

customers in the ordinary course of business, using services ordered by MCI_m. "Recorded Usage Data" as used in this Section 4 means billing detail recorded in the normal course of business by Bell Atlantic including, but not limited to, billing detail recorded for the following categories of information:

4.1.1.3.1 Completed calls;

4.1.1.3.2 Use of CLASS/LASS/Custom features;

4.1.1.3.3 Calls to Directory Assistance where Bell Atlantic provides such service to an MCI_m subscriber;

4.1.1.3.4 Calls completed via Bell Atlantic's Operator Services where Bell Atlantic provides such service to MCI_m's subscribers; and

4.1.1.3.5 CENTREX usage recorded by Bell Atlantic on its switches in the normal course of business.

4.1.1.4 **Retention of Records.** Bell Atlantic shall maintain a machine readable back-up copy of the message detail provided to MCI_m for the Recorded Usage Data described above for a minimum of forty-five (45) calendar days.

4.1.1.5 Bell Atlantic shall provide to MCI_m Recorded Usage Data for MCI_m subscribers in accordance with the terms herein. Bell Atlantic shall not submit other carrier local usage data as part of MCI_m Recorded Usage Data.

4.1.1.6 MCI_m, and not Bell Atlantic, shall bill MCI_m subscribers for services purchased by MCI_m hereunder.

4.1.1.7 For Local Resale, Bell Atlantic shall record and rate all calls to information service providers (*i.e.*, 976 service calls) and include such information on the data usage file ("DUF") provided to MCI_m hereunder. MCI_m shall bill such calls directly to its subscribers. To the extent either Party offers variable rated service (*e.g.*, 976, 554, and/or 915, as applicable), the Parties shall agree to separate arrangements for the billing and compensation of such services. With respect to unbundled Local Switching, Bell Atlantic shall record, and provide to MCI_m, unrated calls to information service providers (*i.e.*, 976 service calls) and include such information on the data usage file ("DUF") provided to MCI_m hereunder.

4.1.1.8 Bell Atlantic shall provide Recorded Usage Data to MCIIm billing locations as reasonably designated by MCIIm.

4.1.1.9 Bell Atlantic shall establish a CLEC sales and service center ("CSSC") or similar function to serve as MCIIm's single point of contact to respond to MCIIm's call usage, data error, and record transmission inquiries.

4.1.1.10 Bell Atlantic shall provide MCIIm with a single point of contact, remote identifiers ("IDs"), and expected usage data volumes for each sending location.

4.1.1.11 MCIIm shall provide a single point of contact responsible for receiving usage transmitted by Bell Atlantic and receiving usage tapes from a courier service in the event of a facility outage.

4.1.1.12 Bell Atlantic shall bill MCIIm, and MCIIm shall pay such charges for, Recorded Usage Data at the prices set forth in Attachment I. Billing and payment shall be in accordance with the applicable terms and conditions set forth in Attachment VIII, Section 3.

4.1.2 Incomplete Calls. No charges shall be assessed by Bell Atlantic for incomplete call attempts, unless Bell Atlantic assesses a charge for such incomplete call attempts to its subscribers.

4.1.3 Central Clearinghouse & Settlement (ICS/Non-ICS Incollects/Outcollects)

4.1.3.1 Bell Atlantic shall comply with clearinghouse and incollect/outcollect procedures to be determined by the Parties from time to time.

4.1.3.2 Bell Atlantic shall reasonably cooperate with MCIIm in its development of a neutral third-party in- and out-collect process developed for intra-region alternately billed messages.

4.1.3.3 Bell Atlantic shall settle with MCIIm intra-region and inter-region billing exchanges relating to calling card calls, bill-to-third-party calls and collect calls.

4.1.4 Lost Data

4.1.4.1 Loss of Recorded Usage Data - MCIIm Recorded Usage Data determined to have been lost, damaged or destroyed as a result of an error or omission by Bell Atlantic in its performance of the recording function

shall, upon MCI's request, be recovered by Bell Atlantic at no charge to MCI. In the event the data cannot be recovered by Bell Atlantic, Bell Atlantic shall estimate the messages and associated revenue, with assistance from MCI, based upon the method described below. This method shall be applied on a consistent basis, subject to modifications agreed to by Bell Atlantic and MCI. This estimate shall be used to adjust amounts MCI owes Bell Atlantic for services Bell Atlantic provides in conjunction with the provision of Recorded Usage Data.

4.1.4.2 Partial Loss - Bell Atlantic shall review its daily controls to determine if data has been lost. When there has been a partial loss, actual message and minute volumes shall be reported, if possible. Where actual data are not available, a full day shall be estimated for the recording entity, as outlined in the following paragraphs. The amount of the partial loss is then determined by subtracting the data actually recorded for such day from the estimated total for such day.

4.1.4.3 Complete Loss - Estimated message and minute volumes for each loss consisting of an entire AMA tape or entire data volume due to its loss prior to or during processing, lost after receipt, degaussed before processing, receipt of a blank or unreadable tape, or lost for other causes, shall be reported.

4.1.4.4 Estimated Volumes - From message and minute volume reports for the entity experiencing the loss, Bell Atlantic shall secure message/minute counts for the four (4) corresponding days of the weeks preceding that in which the loss occurred and compute an average of these volumes.

4.1.4.5 If the day of loss is not a holiday but one (1) (or more) of the preceding corresponding days is a holiday, use additional preceding weeks in order to procure volumes for two (2) non-holidays in the previous two (2) weeks that correspond to the day of the week that is the day of the loss.

4.1.4.6 If the loss occurs on a weekday that is a holiday (except Christmas and Mother's day), Bell Atlantic shall use volumes from the two (2) preceding Sundays.

4.1.4.7 If the loss occurs on Mother's Day or Christmas day, Bell Atlantic shall use volumes from that day in the preceding year multiplied by a growth rate specified by MCI.

4.1.4.8 MCI may also request data be provided that has previously been successfully provided by Bell Atlantic to MCI. Bell Atlantic shall re-

provide such data, if available. Any charges to MCIIm will be negotiated on a case by case basis.

4.1.5 Testing, Changes and Controls

4.1.5.1 The Recorded Usage Data, EMR format, content, and transmission process shall be tested as set forth in this subsection 4.1.5 and, if necessary, as otherwise agreed by the Parties.

4.1.5.2 Interface Testing. The purpose of this test is to determine whether the usage records can be sent by Bell Atlantic to MCIIm and can be accepted and processed by MCIIm. Bell Atlantic shall provide a test file to MCIIm's designated regional processing center ("RPC") in the format that shall be used for Bell Atlantic's live day-to-day processing. The file shall contain one (1) full day's production usage and all potential call types. MCIIm shall also provide Bell Atlantic with the agreed-upon control reports as part of this test.

4.1.5.3 Pursuant to a separate testing agreement between the Parties, for testing purposes Bell Atlantic shall provide MCIIm with Bell Atlantic recorded, unrated usage for a minimum of five (5) consecutive days. MCIIm shall provide Bell Atlantic with the message validation reports associated with test usage.

