthly Billing

SWBT shall render monthly billing statements to the MCIIm, and remittance in full will be due within 30 days of receipt.

## 18.10 [Intentionally left blank.]

## 18.11 Terms of Section

18.11.1 Unless sooner terminated, this Section shall continue in force for a period of 3 year(s) from the Effective Date of this Agreement and thereafter until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.

18.11.2 If MCIIm terminates this Section prior to the agreed-upon term of this Section, MCIIm shall pay, within thirty (30) days of the issuance of a final bill by SWBT, all amounts due for actual services provided under this Section, plus estimated monthly charges for the remainder of the term. Estimated charges shall be based on an average of the actual monthly amounts billed by SWBT pursuant to this Section prior to its termination.

18.11.3 [Intentionally left blank]