

maintain characteristics of affected elements. Where SWBT is permitted to provide less than six months notice, AT&T may submit such request within ten days of AT&T's receipt of SWBT's notice. To the extent the requested characteristics are specifically provided for in this Attachment, Technical Publication or other written description, SWBT, at its own expense, will be responsible for maintaining the functionality and required characteristics of the elements purchased by AT&T, including any expenses associated with changes in facilities, operations or procedure of SWBT, network protection criteria, or operating or maintenance characteristics of the facilities. To the extent requested characteristics are not specifically provided for therein, AT&T's request will be considered under the Special Request Process and the process will be completed prior to modifying AT&T's affected element.

- 2.17.5 For elements purchased through the Special Request Process, SWBT, in its discretion, will determine whether it can offer the applicability of the preceding paragraph on a case by case basis.
- 2.17.6 For each Network Element provided for in this Attachment, SWBT Technical Publications or other written descriptions meeting the requirements of this section will be made available to AT&T as of the Effective Date of this Agreement.
- 2.17.7
- 2.18 If one or more of the requirements set forth in this Attachment are in conflict, the Parties will jointly elect which requirement will apply.
- 2.19 SWBT will not collect intrastate access charges from AT&T when it purchases unbundled network elements, except as follows:
- 2.19.1 When AT&T purchases an unbundled Local Switching element, SWBT will charge AT&T the CCLC (as CCLC may change from time to time) and of the RIC for all minutes of AT&T customer traffic traversing that unbundled Local Switching element. SWBT charges for the CCLC and RIC under this section will continue until (b) the effective date of a Commission decision that SWBT may not assess such charges.
- 2.20 AT&T will connect equipment and facilities that are compatible with the SWBT Network Elements and will use Network Elements in accordance with the applicable regulatory standards and requirements referenced in section 2.17.

2.21 **Special Request**

The sections below identify unbundled Network Elements and provide terms and conditions on which SWBT will offer them to AT&T: Network Interface device; local loop; local switching; tandem switching; operator services and directory assistance; interoffice transport, including common transport and dedicated transport; signaling and call-related database; operations support systems functions; cross-connects; and dark fiber. Any request by AT&T for an additional unbundled Network Element will be considered under the procedures set forth below. Where facilities and equipment are not available, AT&T may request and, to the extent required by law and as SWBT may otherwise agree, SWBT will provide Network Elements through the Special Request process.

- 2.21.1 Each Party will promptly consider and analyze access to a new unbundled Network Element with the submission of a Network Element Special Request hereunder. The Network Element Special Request process set forth herein does not apply to those services requested pursuant to Report & Order and Notice of Proposed Rulemaking 91-141 (rel. Oct. 19, 1992) paragraph 259 and n. 603 and subsequent rulings.
- 2.21.2 A Network Element Special Request will be submitted in writing and will include a technical description of each requested Network Element, the date when interconnection is requested and the projected quantity of interconnection points ordered with a demand forecast.
- 2.21.3 There will be no charge to AT&T for SWBT processing a Special Request, except that, when SWBT incurs expenses for modifications or additions to fulfill a request which is canceled, AT&T will compensate SWBT for its expenses.
- 2.21.4 Whenever AT&T submits a Special Request for any of the following elements: Local Loop, Local Switching; Tandem Switching; Operator Services and Directory Assistance; Interoffice Transport, including Common Transport and Dedicated Transport; Signaling and Call Related Databases; Operations Support Systems; Network Interface Device; and Loop Cross Connects - and the particular unbundled Network Element requested is operational at the time of the request, but is not priced under this Agreement, SWBT will provide a price quote to AT&T for that element within ten days following receipt of AT&T's request. If the Parties have not agreed to the price within ten days thereafter either Party may submit the matter for dispute resolution as provided for in the General Terms and Conditions of this Agreement.

- 2.21.5 Whenever AT&T submits a Special Request for an unbundled Network Element that is not covered by the preceding section, the Parties will agree to a schedule for processing the request within ten days following SWBT's receipt of the request unless both Parties agree to a longer time frame to develop the schedule. The schedule for processing the request will not exceed 90 days unless both Parties agree to a longer schedule.
- 2.21.6 Unless the Parties otherwise agree, the Network Element Special Request must be priced in accordance with Section 252(d)(1) of the Act.
- 2.21.7 If a Party to a Network Element Special Request believes that the other Party is not requesting, negotiating or processing the Network Element Special Request in good faith, or disputes a determination, or price or cost quote, such Party may seek mediation or arbitration by the Commission pursuant to Section 252 of the Act.

3.0 Network Interface Device

- 3.1 The Network Interface Device (NID) is a cross-connect used to connect loop facilities to inside wiring. The fundamental function of the NID is to establish the official network demarcation point between a carrier and its end-user customer. The NID contains the appropriate and accessible connection points or posts to which the service provider and the end-user customer each make its connections.
- 3.2 AT&T personnel may connect to the customer's inside wire at the SWBT NID, as is, at no charge. Should AT&T request SWBT to disconnect its loop from the customer's inside wire, SWBT will charge AT&T a non recurring charge as reflected on Appendix Pricing UNE - Schedule of Prices labeled as "Disconnect Loop from Inside Wiring per NID". Any repairs, upgrades and rearrangements (other than loop disconnection addressed in the preceding sentence) required by AT&T will be performed by SWBT based on Time and Materials charges as reflected on Appendix Pricing UNE - Scheduled Prices labeled "Time and Materials Charges".
- 3.3 To the extent a SWBT NID exists, it will be the interface to customers' premises wiring unless AT&T and the customer agree to an interface that bypasses the SWBT NID.
- 3.4 AT&T will provide its own NID and will interface to the customer's premises wiring through connections in the customer chamber, if available, of the SWBT NID, unless AT&T and the customer agree to an alternate interface as provided for in section 3.3.