4.1.5.4 Test File. Test data should be transported via industry standard on-line transmission software. In the event that courier service must be used to transport test media, the physical tape characteristics to be used are described in Subsection 4.2.3.2.

4.1.5.5 Periodic Review. Control procedures shall be part of the normal production interface management function. Breakdowns which impact the flow of usage data between Bell Atlantic and MCIIm shall be identified and jointly resolved as they occur. The resolution may include changes to control procedures to avoid similar problems in the future. Any changes to control procedures shall be mutually agreed upon by MCIIm and Bell Atlantic.

4.1.5.6 System and Software Changes

4.1.5.6.1 When Bell Atlantic plans to introduce any system or software changes which impact the format or content structure of the usage data feed to MCIIm, designated Bell Atlantic personnel shall notify MCIIm no less than one hundred twenty (120) calendar days before such changes are implemented, unless a shorter time

frame is mutually agreed to by the Parties, which agreement shall not be unreasonably withheld.

4.1.5.6.2 Bell Atlantic shall communicate the projected changes to MCI_m in reasonable detail to enable MCI_m to determine potential impacts on processing.

4.1.5.6.3 MCI_m may arrange to have its usage data tested utilizing the modified system or software when the latter are ready for testing.

4.1.5.6.4 If it is necessary for Bell Atlantic to make changes in the schedule, content or format of usage data transmitted to MCI_m, Bell Atlantic shall notify MCI_m.

4.1.5.7 Requested Software Changes

Bell Atlantic will consider reasonable requests for software changes that impact the format or content structure of the usage data feed to MCI_m. The Parties shall mutually agree on the terms and conditions governing any such changes that Bell Atlantic agrees to implement.

4.1.5.8 Changes to Data Exchange Controls

Bell Atlantic will provide current data exchange controls to MCI_m promptly following the execution of this Agreement. Bell Atlantic shall notify MCI_m at least ninety (90) calendar days before such changes are implemented, unless a different time frame is mutually agreed to by the Parties and such consent shall not be unreasonably withheld.

4.1.5.9 Verification Of Changes

4.1.5.9.1 Based on the detailed description of material changes furnished by Bell Atlantic, MCI_m and Bell Atlantic personnel shall, as appropriate:

4.1.5.9.1.1 Determine the type of change(s) to be implemented.

4.1.5.9.1.2 Develop a comprehensive test plan.

4.1.5.9.1.3 Arrange for review of modified controls, if applicable.

4.1.5.10 Introduction of Changes

4.1.5.10.1 When any applicable testing requirements have been met, designated MCI and Bell Atlantic personnel shall develop an implementation plan.

4.2 Information Exchange and Interfaces

4.2.1 Core Billing Information

4.2.1.1 Bell Atlantic shall provide MCI with unrated industry standard EMR records associated with all intraLATA toll and local usage recorded on MCI's behalf. MCI shall be given notification thirty (30) days prior to implementation of a new type and/or category of record.

4.2.1.2 Bell Atlantic shall provide to MCI rated EMR records for alternative billed calls (e.g., collect and billed to third number calls) and pursuant to Section 4.1.1.7.

4.2.1.3 **Data Delivery Schedules.** Data shall be delivered to MCI by Bell Atlantic five (5) days per week unless otherwise negotiated, except for weeks containing MCI and/or Bell Atlantic Data Center holidays. Bell Atlantic and MCI shall exchange schedules of designated Data Center holidays. Bell Atlantic shall provide its transmission schedule to MCI.

4.2.2 Product/Service Specific

4.2.2.1 Bell Atlantic shall provide MCI a 42-50-01 record to support any special features star services resold by MCI.

4.2.3 Information Transport

4.2.3.1 Bell Atlantic and MCI shall jointly provide the transport facility for transmitting usage and billing data between Bell Atlantic locations and MCI locations as set forth in this Section 4.2. MCI shall be responsible for the circuit between the locations. Each Party shall be responsible for any software or hardware needed at its end of the circuit. Bell Atlantic shall transmit via NDM/Connect:Direct. In the event usage transfer cannot be accommodated by NDM because of extended (one (1) business day or longer) facility outages, Bell Atlantic shall contract for a courier service to transport the data via tape cartridge. The Party responsible for the outage shall incur the cost of transport.

4.2.3.2 Bell Atlantic shall comply with the following standards when data is transported to MCI_m on tape or cartridge via a courier. The data shall be in fixed or variable block format as mutually agreed by the Parties and be in the following format:

Tape: 9-track, 6250 (or 1600) BPI (Bytes per inch)
Cartridge: 38,000 BPI
LRECL: 2,472 Bytes
Parity: Odd
Character Set: Extended Binary Coded Decimal Interchange Code ("EBCDIC")
External labels: Exchange Carrier Name, Dataset Name ("DSN") and volume serial number
Internal labels: IBM Industry OS labels shall be used. They consist of a single volume label and two sets of header and trailer labels.

4.2.4 Rejected Recorded Usage Data

Any messages that cannot be rated and/or billed by MCI_m due to an error or omission by Bell Atlantic may be returned to Bell Atlantic via NDM. Returned messages shall be sent directly to Bell Atlantic in EMR format. Standard EMR return codes shall be utilized. Bell Atlantic shall investigate such returned records and use reasonable efforts to rectify the error or omission.

4.2.4.2 Bell Atlantic must return EMR/EMI records to Bell Atlantic's billing and collections customers with the OBF standard message reject code which indicates that Bell Atlantic no longer serves the end user and which includes the OCN/local service provider ID of the new local service provider/Reseller serving the end user.

4.2.5 Interfaces

4.2.5.1 MCI_m shall notify Bell Atlantic of resend requirements if a pack or entire dataset must be replaced due to pack rejection, damage in transit, dataset name failure, etc.

4.2.5.2 Notification of pack rejection shall be made by MCI_m within one (1) business day of processing. Bell Atlantic shall use reasonable efforts to correct and retransmit rejected packs within twenty-four (24) hours, or within an alternate timeframe negotiated on a case by case basis.

4.2.5.3 A pack shall contain a minimum of one message record or a maximum of 9,999 message records plus a pack header record and a pack trailer record. A file transmission contains a maximum of 99 packs. A

dataset shall contain a minimum of one pack. The providing Party shall provide the purchasing Party one dataset per Revenue Accounting Office ("RAO") sending location, with the agreed upon RAO/OCN populated in the header and trailer records.

4.2.6 Formats and Characteristics

4.2.6.1 Rated in collect messages should be transmitted via the NDM and can be intermingled with the unrated messages. No special packing is needed.

4.2.6.2 EMR. Bell Atlantic shall provide Recorded Usage Data in the EMR format and by category, group and record types as specified herein, and shall be transmitted, via a direct feed, to MCI. The following is a list of EMR records that MCI can expect to receive from Bell Atlantic:

Header Record	20-21-01
Trailer Record	20-21-02
Detail Records	*01-01-01, 06, 07, 08, 09, 14, 16, 17, 18, 31, 32, 35, 37, 80, 81, 82, 83, 42-50-01, 10-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37
Credit Records	03-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81, 82,
Rated Credits	41-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81, 82,
Cancel Records	51-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81, 82,
Correction Records	71-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81, 82,

*Category 01 is utilized for Rated Messages; Category 10 is utilized for Unrated Messages. Category 10 records are to have indicator 13 populated with a value of 5.

4.2.6.3 Bell Atlantic shall reasonably comply with the most current version of Bellcore standard practice guidelines for formatting EMR records, or any superseding industry standards.

4.2.6.4 The Interfacing Bell RAO, OCN, and remote identifiers shall be used by MCI to control invoice sequencing and each shall have its own invoice controls. The OCN shall also be used to determine where the message returns file, containing any misdirected and unguidable usage, shall be sent.

4.2.6.5 The file's record format shall be variable block, unless otherwise agreed. The size and the logical record length shall be 2472 bytes.

4.2.6.6 Bell Atlantic shall not sort Recorded Usage Data for MCIIm except upon terms and conditions that may be mutually agreed by the Parties, including additional charges for such services.

4.2.6.7 Bell Atlantic shall transmit the usage data to MCIIm using dataset naming conventions reasonably prescribed by MCIIm.

4.2.7 Controls

4.2.7.1 MCIIm shall test and certify the NDM interface to ensure the accurate receipt of Recorded Usage Data.

4.2.7.2 Header and trailer records shall be populated in positions 13-27 with the following information for MCIIm:

Position	
13-14	Invoice numbers (1-99)
15-16	Bell Co. ID number or zeroes
17-19	Interfacing Bell RAO Code
20-23	MCIIm OCN value 7299
24-27	0000

The trailer grand total record count shall be populated with total records in pack (excluding header & trailer).

4.2.7.3 **Control Reports.** MCIIm shall accept input data provided by Bell Atlantic in EMR format in accordance with the requirements and specifications detailed in Section 4. In order to ensure the overall integrity of the usage being transmitted from Bell Atlantic to MCIIm, data transfer control reports shall be provided by MCIIm. These reports shall be provided by MCIIm to Bell Atlantic on a daily or otherwise negotiated basis and reflect the results of the processing for each pack transmitted by Bell Atlantic.

4.2.7.4 **Control Reports - Distribution.** Since Bell Atlantic is receiving control reports, dataset names shall be established as mutually agreed.

4.2.7.5 **Message Validation Reports.** MCIIm shall provide once per day (or as otherwise negotiated) message validation reports to the designated Bell Atlantic system control coordinator. These reports shall be provided for all data received within Bell Atlantic Local Resale and Local

Switching feed and shall be transmitted concurrent with the daily usage file schedule.

4.2.7.6 Incollect Pack Processing. MCIIm shall provide to Bell Atlantic a standard EMR report showing vital statistics and control totals for packs rejected and accepted and dropped messages. MCIIm will provide this in the following report formats and control levels:

Company Name
 Reseller Total Messages processed in a pack
 Packs processed shall reflect the number of messages initially erred and accepted within a pack
 Reseller Total Packs processed

4.3 Miscellaneous

4.3.1 When requested by MCIIm for law enforcement purposes, Bell Atlantic shall provide MCIIm with Recorded Usage Data as soon as practicable following such request. If not available in EMR format, the Recorded Usage Data may be provided in AMA format.

4.3.2 Bell Atlantic shall include the working telephone number of the originating dial tone line on each EMR call record provided to MCIIm.

4.3.3 End user subscriber usage records and station level detail records shall be in packs in accordance with EMR standards.

4.3.4 Bell Atlantic shall use its best commercially reasonable efforts to provide MCIIm with Recorded Usage Data to be provided hereunder not more than three (3) business days after termination of the call for which usage data is to be provided.

Section 5. Maintenance

5.1 General Requirements

5.1.1 The Parties shall provide repair, maintenance, testing, and surveillance for all Local Resale services, interconnection, and Network Elements in accordance with the terms and conditions of this Section 5 of Attachment VIII.

5.1.2 The Parties shall cooperate with each other to meet maintenance standards for all Local Resale services, interconnection, and Network Elements ordered under this Agreement, as specified in this Section 5 of Attachment VIII. Such maintenance standards shall include, without limitation, standards for testing,

network management, call gapping, and notification of standards upgrades as they become available.

5.1.3 Bell Atlantic shall provide repair service that is at Parity in quality to that provided to Bell Atlantic subscribers; trouble calls from MCI shall receive response time priority that is at Parity to that of Bell Atlantic subscribers. MCI shall provide repair service that is at Parity in quality to that provided to MCI subscribers; trouble calls from Bell Atlantic shall receive response time priority that is at Parity to that of MCI subscribers.

5.1.4 The Parties shall provide scheduled and non-scheduled maintenance at Parity, including, without limitation, required and recommended maintenance intervals and procedures, for all Local Services, interconnection, and Network Elements under this Agreement that it currently provides for the maintenance of its own network. Each Party will provide reasonable notice of such maintenance if it is known to or is reasonably foreseeable to materially affect the other Party's subscribers.

5.1.4.1 Plans for scheduled maintenance shall include, at a minimum, the following information: description of work to be completed and date and time work is scheduled to be completed.

5.1.5 The Parties shall advise each other of all non-scheduled maintenance, testing, monitoring, and surveillance activity to be performed on any Network Element, including, without limitation, any hardware, equipment, software, or system, providing service functionality which is known or is reasonably foreseeable to materially affect the other Party's subscribers.

5.1.6 The Parties shall provide each other with a summary description of any and all network emergency restoration plans and network disaster recovery plans, however denominated, which are in place during the term of this Agreement. Such plans, if warranted by the nature thereof, shall include the following: (i) provision for notification to the other Party of the existence, location, and source of any emergency network outage reportable to the FCC that materially affects subscribers of the other Party, via fax to a single number designated by the other Party; (ii) establishment of a single point of contact responsible for initiating and coordinating the restoration of all Local Resale services, interconnection, or Network Elements; (iii) provision of status of restoration efforts and problem resolution during the restoration process, via fax to a single number designated by the other Party; (iv) reasonably equivalent priority, as between MCI subscribers and Bell Atlantic subscribers, for restoration efforts, consistent with FCC service restoration guidelines, including, without limitation, deployment of repair personnel, and use of spare parts and components on the Party's own network; and (v) a mutually-agreeable process for escalation of maintenance problems, including a complete, up-to-date list of responsible contacts, each available

twenty-four (24) hours per day, seven (7) days per week. Said plans shall be modified and updated as needed.

5.1.6.1 As identified, the Parties shall provide timely notification to each other of network outages at Parity with the notification provided to their own repair centers. Such outages may include, but are not limited to:

- 5.1.6.1.1 Central Office outages;
- 5.1.6.1.2 Facility outages such as cable cuts and repeater failures;
- 5.1.6.1.3 Commercial power outages;
- 5.1.6.1.4 Load sharing situations;
- 5.1.6.1.5 Subscriber loop outages;
- 5.1.6.1.6 Signaling network congestion; and
- 5.1.6.1.7 General network congestion.