- 3.5 With respect to multiple dwelling units or multiple-unit business premises, AT&T will provide its own NID, will connect directly with the customer's inside wire and will not require any connection to the SWBT NID, unless such premises are served by "single subscriber" type NIDs.
- 3.6 The SWBT NIDs that AT&T uses under this Attachment will be those installed by SWBT to serve its customers.
- 3.7 AT&T will not attach to or disconnect SWBT's ground. AT&T will not cut or disconnect SWBT's loop from its protector. AT&T will not cut any other leads in the NID. AT&T will protect all disconnected leads with plastic sleeves and will store them within the NID enclosure. AT&T will tighten all screws or lugs loosened by AT&T in the NID's enclosure and replace all protective covers.
- 4.0 **Local Loop**
- 4.1 Definition: A "loop" is a dedicated transmission facility between a distribution frame (or its equivalent) in a SWBT central office and an end user customer premises.
- 4.2 SWBT will provide at the rates, terms, and conditions set out in Appendix Pricing-Unbundled Network Elements the following types of unbundled loops subject to Section 1.3 of Appendix Pricing-UNE:
- 4.2.1 The 2-Wire analog loop supports analog voice frequency, voice band services with loop start signaling within the frequency spectrum of approximately 300 Hz and 3000 Hz.
- 4.2.1.1 SWBT will offer 5 dB conditioning on a 2-wire analog loop as the standard conditioning option available.
- 4.2.2 The 4-Wire analog loop provides a non-signaling voice band frequency spectrum of approximately 300 Hz to 3000 Hz. The 4-Wire analog loop provides separate transmit and receive paths. The Arkansas Commission ordered unbundling of the local loop element, but the rates approved by the Arkansas Commission did not identify a rate for 4-wire analog loops.
- 4.2.2.1 When AT&T purchases 4-wire analog loops,
- 4.2.3 The 2-Wire digital loop 160 Kbps supports Basic Rate ISDN (BRI) digital exchange services. The 2-Wire digital loop 160 Kbps supports usable bandwidth up to 160 Kbps.

- 4.2.4 The 4-Wire digital loop 1.544 Mbps loop will support DS1 service including Primary Rate ISDN (PRI). The 4-wire digital loop 1.544 Mbps supports usable bandwidth up to 1.544 Mbps.
- 4.3 AT&T may request and, to the extent technically feasible, SWBT will provide additional loop types and conditioning, including, without limitation, loops capable of carrying DS3 signals, pursuant to the Special Request process.
- 4.4 If AT&T requests one or more unbundled Loops serviced by Integrated Digital Loop Carrier (IDLC) or Remote Switching technology, SWBT will, where available, move the requested unbundled Loop(s) to a spare, existing physical or a universal digital loop carrier unbundled Loop at no additional charge to AT&T. If, however, no spare unbundled Loop is available, SWBT will within forty-eight (48) hours, excluding weekends and holidays, of AT&T's request notify AT&T of the lack of available facilities. AT&T may request alternative arrangements through the Special Request process.
- 4.5 In addition to any liability provisions in this agreement, SWBT does not guarantee or make any warranty with respect to unbundled loops or entrance facilities when used in an explosive atmosphere. AT&T will indemnify, defend and hold SWBT harmless from any and all claims by any person relating to AT&T's or AT&T end user's use of unbundled loops in an explosive atmosphere, excluding claims of gross negligence or willful or intentional conduct by SWBT.

5.0 Local Switching

- 5.1 Definition: The local switching element encompasses line-side and trunk side facilities plus the features, functions and capabilities of the switch. The line side facilities include the connection between a loop termination at, for example, a main distribution frame (MDF), and a switch line card. Trunk-side facilities include the connection between, for example, trunk termination at a trunk-side cross-connect panel and a trunk card. The local switching element includes all features, functions, and capabilities of the local switch, including but not limited to the basic switching function of connecting lines to lines, lines to trunks, trunks to lines and trunks to trunks. It also includes the same basic capabilities that are available to SWBT customers, such as a telephone number, dial tone, signaling and access to 911, operator services, directory assistance, and features and functions necessary to provide services required by law. In addition, the local switching element includes all vertical features that the switch is capable of providing, including custom calling, CLASS features, and

centrex-like capabilities, as well as any technically feasible customized routing functions.

5.2 **Technical Requirements**

- 5.2.1 SWBT will provide the local switching element so that the dialing plan associated with the port will be equal to the dialing plan established in the office for SWBT's own customers. When the established dialing plan calls for 10 digit dialing, it will apply equally to Unbundled Local Switching purchased by AT&T. After implementation of dual PIC, intraLATA Toll calls will be routed (as defined by the exchange dialing plan) via the commission mandated dual PIC method (when implemented) when AT&T uses Local Switching elements. InterLATA calls will be routed (as defined by the exchange dialing plan) via the existing PIC process when AT&T uses Local Switching elements.
- 5.2.2 Unless AT&T requests Customized Routing, SWBT's Local Switching element will route calls on SWBT's common network (i.e., Common Transport) to the appropriate trunk or lines for call origination or termination according to the same criteria that SWBT applies to its own calls.
- 5.2.3 When AT&T requests Customized Routing, either through Unbundled Local Switching or Resale, SWBT will route local operator and directory assistance calls to AT&T's Operator Services and Directory Assistance platforms. In addition, at AT&T's request, for the Unbundled Local Switching element, SWBT will route local calls to AT&T designated facilities rather than to SWBT's common network.
- 5.2.3.1 Subject to the above, SWBT will provide Customized Routing with Unbundled Local Switching or Resale only according to the following conditions: Customized Routing will only be permitted on a class of call basis (i.e., all Directory Assistance Calls and/or all Operator Services calls (or all local calls for Unbundled Local Switching only) must be routed to the same dedicated facility or facilities.). AT&T may request additional types of Customized Routing for local calls through the Special Request Process.
- 5.2.3.2 The establishment of Customized Routing in a SWBT end office will be subject to the rates and conditions specified on an individual case basis as reflected in Appendix Pricing UNE - Schedule of Prices labeled "Customized Routing".