5.1.7 Bell Atlantic and MCIIm will make reasonable efforts to minimize the number of calls misdirected to the other Party's repair bureau. Bell Atlantic and MCIIm shall establish mutually acceptable methods and procedures for the referral from Bell Atlantic to MCIIm, and vice versa, of any and all misdirected calls from subscribers requesting repair.

5.1.7.1 MCIIm and Bell Atlantic each agree to provide their own subscribers with a toll free or ordinary number to call for repair service. Bell Atlantic will accomplish this, and will assist MCIIm to accomplish this, in three stages:

- (1) From the execution hereof until March 31, 1997, calls to 611 shall be answered by a voice response unit or live operator. Such unit or operator will provide a referral telephone number (provided by MCIIm) to those MCIIm customers who call this number. Such referrals shall be provided on a Non-Discriminatory basis.
- (2) By April 1, 1997, calls to 611 will be answered solely by an automated announcement. This announcement will inform Bell Atlantic subscribers to call a toll free number and will inform all other subscribers to call their respective carriers. The automated announcement will not provide referral numbers. However, the Bell Atlantic toll free referral number will be answered by a voice response unit or live operator who will provide maintenance referral numbers to non-Bell Atlantic subscribers.
- (3) Commencing no later than December 31, 1997, the 611 repair number will be deactivated and callers will be informed by a recorded message that it is no longer a working number, and that

they should contact their carrier directly. At all times, and on a Non-Discriminatory basis, Bell Atlantic operators will refer callers to the repair number of their respective carriers.

5.1.8 Each Party's repair bureau shall perform the following functions in conformance with performance and service quality standards at Parity with those provided to itself when providing repair and maintenance to the other Party and the other Party's subscribers under this Agreement:

5.1.8.1 Either Party may request repairs to the other Party's network by calling the other Party's repair bureau.

5.1.8.2 Each Party shall make reasonable efforts to ensure that its repair bureau, including the electronic interface described in Section 5.2 herein, is on-line and operational twenty-four (24) hours per day, seven (7) days per week. MCI_m and Bell Atlantic will develop mutually agreed-upon manual processes for repair reporting in the event of unavailability or failure of the electronic interface.

5.1.8.3 Each Party's repair bureau shall provide to the other Party an "arrive by time" or "estimated time to arrive" on reported Telephone Exchange Service or Exchange Access Service trouble.

5.1.8.4 Each Party shall notify the other Party, via status screen or verbal communication, when the "arrive by time" or "estimated time to arrive" has been significantly changed or impacted by other events.

5.1.8.5 Each Party shall provide the status of repair efforts to the other Party upon reasonable request.

5.1.8.5.1 Bell Atlantic shall inform MCI_m of repair completion and the reason for trouble, if identified, as soon as practicable after restoration of Network Elements and any other trouble reports by MCI_m. Notification should be provided via electronic interface, when available.

5.1.8.5.2 When trouble is reported by a subscriber served through Network Elements, MCI_m will test its network (including basic unbundled loops) to identify any problems. If no problems are identified with the MCI_m network and/or no trouble is found in Bell Atlantic's service, MCI_m will open a trouble report with Bell Atlantic. Bell Atlantic shall then test its portion of the network and perform repairs, as appropriate, based on appointment availability. Each Party shall share test results and otherwise cooperate in order to resolve the trouble.

5.1.8.6 The Parties shall establish escalation procedures for trouble tickets and maintenance requests that are not resolved in a timely manner. The escalation procedures to be provided under this Agreement shall include names and telephone numbers of each Party's management personnel who are responsible for maintenance issues.

5.1.8.7 Neither Party shall perform maintenance services involving additional charges for Local Resale services, interconnection or Network Elements without advance authorization from the other Party, excluding charges for maintenance services as set forth in Attachment I, which will be billed to the Party requesting the maintenance services.

5.1.8.8 Bell Atlantic shall dispatch its technicians to MCI subscriber premises at Party in response to reports submitted by MCI via an electronic interface established pursuant to Section 5.2 herein. The electronic interface shall have the capability of allowing MCI to receive trouble report information, access Bell Atlantic's status field and designated narratives which will contain the original test results, if applicable, and receive all applicable close out information including time of repair, work done and any charges associated with the trouble report.

5.1.8.9 Each Party shall furnish the other Party with single points of contact ("SPOC") for all communications relating to trouble tickets and maintenance requests.

5.1.8.10 Bell Atlantic agrees that MCI may call Bell Atlantic to verify Central Office features and functions as they relate to an open trouble report. Bell Atlantic agrees to work with MCI on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time.

5.1.9 The Parties shall exchange unique numbers to identify each initial report opened.

5.2 Systems Interfaces

5.2.1 Bell Atlantic will provide electronic interfaces (ECG and OSI) that meet OSI T-1 M-1 standards (ANSI T1-227, 1995 and ANSI T1-228 1995 as may be amended), as gateways to allow MCI maintenance personnel and customer service representatives to perform the following functions for Local Services resold to MCI subscribers: the ability to transmit a new trouble ticket for an MCI subscriber; for all OSI electronically bonded reports, the ability to receive notification of status changes as they occur including notification of dispatch, providing MCI the ability to track current status on all open MCI subscriber trouble tickets; the ability to request an escalation and receive escalation

responses of said request; the ability to receive dispatch "arrive by time" appointment (POTS only) when the trouble is established and automatic notification of appointment changes; the ability to update trouble information; and the ability to receive all applicable time and material charges at the time of ticket closure (total by subscriber, per event) along with clearance time and description of work done. The Parties will negotiate reciprocal interfaces and procedures for maintenance of Interconnection and Network Elements. Prior to availability of electronic interfaces, Bell Atlantic shall respond to MCI's telephonic inquiries.

5.3 Standards

5.3.1 The following shall apply to premises visits by Bell Atlantic's employees and contractors:

5.3.1.1 Bell Atlantic employees or contractors shall provide to MCI subscribers a written notice of charges for work completed, if any, or notice that additional work (on access to the premises) will be necessary.

5.3.1.2 If work is not completed because of access problems, Bell Atlantic employees or contractors shall call MCI to advise it of the need for access. The report will be held for a reasonable period as "no-accessed" in Bell Atlantic's system and will be redated once new access is established with respect to the subscriber premises so that MCI can schedule a new appointment with Bell Atlantic and subscriber at the same time.

5.3.1.3 Bell Atlantic's employees or contractors shall use reasonable efforts to obtain the subscriber's signature on appropriate forms confirming any chargeable event.

Section 6. Miscellaneous Services & Functions

6.1 General Requirements

6.1.1 Basic 911 and E911 General Requirements

Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 shall be provided to MCI in accordance with Sections 6.1.1 and 6.1.2 below. Notwithstanding the indemnification provisions set forth in Part A of this Agreement, Bell Atlantic's liability for indemnification resulting from third-party claims in connection with the provision of such 911 and E911 Services shall be subject to the liability limitations contained in Bell Atlantic's applicable 911 Tariffs.

6.1.1.1 E911 shall provide additional routing flexibility for 911 calls. E911 shall use subscriber data, contained in the 911 database system, to determine to which PSAP to route the call.

6.1.1.2 If available, Bell Atlantic shall offer a third type of 911 Service, 911 using SS7 (S911). All requirements for E911 as set forth herein shall also apply to S911 with the exception of the type of signaling used on the interconnection trunks from the local Switch to the S911 tandem.

6.1.1.3 Basic 911 and E911 functions provided to MCIIm shall be at least at the same level Bell Atlantic provides to its subscribers for such functionality.

6.1.1.4 Basic 911 and E911 access shall be provided to MCIIm in accordance with the following:

6.1.1.4.1 Bell Atlantic and MCIIm shall conform to all state regulations concerning emergency services.

6.1.1.4.2 For E911, Bell Atlantic shall use its current process, as the same may be modified from time to time, to update and maintain subscriber information in the ALI/DMS data base.

6.1.1.5 If a jurisdiction has planned for overflow, then Bell Atlantic shall provide for such overflow 911 traffic to be routed to Bell Atlantic Operator Services or, at MCIIm's discretion, directly to MCIIm Operator Services.

6.1.1.6 Basic 911 and E911 access from the MCIIm local Switch shall be provided to MCIIm in accordance with the following:

6.1.1.6.1 When ordered by MCIIm from Bell Atlantic, Bell Atlantic shall interconnect direct trunks from the MCIIm network to the 911 PSAP, or the E911 tandems as designated by MCIIm. Such trunks may alternatively be provided by MCIIm.

6.1.1.6.2 In jurisdictions where Bell Atlantic has obligations under existing agreements as the primary provider of the 911 Service to a government agency, MCIIm shall participate in the provision of the 911 Service as follows:

6.1.1.6.2.1 Each Party shall be responsible for those portions of the 911 Service for which it has control, including any necessary maintenance to each Party's portion of the 911 Service.

6.1.1.6.2 Bell Atlantic shall be responsible for maintaining the E911 database.

6.1.1.6.3 If a third party is the primary service provider to a government agency, MCIIm shall negotiate separately with such third party with regard to the provision of 911 Service to the agency. All relations between such third party and MCIIm are independent of this Agreement and Bell Atlantic makes no representations on behalf of the third party.

6.1.1.7 If available, Bell Atlantic shall provide to MCIIm, upon request, the emergency public agency (e.g., police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs for the states in which MCIIm provides service.

6.1.1.8 If available to Bell Atlantic and for those jurisdictions previously requested by MCIIm, Bell Atlantic shall transmit to MCIIm as soon as practicable all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXXs. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

6.1.1.9 The following are E911 database requirements:

6.1.1.9.1 If Bell Atlantic possesses an MSAG and is not prohibited from providing it to MCIIm, it shall provide copies of the MSAG within three (3) business days from the time requested. Copies shall be provided on diskette, magnetic tape, or in a format suitable for use with desktop computers. Updates to the MSAG thereafter will be provided on a monthly basis.

6.1.1.9.2 MCIIm shall be solely responsible for providing MCIIm database records to Bell Atlantic for inclusion in Bell Atlantic's ALI database on a timely basis.

6.1.1.9.3 Bell Atlantic and MCIIm shall arrange for the automated input and periodic updating on a mediated access basis of the E911 database information related to MCIIm end users to replace the manual data entry process currently used. Bell Atlantic shall work cooperatively with MCIIm to ensure the accuracy of the data transfer by verifying it against the MSAG provided that MCIIm shall be responsible for the accuracy of information it provides Bell Atlantic. The relevant governmental jurisdiction is responsible for accuracy of the MSAG, and Bell Atlantic shall have no responsibility for accuracy of the MSAG. As soon as

Technically Feasible, Bell Atlantic shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association ("NENA") Version #2 format for MCIIm subscribers.

6.1.1.9.3.1 MCIIm shall provide information on new subscribers to Bell Atlantic as part of the ordering process. Bell Atlantic shall update its database within two (2) business days of receiving the information from MCIIm. If Bell Atlantic detects an error in the MCIIm provided data, the data shall be returned to MCIIm within one (1) business day after the error was detected by Bell Atlantic. MCIIm shall respond to requests from Bell Atlantic to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry of the data by Bell Atlantic shall be allowed until an interface between the Parties is developed and deployed, and thereafter in the event such interface is not functioning properly. In the event of an E911 database failure, MCIIm subscriber E911 information review and entry shall be at Parity.

6.1.1.9.4 MCIIm shall assign an E911 database coordinator charged with the responsibility of forwarding MCIIm end user ALI record information to Bell Atlantic or via a third-party entity charged with the responsibility of ALI record transfer. MCIIm assumes all responsibility for the accuracy of the data that MCIIm provides to Bell Atlantic.

6.1.1.9.5 Bell Atlantic agrees to treat all data on MCIIm subscribers provided under this Agreement as Confidential Information in accordance with the terms of Section 22 of Part A and to use data on MCIIm subscribers only as provided under this Agreement.

6.1.1.9.6 Upon completion of NENA Telco Identification Code standards, Bell Atlantic shall use a Carrier Code (a NENA standard five-character field) on all ALI records received from MCIIm. The Carrier Code shall identify the carrier of record in INP configurations. Prior to completion of the NENA standards, Bell Atlantic shall use the ACNA code obtained from Bellcore's carrier identification code assignments.

6.1.1.9.7 Bell Atlantic shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a point of contact for each.

6.1.1.10 The following are basic 911 and E911 network requirements:

6.1.1.10.1 Bell Atlantic shall provide the number of trunks as may be ordered by MCI. These trunks shall be dedicated to routing 911 calls from MCI's Switch to a Bell Atlantic selective router.

6.1.1.10.2 Where available, Bell Atlantic shall provide the Selective Routing of E911 calls received from MCI's switching office. This consists of the ability to receive the ANI of MCI's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. Bell Atlantic shall provide MCI with the appropriate common language location identifier ("CLLI") codes and specifications regarding the tandem serving area associated addresses and meet-points in the network.

6.1.1.10.3 Bell Atlantic will supply, upon MCI's request, the written exchange of pertinent data, at the Rate Center level, for the routing of basic 911 and E911 calls to the proper public safety agency.

6.1.1.10.4 MCI shall ensure that its Switches provide ANIs and the line number of the calling station that are compatible with Bell Atlantic's network.

6.1.1.10.5 Each ALI discrepancy report shall be jointly researched by Bell Atlantic and MCI. Corrective action shall be taken promptly by the responsible Party.

6.1.1.10.6 Subject to mutual agreement, Bell Atlantic shall provide MCI with written technical specifications for network interfaces, and technical specifications for database loading and maintenance pursuant to NENA Standards. Bell Atlantic shall also cooperate with MCI on reasonable requests for Rate Center information.

6.1.1.10.7 Bell Atlantic shall identify special routing arrangements to complete 911 calls.

6.1.1.10.8 Bell Atlantic shall begin restoration of E911 and/or E911 trunking facilities promptly upon notification of failure or

outage. Bell Atlantic shall provide priority restoration of trunks or network outages on the same terms/conditions it provides itself.