5.2.4 **Customized Routing of AT&T Directory Assistance and Operator Services**

5.2.4.1 Where AT&T purchases Unbundled Local Switching or Resale and elects to provide Directory Assistance and Operator Services to its customers through its own Directory Assistance and Operator Services platforms, SWBT will provide the functionality and features required to route calls from AT&T customers for Directory Assistance and Operator Services to AT&T designated trunks for the provision of AT&T Directory Assistance and Operator Services, in accordance with this Attachment.

5.2.4.2 Customized Routing of Directory Assistance and Operator Services will be provided on those SWBT switches with existing capabilities and capacity (e.g. by utilizing line class code or similar method). For those switches that lack the existing capability and/or capacity to support Customized Routing, SWBT will develop alternative method(s) (e.g., AIN based method) of providing Customized Routing of Directory Assistance and Operator Services. SWBT will complete implementation of said alternative method(s) by December 31, 1997. The schedule for development of alternative method(s) 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. Where AT&T orders Customized Routing or any special screening requirements, such order must be placed on a per class of service basis in each end office. SWBT will fulfill orders for particular Customized Routing arrangements within 30 days following receipt of a completed Customized Routing Order for the relevant switches from AT&T, unless the Parties agree to a different schedule. If under 5.2.3.2, AT&T is required to pay for Customized Routing on an ICB basis, SWBT will provide a price quote within 10 days of the receipt of the Customized Routing forms. Upon AT&T acceptance of the price quote the 30-day interval for fulfilling orders will begin. Where it is not technically feasible to meet AT&T's requests through available SWBT network resources, SWBT will advise AT&T within 15 working days after order receipt.

In order to accommodate start up needs for Customized Routing requests issued by AT&T prior to October 1, 1997, the 10-day price quote and 30-day order fulfillment period referred to above will be calendar days and calendar days respectively.

5.2.4.2.1 The establishment of call blocking/screening requirements in a SWBT end office will be subject to the rates and conditions specified on an individual case basis as reflected in Appendix Pricing UNE - Schedule of Prices labeled "Call Blocking/Screening".

- 5.2.4.3 SWBT will make available to AT&T the ability to route all local Directory Assistance and Operator Services calls (e.g., 1+411, 0-, and 0+ seven or ten digit Local, 1+HNPA+555-1212), dialed by AT&T Customers to the AT&T Directory Assistance and Operator Services platform. Customized Routing will not be used in a manner to circumvent the inter or intraLATA PIC process directed by the FCC (nor to circumvent SWBT's provision of intraLATA toll services prior to dual PIC).
- 5.2.4.4
- 5.2.4.4.1 At AT&T's request, SWBT will provide functionality and features within its LS to route AT&T customer-dialed Directory Assistance local calls to the designated trunks via signaling from SWBT's 1AESS switches and other switch types or as the Parties otherwise agree, for direct dialed calls (e.g., 1+411, 0-, and 0+ Local, 1+HNPA+555-1212).
- 5.2.4.5 SWBT will provide the functionality and features within its local switch to route AT&T dialed 0/0+ local calls to AT&T via operator services signaling.
- 5.2.4.6 The Parties agree that, in the event of an emergency wherein an AT&T customer must reach a non-AT&T customer that has a non-published telephone number, the AT&T operator will contact SWBT's operator and request the assistance of a supervisor to the extent done by SWBT's operators.
- 5.2.4.7 SWBT will forward with Directory Assistance and Operator Services calls from AT&T customers the appropriate line data required by AT&T to identify the type of line for the purposes of call handling and recording.
- 5.2.4.8 Direct routing capabilities described herein will permit AT&T customers to dial the same telephone numbers for AT&T Directory Assistance and Operator Services that similarly-situated SWBT customers dial for reaching equivalent SWBT services.
- 5.2.4.9 SWBT, no later than five (5) days after the date AT&T requests the same, will provide to AT&T the emergency public agency (e.g., police, fire, ambulance) telephone numbers used by SWBT in each NPA-NXX. Such data will be transmitted via paper copies of all SWBT emergency listings reference documents from all of SWBT's Operator Services offices. AT&T agrees to indemnify and hold SWBT harmless from all claims, demands, suits or actions by third parties against SWBT, or jointly against AT&T and SWBT, arising out of its provision of such information to AT&T.

- 5.2.5 SWBT will provide the Local Switching element only with standard central office treatments (e.g., busy tones, vacant codes, fast busy, etc.), supervision and announcements.
- 5.2.6 SWBT will perform testing through the Local Switching element for AT&T customers in the same manner and frequency that it performs such testing for its own customers.
- 5.2.7 SWBT will repair and restore any SWBT equipment or any other maintainable component that may adversely impact Local Switching.
- 5.2.8 SWBT will control congestion points such as those caused by radio station call-ins, and network routing abnormalities, using capabilities such as Automatic Call Gapping, Automatic Code Gapping, Automatic Congestion Control, and Network Routing Overflow. AT&T agrees to respond to SWBT's notifications regarding network congestion.
- 5.2.9 SWBT will perform, according to its own procedures and applicable law, manual traps as requested by designated AT&T personnel (Attachment 16: Network Security) and permit customer originated call trace (Attachment 1: Resale, Appendix Services/Pricing). AT&T will obtain all necessary legal authorization for the call trace.
- 5.2.10 SWBT will record billable events, where technically feasible, and send the appropriate billing data to AT&T as outlined in Attachments 9 and 10.
- 5.2.11 SWBT will provide switch interfaces to adjuncts in the same manner it provides them to itself. AT&T requests for use of SWBT adjuncts will be handled through the Special Request process.
- 5.2.12 SWBT will provide Usage Data and trouble history regarding a customer line, upon AT&T's request as provided in Attachment: 8 and Attachment: 10.
- 5.2.13 SWBT will allow AT&T to designate the features and functions that are activated on a particular unbundled switch port to the extent such features and functions are available or as may be requested by the Special Request process. When AT&T purchases Unbundled Local Switching (ULS), SWBT will provide AT&T the vertical features that the switch is equipped to provide, as part of the usage charges associated with ULS. AT&T will pay non-recurring charges to activate such features in association with a particular ULS Port type when activation takes place at the time the port is

established and when activation takes place subsequent to establishment of the port. These charges are in Appendix Pricing UNE - Schedule of Prices labeled "Feature Activation per Port type.