6.1.1.10.9 Bell Atlantic shall identify any special operator-assisted calling requirements to support 911.

6.1.1.10.10 Trunking shall be arranged in compliance with local emergency service requirements to minimize the likelihood of Central Office isolation due to cable cuts or other equipment failures. If there is an alternate means of transmitting a 911 call to a PSAP, in the event of an emergency, it will be available at Parity.

6.1.1.10.11 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by Bell Atlantic for trunks between the tandem and all associated PSAPs.

6.1.1.10.12 Repair service shall begin promptly upon receipt of a report of a malfunction, the priority of which shall depend upon whether such malfunction impairs provision of 911 and E911 Services. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Technicians shall be dispatched without unreasonable delay.

6.1.1.10.13 All 911 trunks must be capable of transmitting and receiving Baudot codes necessary to support the use of telecommunications devices for the deaf (TTY/TDDs).

6.1.2 Basic 911 and E911 Additional Requirements

6.1.2.1 All MCI_m lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. Bell Atlantic shall send both the ported number and the MCI_m number (if both are received from MCI_m) to the PSAP upon an ALI request from the PSAP. The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent. The MCI_m subscriber's directory number may be shown on the "remarks" line of the ALI record.

6.1.2.2 Bell Atlantic shall work with the appropriate government agency to provide MCI_m the ten-digit POTS number of each PSAP which subtends each Bell Atlantic selective router/911 tandem to which MCI_m is interconnected.

6.1.2.3 Bell Atlantic shall use reasonable efforts to notify MCIIm forty-eight (48) hours in advance of any scheduled testing or maintenance affecting MCIIm 911 Service, and provide notification as soon as possible of any unscheduled outage affecting MCIIm 911 Service.

6.1.2.4 MCIIm shall be responsible for reporting all errors, defects and malfunctions to Bell Atlantic. Bell Atlantic shall provide MCIIm with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

6.1.2.5 Bell Atlantic shall provide reasonable notification of any pending tandem moves, NPA splits, or scheduled maintenance outages affecting MCIIm 911 Service.

6.1.2.6 Bell Atlantic shall establish a process for handling "reverse ALI" inquiries by public safety entities.

6.1.2.7 Bell Atlantic shall establish a process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

6.1.2.8 Bell Atlantic shall provide the ability for MCIIm to update 911 database with end user information for lines that have been ported via INP or NP.

6.1.3 Directory Assistance Service

6.1.3.1 Bell Atlantic shall provide for the routing of Directory Assistance calls (including but not limited to 411, 555-1212, NPA-555-1212) dialed by MCIIm subscribers directly to either the MCIIm Directory Assistance service platform or Bell Atlantic Directory Assistance service platform as specified by MCIIm.

6.1.3.2 MCIIm subscribers shall be provided the capability by Bell Atlantic to dial the same telephone numbers for access to MCIIm Directory Assistance that Bell Atlantic subscribers are provided to access Bell Atlantic Directory Assistance.

6.1.3.3 If MCIIm purchases from Bell Atlantic MCIIm-branded Directory Assistance service selectively routed to Bell Atlantic's Directory Assistance platform, MCIIm shall give Bell Atlantic six (6) months notice before terminating that arrangement by selectively rerouting Directory Assistance traffic to another Directory Assistance platform.

6.1.3.3.1 Bell Atlantic agrees to provide MCI_m subscribers with Directory Assistance service at Parity.

6.1.3.3.2 Bell Atlantic shall notify MCI_m in advance of any changes or enhancements to its Directory Assistance service, and shall make available such service enhancements at Parity and on a Non-Discriminatory basis with respect to other CLECs.

6.1.3.3.3 Bell Atlantic shall provide Directory Assistance to MCI_m subscribers in accordance with Bell Atlantic's internal methods, procedures and standards, which shall, at a minimum, comply with applicable state regulations. Upon MCI_m's request, Bell Atlantic shall provide to MCI_m its methods and procedures for providing Directory Assistance service.

6.1.3.3.4 Bell Atlantic shall provide MCI_m with provisioning of Directory Assistance at Parity.

6.1.3.3.5 Service levels shall comply, at a minimum, with applicable state regulatory requirements, including those for number of rings to answer and disaster recovery options.

6.1.3.3.6 Specialized Routing

6.1.3.3.6.1 Commencing after April 1, 1997, and in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall make available to MCI_m branded Directory Assistance for Directory Assistance traffic originating at any Bell Atlantic Switches where Bell Atlantic has already implemented the rerouting of Directory Assistance traffic pursuant to a request from a carrier.

6.1.3.3.6.2 Where Bell Atlantic is not offering this service in response to a request from a carrier, MCI_m may request that a Switch offer such rerouting capability and, in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall begin implementation of such request within ninety (90) days, and complete implementation within ninety (90) days thereafter. Bell Atlantic shall fulfill such requests on a Non-Discriminatory Basis.

6.1.3.3.6.3 Bell Atlantic shall provide front end branding as reasonably specified by MCI_m. MCI_m has the option of

providing its own branded recordings and related materials for branding .

6.1.3.3.7 Bell Atlantic shall provide the following minimum Directory Assistance capabilities to MCIIm's subscribers:

6.1.3.3.7.1 Bell Atlantic shall provide to MCIIm subscribers seeking Directory Assistance the same number of responses and detail of information that it provides its own subscribers.

6.1.3.3.7.2 Upon request by subscriber, call completion to the requested number for local and intraLATA toll calls shall be returned to the MCIIm network. Rating and billing shall be done by MCIIm.

6.1.3.3.7.2.1 Upon MCIIm's request and if Technically Feasible, Bell Atlantic shall provide blocking of Directory Assistance call completion on an ANI specific basis.

6.1.3.3.7.3 Bell Atlantic shall populate MCIIm listings in the Directory Assistance database in the same manner and in the same time frame as it does for Bell Atlantic subscribers.

6.1.3.3.7.4 Any information provided by a Directory Assistance automatic response unit shall be repeated the same number of times for MCIIm subscribers as for Bell Atlantic subscribers.

6.1.3.3.7.5 Bell Atlantic shall instruct MCIIm subscribers to call a toll free number for MCIIm customer service to request a credit. Bell Atlantic shall provide one toll free number for business subscribers and another for residential subscribers.

6.1.4 Operator Services

6.1.4.1 Bell Atlantic shall provide for the routing of 0+ local, 0- and operator transfers for local Operator Services calls dialed by MCIIm subscribers directly to either the MCIIm Operator Service platform or Bell Atlantic Operator Service platform as specified by MCIIm and pursuant to Attachment III, Section 7.2.2.

6.1.4.2 MCI_m subscribers shall be provided the capability by Bell Atlantic to dial the same telephone numbers to access MCI_m operator service that Bell Atlantic subscribers dial to access Bell Atlantic Operator Service.