- 5.2.14 The Arkansas Commission ordered unbundling of local switching, but the rates approved by the Arkansas Commission did not include explicit rates for the establishment and subsequent modification of centrex-like systems associated with unbundled Local Switching.
- 5.3 **Switch Ports**
- 5.3.1 Unbundled Local Switching (ULS) Port includes the central office switch hardware and software required to permit the transport or receipt of information over the SWBT local switching network or other interconnected networks. The ULS Port provides access to all features, functions and capabilities of the local switch. The ULS Port charge includes the charges for cross connect to the main distribution frame or DSX panel. SWBT will provide the following switch ports:
- 5.3.1.1 Analog Line Port: A line side switch connection available in either a loop or ground start signaling configuration used primarily for Switched voice communications.
- 5.3.1.2 Analog (DID) Trunk Port: A trunk side switch connection used for voice communications via customer premises equipment primarily provided by a Private Branch Exchange (PBX) switch.
- 5.3.1.3 DS1 Trunk Port: A digital trunk side switch connection that provides the equivalent of 24 paths used primarily for voice communications via customer premises equipment provided by a PBX switch (4 wire).
- 5.3.1.3.1 The Arkansas Commission ordered unbundling of the local switching element, but the rates approved by the Arkansas Commission did not identify a rate for DS1 trunk port.
- 5.3.1.4 ISDN Basic Rate Interface (BRI) Port: A line side switch connection which provides ISDN Basic Rate Interface (BRI) based capabilities.
- 5.3.1.5 ISDN Primary Rate Interface (PRI) Trunk Side Port: trunk side switch connection which provides Primary Rate Interface (PRI) ISDN Exchange Service capabilities.

- 5.3.1.6 When AT&T purchases switch ports, the applicable prices contained on Appendix Pricing UNE - Schedule of Prices and labeled "Port Charge per month" will apply subject to section 1.3 of Appendix Pricing UNE. In addition, applicable usage sensitive charges are found in Appendix Pricing UNE - Schedule of Prices labeled "Local Switching" also subject to section 1.3 of Appendix Pricing UNE.
- 5.3.1.7 AT&T may request additional port types from SWBT through the Special Request process.

6.0 Tandem Switching

- 6.1 Definition: Tandem Switching is defined as: (1) trunk-connect facilities, including but not limited to the connection between trunk termination at a cross-connect panel and a switch trunk card, (2) the basic switching function of connecting trunks to trunks; and (3) all technically feasible functions that are centralized in tandem switches (as distinguished from separate end-office switches), including but not limited to call recording, the routing of calls to operator services, and signaling conversion features.

- 6.1.1 When AT&T uses Tandem Switching SWBT will charge the price shown on Appendix Pricing UNE - Schedule of Prices labeled "Tandem Switching" subject to the provisions of section 1.3 of Appendix Pricing UNE. No port charge applies with Tandem Switching.

6.2 Technical Requirements

- 6.2.1 Tandem Switching will provide trunk to trunk connections for local calls between two end offices including two offices belonging to different CLECs (e.g., between an AT&T end office and the end office of another CLEC).
- 6.2.2 To the extent all signaling is SS7, Tandem Switching will preserve CLASS/LASS features and Caller ID as traffic is processed. Additional signaling information and requirements are provided in Section 9.
- 6.2.3 SWBT will perform testing through the Tandem Switching element for AT&T in the same manner and frequency that it performs such testing for itself.
- 6.2.4 To the extent that SWBT manages congestion from the Tandem Switching element for itself, it will control congestion points such as those caused by radio station call-ins, and network routing abnormalities, using capabilities such as Automatic Call Gapping, Automatic Code Gapping, Automatic

Congestion Control, and Network Routing Overflow. AT&T agrees to respond to SWBT's notifications regarding network congestion.

6.2.5 Where SWBT provides the Local Switching Network element and the Tandem Switching Network element to AT&T from a single switch, both Local Switching and Tandem Switching will provide all of the functionality required of each of these Network Elements in this Agreement.

7.0 **Operator Services and Directory Assistance**

7.1 Definition: Operator Services and Directory Assistance (OS/DA) is the Network Element that provides operator and automated call handling and billing, special services, customer telephone listings and optional call completion services. The OS/DA Network Element provides two types of functions: Operator Service functions and Directory Service functions, each of which is described in detail below.

7.2 **Operator Service**

This section sets forth the terms and conditions under which SWBT agrees to provide operator services (Operator Services) for AT&T. When AT&T uses SWBT Operator Services, SWBT will charge the prices shown on Appendix Pricing UNE - Schedule of prices labeled "Operator Services Call Completion Services" subject to section 1.3 of Appendix Pricing UNE.

7.2.1 **Services** - SWBT will provide the following three tiers of Operator Services:

7.2.1.1 **Fully-Automated** - Allows the caller to complete a call utilizing Automated Alternate Billing Service (AABS) equipment without the assistance of a SWBT Operator, hereafter called Operator. AABS allows the caller the option of using the AABS audio response system. AABS will be offered in areas where facilities exist and where AT&T has Automatic Number Identification (ANI) equipment and TOUCH-TONE service in place. AABS cannot be activated from a rotary telephone and failure or slow response by the caller to the audio prompts will bridge an Operator to the caller for further assistance. The called party must also have TOUCH-TONE service to accept calls that are billed collect or to a third number.

7.2.1.2 **Semi-Automated** - Allows the caller to complete a call by receiving partial assistance from an Operator or when AABS cannot be activated due to equipment limitations.

- 7.2.1.3 **Non-Automated** - Allows the caller to complete a call by receiving full assistance from an Operator.
- 7.2.2 **Call Types** - SWBT will provide to AT&T the following call types:
- 7.2.2.1 **Fully Automated Station-to-Station** - This service is limited to those calls placed collect or billed to a third number. The caller dials 0 plus the telephone number desired, the service selection codes and/or billing information as instructed by the AABS equipment. The call is completed without the assistance of an Operator. This service may also include the following situations:
- 7.2.2.1.1 The caller identifies himself or herself as disabled and gives the Operator the number to which the call is to be billed (either collect or third number).
- 7.2.2.1.2 When due to trouble on the network or lack of service components, the automated call cannot be completed without assistance from an Operator.
- 7.2.2.1.3 When an Operator reestablishes an interrupted call that meets any of the situations described in this Section.
- 7.2.2.2 **Semi-Automated Station-To-Station** - This service is limited to those calls placed sent paid, collect or billed to a third number. The caller dials 0 plus the telephone number desired and the call is completed with the assistance of an Operator. This service may also include the following situations:
- 7.2.2.2.1 Where the caller does not dial 0 prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).
- 7.2.2.2.2 When an Operator re-establishes an interrupted call that meets any of the situations described in this Section.
- 7.2.2.3 **Semi-Automated Person-To-Person** - A service in which the caller dials 0 plus the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. This service may also include the following situations:

- 7.2.2.3.1 Where the caller does not dial a 0 prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
- 7.2.2.3.2 When an Operator reestablishes an interrupted call that meets any of the situations described in this Section.
- 7.2.2.4 **Operator Handled Station-To-Station** - A service provided when the caller dials 0 to reach an Operator, and the Operator dials a sent paid, collect or third number station-to-station call. These calls may originate from a private, public or semi-public telephone. The service may also include when an Operator reestablishes an interrupted call as described in this Section.
- 7.2.2.5 **Operator Handled Person-To-Person** - A service in which the caller dials 0 and requests the Operator to dial the number desired and the person, station, department or office to be reached. 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 when an Operator reestablishes an interrupted call as described in this Section.
- 7.2.2.6 **Operator Transfer Service** - A service in which the caller dials 0 and requests to be connected to an interexchange carrier using an Operator's assistance. At the caller's request, the Operator transfers the call to an interexchange carrier participating in SWBT's Operator Transfer Service offering.
- 7.2.3 **Call Branding-/Rate Reference** - The process by which an Operator, either live or recorded, will identify the operator service provider as being AT&T. In all cases the rates quoted to the customer and those applied to the call will be AT&T's. SWBT will offer Call Branding of Operator Services in the name of AT&T. Charges for Call Branding will be contained in Appendix Pricing UNE - Schedule of Prices labeled "Call Branding (DA/OS)," subject to Section 1.3 of Appendix Pricing UNE.
- 7.2.3.1 AT&T will provide SWBT with the specific branding phrase to be used to identify AT&T. The standard phrase will be consistent with the general form and content currently used by the Parties in branding their respective services (e.g., "bong" AT&T).
- 7.2.3.2 In the event that the phraseology for branding OS calls is the same phraseology for branding DA calls, only one charge will apply per initial loading or subsequent change. AT&T will pay the charge as reflected

in Appendix Pricing UNE - Schedule of Prices labeled "Rate Per Initial Load" or "Rate Per Subsequent Changes to Brand" .

7.2.3.3 SWBT Operator Services operators will provide Operator Services Rates/Reference Information upon request to AT&T's end users.

7.2.3.3.1

7.2.3.3.2

7.2.3.3.3

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7.2.3.4

7.2.4 **Other Operator Assistance Services**

7.2.4.1 **Line Status Verification** - A service in which the caller asks the Operator to determine the busy status of an access line.

7.2.4.2 **Busy Line Interrupt** - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation is in progress at the time of the interrupt or the parties interrupted refuse to terminate the conversation in progress.

7.2.4.3 **Handling of Emergency Calls To Operator** - To the extent AT&T's NXX encompasses multiple emergency agencies, SWBT will agree to query the caller as to his/her community and to transfer the caller to the appropriate emergency agency for the caller's community. AT&T will provide to SWBT the communities associated with AT&T's NXX(s).

7.2.4.4 **Calling Card** - Calls billed to an AT&T proprietary calling card (0+ or 0-access) will be routed via transfer to the AT&T operator.

7.2.5 **Responsibilities of SWBT**

7.2.5.1 SWBT will provide and maintain such equipment as is required to furnish the Operator Services as described in this section.

7.2.5.2 Facilities necessary for SWBT to provide Operator Services to AT&T will be provided by SWBT using standard trunk traffic engineering procedures to ensure that the objective grade of service is met.