6.1.4.3 If MCI_m purchases from Bell Atlantic MCI_m-branded Operator Services selectively routed to Bell Atlantic's Operator Services platform, MCI_m shall give Bell Atlantic six (6) months notice before terminating that arrangement by selectively rerouting Operator Services traffic to another Operator Services platform.

6.1.4.3.1 Bell Atlantic agrees to provide MCI_m subscribers Operator Services and service enhancements at Parity and on a Non-Discriminatory basis.

6.1.4.3.2 Specialized Routing

6.1.4.3.2.1 Commencing after April 1, 1997, and in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall make available to MCI_m branded Operator Services for Operator Services traffic originating at any Bell Atlantic Switches where Bell Atlantic has already implemented the rerouting of Operator Services traffic pursuant to a request from a carrier.

6.1.4.3.2.2 Where Bell Atlantic is not offering this service in response to a request from a carrier, MCI_m may request that a Switch(es) offer such rerouting capability and, in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall begin implementation of such request within ninety (90) days, and complete implementation within ninety (90) days thereafter. Bell Atlantic shall fulfill such requests from carriers requesting it on a Non-Discriminatory Basis.

6.1.4.3.2.2.1 Bell Atlantic shall provide front end branding as reasonably specified by MCI_m. MCI_m has the option of providing its own branded recordings and related materials for branding.

6.1.4.3.3 Bell Atlantic shall provide the following minimum Operator Service capabilities to MCI_m subscribers at Parity.

6.1.4.3.3.1 Completion of 0+ and 0- dialed local calls;

6.1.4.3.3.2 Completion of 0+ intraLATA toll calls;

6.1.4.3.3.3 Completion of calls that are billed to a calling card, with the exception of calls billed to proprietary cards, and MCI shall designate to Bell Atlantic the acceptable types of special billing;

6.1.4.3.3.4 Completion of person-to-person calls;

6.1.4.3.3.5 Completion of collect calls;

6.1.4.3.3.6 The capability for callers to bill to a third party and complete such calls;

6.1.4.3.3.7 Completion of station-to-station calls;

6.1.4.3.3.8 The processing of emergency calls;

6.1.4.3.3.9 The processing of Line Status Verification and Verification and Call Interrupt requests;

6.1.4.3.3.10 The processing of operator-assisted Directory Assistance calls;

6.1.4.3.3.11 Provision of rate quotes;

6.1.4.3.3.12 The processing of time-and-charges requests; and

6.1.4.3.3.13 The routing of 0- traffic directly to a "live" operator team.

6.1.4.3.3.14 When requested by MCI and commencing on availability, Bell Atlantic shall provide when Technically Feasible, credit on Operator Services calls as provided to Bell Atlantic subscribers or shall instruct MCI subscribers to call a toll free number for MCI customer service to request a credit. Bell Atlantic shall provide one toll free number for business subscribers and another for residential subscribers.

6.1.4.3.3.15 Caller assistance for the disabled; and

6.1.4.3.3.16 Provision of operator-assisted conference calling, when Technically Feasible.

6.1.4.4 Operator Service shall provide to the extent Technically Feasible MCI's local service rates when providing rate quote and time-and-charges services when branding MCI services pursuant to Section 6.1.4.3.2.

6.1.4.5 Bell Atlantic shall exercise at least the same level of fraud control in providing Operator Service to MCI that Bell Atlantic provides for its own Operator Service.

6.1.4.6 Bell Atlantic 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.

6.1.4.7 Bell Atlantic shall refer subscriber account and other similar inquiries to the subscriber service centers reasonably designated in advance by MCI from time to time.

6.1.4.8 Line Status Verification and Call Interrupt (LSV/CI)

6.1.4.8.1 Bell Atlantic shall permit MCI to connect its local Operator Service to Bell Atlantic's LSV/CI systems to enable MCI to perform BLV/BLI services.

6.1.4.8.2 Bell Atlantic shall engineer its LSV/CI facilities to accommodate the anticipated volume of BLV/BLI requests during the busy hour. MCI may, from time to time, provide its anticipated volume of BLV/BLI requests to Bell Atlantic. In those instances when the LSV/CI systems become unavailable, Bell Atlantic shall inform MCI as soon as practicable.

6.1.4.9 Where INP is deployed and when a BLV/BLI request for a ported number is directed to a Bell Atlantic operator and the query is not successful (i.e., the request yields an abnormal result), the operator shall if Technically Feasible confirm whether the number has been ported and shall direct the request to the appropriate operator.

6.1.4.10 Bell Atlantic shall allow MCI to order provisioning of telephone line number (TLN) calling cards and billed number screening (BNS), in its LIDB, for ported numbers, as agreed by the Parties. Bell Atlantic shall continue to allow MCI reasonable access to its LIDB for this purpose.

6.1.5 Directory Assistance and Listings Service Requests

6.1.5.1 These requirements pertain to Bell Atlantic's Directory Assistance and listings service request process that enables MCI_m to (a) submit MCI_m subscriber information for inclusion in Bell Atlantic Directory Assistance and Directory Listings databases; (b) submit MCI_m subscriber information for inclusion in published directories; and (c) provide MCI_m subscriber delivery address information to enable Bell Atlantic to fulfill directory distribution obligations.

6.1.5.1.1 Bell Atlantic shall accept orders on a real-time basis via electronic interface in accordance with OBF Directory Service request standards as soon as practicable.

6.1.5.1.2 Bell Atlantic shall migrate Directory Listing in accordance with OBF industry standards when developed.

6.1.5.1.3 Bell Atlantic shall enable MCI_m to electronically transmit multi-line listing orders.

6.1.5.1.4 Bell Atlantic shall provide MCI_m with a daily summary of completed Directory Service requests in accordance with OBF industry standards when developed.

6.1.5.1.5 To facilitate accurate order processing, Bell Atlantic shall provide to MCI_m the following information to the same extent and in the same manner and frequency as provided to Bell Atlantic customer service centers:

6.1.5.1.5.1 A matrix of NXX to Central Office;

6.1.5.1.5.2 Yellow pages heading codes;

6.1.5.1.5.3 Directory names and codes, and identification of which telephone directories are provided to which subscribers by subscriber address, NPA/NXX, or other criteria;

6.1.5.1.5.4 Listing format rules;

6.1.5.1.5.5 Listing alphabetizing rules;

6.1.5.1.5.6 Standard abbreviations acceptable for use in listings and addresses;

6.1.5.1.5.7 Titles and designations; and

6.1.5.1.5.8 A list of all available directories and their close dates.

6.1.5.1.6 Based on changes submitted by MCI_m as required by Bell Atlantic, Bell Atlantic shall update and maintain Directory Assistance and Directory Listings data for MCI_m subscribers who:

6.1.5.1.6.1 Disconnect Service;

6.1.5.1.6.2 Change carrier;

6.1.5.1.6.3 Install Service;

6.1.5.1.6.4 Change any service which affects DA information;

6.1.5.1.6.5 Specify Non-Solicitation; or

6.1.5.1.6.6 Are Non-Published, Non-Listed, or Listed.

6.1.6 Directory Listings General Requirements

6.1.6.1 This Section 6.1.6 pertains to listings published by Bell Atlantic in white/yellow pages, specialty directories or other printed or electronic formats containing such information. The provisions of this Section 6.1.6 shall apply to Bell Atlantic, and Bell Atlantic shall be responsible for compliance therewith, notwithstanding any arrangement between Bell Atlantic and another party (including an Affiliate of Bell Atlantic) whereby the other Party publishes or produces directories and associated products on Bell Atlantic's behalf.