- 7.2.5.3 SWBT will provide 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.
- 7.2.5.4 SWBT will accumulate and provide AT&T such data as necessary for AT&T to verify traffic volumes and bill its customers.
- 7.2.6 **Responsibilities of Both Parties**
- 7.2.6.1 The Party(ies) that provide the circuits between AT&T and SWBT offices will make such circuits available for use in connection with the OS services covered herein. When the total traffic exceeds the capacity of the existing circuits, the Party(ies) will provide additional circuits, to the extent necessary.
- 7.2.6.2 SWBT will brand Directory Assistance and Operator Services in the name of AT&T 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 competitive LEC operator services and directory assistance calls that are branded by live operators. AT&T will not request 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 its current commitment; however, SWBT will use its best efforts to manage the vendor to meet said date.
- 7.2.7 **Responsibilities of AT&T**
- 7.2.7.1 Except where provided through SWBT unbundled Network Elements purchased by AT&T, AT&T will be responsible for providing and maintaining the equipment necessary for routing calls and signals to the SWBT serving office and also such equipment as may be necessary to record call volumes from the AT&T serving office, in a mutually agreed upon format and media.
- 7.2.7.2 AT&T will furnish in writing to SWBT, thirty (30) days in advance of the date when OS is to be undertaken, all end user records and information required by SWBT to provide OS.
- 7.2.7.3 AT&T will furnish all records required by SWBT to provide the Operator Services. AT&T will provide the initial data by a date mutually agreed to between AT&T and SWBT. AT&T will keep this data current using

procedures mutually agreed to by AT&T and SWBT. AT&T will provide all data and changes to SWBT in the mutually agreed to format(s).

7.2.7.4

7.2.8 **Limitation of Liability and Indemnification**

7.2.8.1

7.2.8.2

7.2.8.3

7.3 **Directory Service**

This section sets forth the terms and conditions under which SWBT agrees to provide Directory Assistance Services (DA Services) for AT&T. When AT&T uses SWBT Directory Assistance, SWBT will charge the prices shown on Appendix Pricing UNE - Schedule of prices labeled "Directory Assistance" subject to section 1.3 of Appendix Pricing - UNE.

7.3.1 **Services**

7.3.1.1 DA consists of providing subscriber listing information (name, address, and published or Non-List telephone number or an indication of non-published status) to AT&T's customers who call DA according to current SWBT methods and practices or as subsequently modified.

7.3.1.2 Directory Assistance Call Completion (DACC) service consists of SWBT completing a call to the requested number on behalf of AT&T's end user, utilizing the Interactive Voice System (IVS) or having the operator complete the call.

7.3.1.3 SWBT agrees to provide DACC only in areas where AT&T can furnish Automatic Number Identification (ANI) from AT&T's customers to SWBT's switch and where AT&T obtains DA service from SWBT.

7.3.1.4 AT&T commits that SWBT's provision of DACC does not interfere with any contractual arrangement that AT&T has with another operator services provider. AT&T agrees to indemnify SWBT from any and all causes of action which may be brought by an alternate operator services provider based on allegations that SWBT has interfered with any such contractual arrangement solely by virtue of SWBT's provision of DACC to AT&T under this Attachment.

- 7.3.2 **Definitions** - The following terms are defined as set forth below:
- 7.3.2.1 Non-List Number - A telephone number that, at the request of the telephone subscriber, is not published in a telephone directory, but is available by calling a SWBT DA Operator.
- 7.3.2.2 Non-Published Number - A telephone number that, at the request of the telephone subscriber, is neither published in a telephone directory nor provided by a SWBT DA Operator.
- 7.3.2.3 Published Number - A telephone number that is published in a telephone directory and is available upon request by calling a SWBT DA Operator.
- 7.3.2.4 IntraLATA Home NPA (HNPA) - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
- 7.3.2.5 IntraLATA Foreign NPA (FNPA) - Where a single LATA includes two Numbering Plan Areas (NPAs). FNPA DA calls may be classified as interstate IntraLATA or intrastate IntraLATA DA calls.
- 7.3.3 **Call Branding/Rate Reference**
- 7.3.3.1 The process by which an Operator, either live or recorded, will identify the DA provider as being AT&T. In all cases the rates quoted to the customer and those applied to the call will be AT&T's. SWBT will offer Call Branding of DA in the name of AT&T. Charges for Call Branding that are contained in Appendix Pricing UNE - Schedule of Prices labeled "Call Branding (DA/OS)" and "Service Rate Information (DA/OS)," as agreed to by the Parties, or as may otherwise be ruled by the Arkansas Commission, subject to section 1.3 of Appendix Pricing - UNE.
- 7.3.3.2 SWBT Directory Assistance operators will provide Directory Assistance Rate Information upon request to AT&T's end users.
- 7.3.3.2.1
- 7.3.3.2.2
- 7.3.3.2.3
- 7.3.3.2.4
- 7.3.3.3

7.3.4 Responsibilities of SWBT

- 7.3.4.1 SWBT will perform DA Service for AT&T in those exchanges where AT&T elects to purchase such services from SWBT.
- 7.3.4.2 SWBT will provide and maintain its own equipment to furnish DA Services.
- 7.3.4.3 SWBT will provide DA Service to AT&T customers using current and updated DA records and in accordance with SWBT's current methods, practices, and procedures or as subsequently modified.
- 7.3.4.4 SWBT will include current AT&T customer listing information in SWBT's DA database.

7.3.5 Responsibilities of Both Parties

- 7.3.5.1 The Party(ies) that provide the circuits between AT&T and SWBT offices will make such circuits available for use in connection with the DA services covered herein. When the total traffic exceeds the capacity of the existing circuits, the Party(ies) will provide additional circuits, to the extent necessary.
- 7.3.5.2 SWBT will brand Directory Assistance and Operator Services in the name of AT&T 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 competitive LEC operator services and directory assistance calls that are branded by live operators. AT&T will not request 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 its current commitment; however, SWBT will use its best efforts to manage the vendor to meet said date.

7.3.6 Responsibilities of AT&T

- 7.3.6.1 Except where provided through SWBT unbundled Network Elements purchased by AT&T, AT&T will be responsible for providing and maintaining the equipment necessary for routing calls and signals to the SWBT serving office and also such equipment as may be necessary to record call volumes from the AT&T serving office, in a mutually agreed upon format and media.

7.3.6.2 AT&T will furnish to SWBT, thirty (30) days in advance of the date when DA is to be undertaken, all end user records and information required by SWBT to provide to DA .

7.3.6.3 AT&T will update end user directory assistance listing information using reporting forms and procedures that are mutually acceptable to both Parties. AT&T will send the DA records to SWBT via a local manual service order, T-TRAN, magnetic tape or by any other mutually agreed to format or media.

7.3.6.4

7.3.7 **Limitation Of Liability And Indemnification**

7.3.7.1

7.3.7.2

7.3.7.3

8.0 **Interoffice Transport**

The Interoffice Transport network element is defined as SWBT interoffice transmission facilities dedicated to a particular customer or carrier, or shared by more than one customer or carrier, that provide telecommunications between wire centers owned by SWBT or AT&T or third parties acting on behalf of AT&T, or between switches owned by SWBT or AT&T or third parties acting on behalf of AT&T. Interoffice Transport includes Common Transport and Dedicated Transport.

8.1 **Common Transport**

8.1.1 Definition: Common Transport is a shared interoffice transmission path between SWBT switches. Common Transport will permit AT&T to connect its Local Switching element with Common Transport to transport the local call dialed by the Local Switching element to its destination through the use of SWBT's common transport network. Common Transport will also permit AT&T to utilize SWBT's common network between a SWBT tandem and a SWBT end office.

8.1.2 SWBT will be responsible for the engineering, provisioning, and maintenance of the underlying equipment and facilities that are used to provide Common Transport.

8.1.3 When AT&T purchases unbundled Local Switching SWBT will charge

the price shown on Appendix Pricing UNE - Schedule of Prices labeled "Common Transport" subject to section 1.3 of Appendix Pricing - UNE when such facilities are used on an interoffice call subject to 5.2.2.

8.2 **Dedicated Transport**

8.2.1 Dedicated Transport is an interoffice transmission path dedicated to a particular customer or carrier that provides telecommunications between wire centers owned by SWBT or AT&T or third parties acting on behalf of AT&T, or between switches owned by SWBT or AT&T or third parties acting on behalf of AT&T. Dedicated Transport includes Digital cross-connect system (DCS) functionality as specified below.

8.2.1.1 The Price for dedicated transport between SWBT wire centers is contained in Appendix Pricing - UNE Schedule of Prices labeled Dedicated Transport (Interoffice Transport), subject to section 1.3 of Appendix Pricing - UNE.

8.2.1.2 SWBT will offer Dedicated Transport as a circuit (e.g., DS1, DS3) dedicated to AT&T.

8.2.1.3 SWBT will offer Dedicated Transport using then-existing infrastructure facilities and equipment. To the extent facilities and equipment are not presently available, AT&T may request them pursuant to the Special Request process.

8.2.1.4 SWBT will provide Dedicated Transport at the following speeds: Voice Grade (VG), DS1(1.544 Mbps), DS3(45 Mbps), OC3(155.520 Mbps) and OC12(622.080 Mbps). In addition, SWBT offers OC48(2488.320 Mbps) bandwidth as an option for interoffice capacity. AT&T may request other interface options pursuant to the Special Request process.

8.2.1.5 Dedicated Transport elements are provided over such routes as SWBT may elect in its own discretion. If AT&T requests special routing of Dedicated Transports, SWBT will respond to such requests under the Special Request process.

8.2.1.6 Multiplexing/demultiplexing allows the conversion of higher capacity facilities to lower capacity facilities. SWBT will provide multiplexing/demultiplexing for Voice Grade to DS1 and DS1 to DS3 conversions.

8.2.1.7.1 AT&T will pay rates and charges for Voice Grade to DS1 and DS1 to DS3 multiplexing and demultiplexing that are in addition to Dedicated Transport

rates and charges. These charges are shown in Appendix Pricing - UNE - Schedule of Prices labeled "Multiplexing."

8.2.1.7.2 SWBT will provide AT&T such additional technically feasible types of multiplexing/demultiplexing, grooming, Digital Cross-Connect Systems (DCS), bridging, broadcast, test, and conversion features when and where available to SWBT for use in providing telecommunications services, e.g., optical multiplexing. AT&T will request the items listed above through the Special Request Process or as the Parties may otherwise agree.

8.2.1.7.2.1

8.2.1.7.3 AT&T will use multiplexing/demultiplexing when connecting a DS1 or greater bandwidth Dedicated Transport element to SWBT analog end office switch.

8.2.2 **Technical Requirements For All Dedicated Transport**

This Section sets forth technical requirements for all Dedicated Transport.

8.2.2.1 When provided by SWBT to itself or when requested by AT&T pursuant to the Special Request process, and when technically feasible, Dedicated Transport will provide physical diversity. Physical diversity means that two circuits are provisioned in such a way that no single failure of facilities or equipment will cause a failure on both circuits.

8.2.3 **Digital Cross-Connect System (DCS)**

8.2.3.1

8.2.3.1

8.2.3.1.1 SWBT has proposed that AT&T will pay rates and charges for Digital Cross Connect System functionality when AT&T controls the DCS. SWBT proposes the following rate elements:

8.2.3.1.1.1 **DCS Port Charge** - A DCS rate per month applies per port requested. The three types of port configurations are as follows:

- DS0 channel port termination.
- DS1 channel port termination.
- DS3 channel port termination.

8.2.3.1.1.2 **DCS Establishment Charge** - This charge applies for the initial setup of the AT&T database. The database setup is a grid, built by SWBT, that

contains all of the unbundled dedicated transport circuits that AT&T will be able to control and reconfigure. Security, as well as circuit inventory, is built into the grid, permitting AT&T to control its own circuits. Also included is initial training on the system.

- 8.2.3.1.1.3 Database Modification Charge - This charge applies each time AT&T requests a modification of its database. A modification can be an addition or deletion of circuits terminating on a DCS, or a rearrangement of the database.
- 8.2.3.1.1.4 Reconfiguration Charge - This charge applies per termination point per DCS each time the routing of an AT&T circuit is changed. As an example, if AT&T has a circuit routing from their premise "A" through two DCS offices to their premise "B" and want to reconfigure this circuit so that it is routed from "A" through two different DCS offices to premise "C", four reconfiguration charges would apply. Two charges would apply for disconnecting from the original DCS offices and two charges would apply for connecting at the new DCS offices.
- 8.2.3.2 The DCS is a central office cross-connect system for the remote reconfiguration of Dedicated Transport facilities.
- 8.2.3.3 AT&T may utilize the DCS Dedicated Transport element through the use of a terminal on AT&T premises to access a database maintained by SWBT to reconfigure AT&T's Dedicated Transport facilities.
- 8.2.3.4 AT&T may use the DCS to directly access and control AT&T's 45 Mbps or 1.544Mbps facilities or unbundled Dedicated Transport, subtending channels, and Internodal Facilities (the facilities that connect a DCS in one central office with a DCS in another central office). DCS devices will perform 3/3, 3/1, and 1/0 type functions.
- 8.2.3.5 AT&T will remotely access the DCS by using a terminal on AT&T's premises in conjunction with AT&T's facilities or SWBT Dedicated Transport elements (Entrance Facility and/or I/O Transport), or in conjunction with a local telephone line with a seven digit telephone number.
- 8.2.3.6 SWBT will make DCS available at those hubs where SWBT cross-connect systems are located. SWBT will provide a list of those hubs to AT&T.
- 8.2.3.7 SWBT will make two DCS options available to AT&T: On-demand; and Reservation. The on-demand option allows AT&T to make immediate changes to the network, while the reservation option allows AT&T to execute a change at a specified time designated by AT&T.

- 8.2.3.8 AT&T may use DCS to perform the following functions:
- 8.2.3.8.1 **Routing/Rerouting** - The routing feature allows AT&T to select the routes that will be used to connect circuits between DCSs. AT&T may control the route selection process by various parameters according to AT&T's needs. AT&T may also reroute circuits from a failed internodal facility to a working one.
 - 8.2.3.8.2 **Renaming**-AT&T may rename its network locations, circuits, and facilities.
 - 8.2.3.8.3 **Special Day Definition** - AT&T may specify circuit reconfiguration on special days, e.g., payday, holidays.
 - 8.2.3.8.4 **Resource Verification** - AT&T may verify the resource availability for the reservation period in its reconfiguration request prior to the system's confirmation or denial of the request.
 - 8.2.3.8.5 **Transaction Log** - AT&T is provided database log that contains every transaction involving reconfigurations.
 - 8.2.3.8.6 **Compatibility Table** - AT&T may view the allowable access line combinations that can be used with the DCS.
 - 8.2.3.8.7 **Path Priority** - AT&T may arrange its circuit paths in order of priority when multiple routes exist.
 - 8.2.3.8.8 **Reservation Summary Screen** - AT&T may view the status of its reconfiguration reservations.
 - 8.2.3.8.9 **MACRO Command/Network Modeling** - AT&T may initiate with one command, multiple two-point cross-connections. AT&T can build separate network models, such as day-time models, night-time models, and disaster recovery models and invoke their activation or switch from one to the other.
 - 8.2.3.8.10 **Variable Bandwidth** - On Internodal Facilities, AT&T may use the variable bandwidth feature interchangeably to connect full STS1 (where available), 45Mbps or 1.544Mbps circuits, or to connect one or more individual subtending channels.
 - 8.2.3.9 **Technical Specifications**
 - 8.2.3.9.1 AT&T will only cross-connect with DCS that have identical technical characteristics for compatibility and proper operations, e.g., Data to Data, Voice to Voice.

8.2.3.9.2 DCS functionality includes wiring or other cabling from the DCS device to a distribution frame or its equivalent.

9.0 **Signaling Networks and Call-Related and other Databases**

Signaling Networks and Call-Related Databases is the Network Element that includes Signaling Link Transport, Signaling Transfer Points, and Service Control Points and Call-Related Databases. This section also describes access to SWBT's Directory Assistance Database.

9.1 **Signaling Link Transport**

9.1.1 Definition: Signaling Link Transport is a set of multiples of two (A-links) or four (B- or D-links) dedicated full duplex mode 56 Kbps (or higher speeds when suitably equipped) transmission paths between AT&T STPs or switches and the SWBT STP pair that provides appropriate physical diversity when available. Generally the AT&T designated Signaling Points of Interconnection (SPOI) are at SWBT's STP or serving wire center.

9.1.1.1 AT&T and SWBT may choose to interconnect their existing SS7 networks. No charges under this Agreement will apply when AT&T transmits signaling for local service traffic using ports, links and cross connects between AT&T and SWBT STPs for which AT&T has paid the applicable charges in its capacity as an IXC.

9.1.1.2 When AT&T establishes new links, where AT&T will use existing transport to an existing SPOI, but will order a new cross-connect and port at SWBT's STP, AT&T will pay applicable rates labeled "SS7 Links Cross Connect" and "STP Port Rate" in Appendix Pricing - UNE - Schedule of Prices, subject to section 1.3 of the Appendix Pricing - UNE. If either Party believes new links as described in this paragraph would be mutually beneficial, each Party agrees to negotiate at the request of the other Party. If, pursuant to the negotiations, the parties mutually agree that the new cross-connect and port is needed, SWBT will charge AT&T the applicable rates and charges established herein and AT&T will charge SWBT the lesser of AT&T's tariff rates, if any, or an amount equal to the applicable charges established herein. If SWBT does not agree that a new link as described in this paragraph is mutually beneficial, then SWBT will not use the new link and SWBT acknowledges that AT&T may block SWBT's usage of the new link.

9.1.1.3 If new links are established and AT&T elects to purchase unbundled SWBT transport between an AT&T STP or an AT&T local switch and a SWBT STP or SPOI, using interfaces at the DS1 level, SWBT will