6.1.6.2 Bell Atlantic shall include in its master subscriber system database list information for MCI_m subscribers as agreed by the Parties.

6.1.6.3 Upon receipt of written instructions from MCI_m with respect to all MCI_m subscriber listings, or from an MCI_m subscriber with respect to that subscriber's listing, Bell Atlantic shall not sell or license, nor allow any third party, the use of MCI_m subscriber listings. In the absence of such instructions, Bell Atlantic may sell or license such listings in the same manner as it does listings of Bell Atlantic subscribers. All revenues associated with the sale or license by Bell Atlantic of MCI_m subscriber listings shall be retained by Bell Atlantic. Bell Atlantic shall not disclose nor allow any third party to disclose non-listed name or address

information for any purpose other than what may be necessary to complete directory distribution.

6.1.6.4 MCI_m subscriber listings, including State, Local, and Federal government listing, shall be interfiled with listings of Bell Atlantic and other CLEC subscribers.

6.1.6.5 Each MCI_m subscriber account number shall be provided the same white page basic listings that Bell Atlantic provides its subscribers.

6.1.6.6 Each MCI_m business subscriber account shall be provided the same yellow page basic listings that Bell Atlantic provides its subscribers.

6.1.6.7 Primary listings for all MCI_m subscribers shall be at Parity. Bell Atlantic shall make commercially reasonable efforts to develop a methodology to include MCI_m subscribers' listings in multiple directories covering the same geographic area at Parity.

6.1.6.8 As agreed by the Parties, MCI_m sales, service, billing, and repair information for business and residential subscribers, along with MCI_m logo, shall be included in the customer guide pages. The information required by this section shall be included in a form and font size substantially similar to that attached as Exhibit B of its Attachment VIII and shall be in the same section of the telephone directory in which Bell Atlantic lists its own similar information. All CLEC listings shall be placed alphabetically based on the name under which CLEC ordinarily conducts business. There shall be no charge for the basic listing contemplated by this section. However, Bell Atlantic may impose a Non-Discriminatory charge for additional enhancements or changes to this information, or for other information that Bell Atlantic may agree to include.

6.1.6.9 Bell Atlantic and MCI_m agree to mutually develop a process whereby MCI_m can review and correct subscriber Directory Listings.

6.1.6.10 Charges for additional and foreign white page listings ordered by MCI_m should be billed to MCI_m and itemized at the subscriber billing telephone number level.

6.1.6.11 Bell Atlantic shall distribute appropriate primary alphabetical and classified directories (white and yellow pages) to MCI_m subscribers at Parity: 1) upon establishment of new service; 2) during annual mass distribution; and 3) upon subscriber request. Bell Atlantic shall provide MCI_m its policy on the number of telephone directories provided at no charge to the customer.

6.1.6.12 Bell Atlantic shall permit, or ensure a third party permits, MCI subscribers to place orders for foreign directories on the same terms and conditions such directories are made available to Bell Atlantic subscribers. Bell Atlantic shall provide to MCI the procedures, terms, and conditions for obtaining foreign telephone directories from Bell Atlantic.

6.1.6.13 Upon request, and at no charge, Bell Atlantic shall provide, or ensure a third party provides, reasonable quantities of directories for MCI's internal use to cover areas in which MCI is an authorized CLEC.

6.1.6.14 The directory cover shall state that it includes listings for all local telephone companies.

6.1.6.15 Bell Atlantic shall make available current recycling services to MCI subscribers under the same terms and conditions that Bell Atlantic makes such services available to its own subscribers.

6.1.7 Directory Assistance Data

6.1.7.1 As set forth in more detail in this Section 6.1.7, unless doing so would expose Bell Atlantic's Directory Assistance Database to unreasonable risk of destruction, Bell Atlantic shall furnish to MCI Bell Atlantic's basic Directory Assistance Data, on magnetic tape or some other suitable medium. Bell Atlantic shall provide to MCI Bell Atlantic's residential, business, and government subscriber records used by Bell Atlantic to create and maintain databases for the provision of live or automated operator-assisted Directory Assistance in accordance with this Attachment VIII. Directory Assistance Data is information that enables telephone exchange carriers to swiftly and accurately respond to requests for directory information, including, but not limited to name, address and phone numbers.

6.1.7.2 Unless doing so would expose Bell Atlantic's Directory Assistance Database to unreasonable risk of destruction, Bell Atlantic shall provide an initial load of subscriber records via magnetic tape or some other suitable medium. Bell Atlantic shall make reasonable efforts to provide an initial load that reflects data that is current as of one (1) business day prior to the provision date. Bell Atlantic shall work with MCI in an effort to provide this data without harm to Bell Atlantic's existing Directory Assistance Database, and to provide the data in a format that conforms to the MCI-preferred specifications set forth in Exhibit A to this Attachment VIII or reasonable modifications thereto, or in Bellcore standard F20 format. MCI shall pay Bell Atlantic's efficiently incurred costs of providing the data.

6.1.7.3 Bell Atlantic shall provide MCIIm a complete list of all other LECs (excluding Bell Atlantic Affiliates) and ITCs that provided data contained in the Virginia database. A mutually agreeable letter informing such other LECs and ITCs of Bell Atlantic's intention to deliver their subscribers' listings to MCIIm in accordance with this Agreement will be sent to such other LECs and ITCs. MCIIm shall indemnify Bell Atlantic, pursuant to the provisions of Section 11.3 of Part A, against any claims made by such other LEC(s) or ITC(s) relating to the provision of this data to MCIIm. If any such LEC or ITC objects to the provision of such data, (i) the Parties will comply with any decision that is subsequently made by the Commission or any other tribunal of competent jurisdiction; and (ii) Bell Atlantic will continue to provide MCIIm with such data in accordance with this Agreement, unless ordered to the contrary pursuant to (i) above.

6.1.7.4 [Reserved]

6.1.7.5 Unless doing so would expose Bell Atlantic's Directory Assistance Database to unreasonable risk of destruction, Bell Atlantic shall provide daily updates to the Directory Assistance Data on magnetic tape or some other suitable medium. Bell Atlantic shall make reasonable efforts to provide updates that are current as of one (1) business day prior to the date provided to MCIIm. MCIIm shall pay Bell Atlantic for its efficiently incurred costs of providing such data.

6.1.7.6 Bell Atlantic shall provide MCIIm access to non-proprietary DA support databases.

6.1.7.7 DA data shall specify whether the subscriber is a residential, business, or government subscriber.

6.1.7.8 To the extent that Bell Atlantic makes any changes to the DA database, Bell Atlantic must provide MCIIm with such changes. Upon request, Bell Atlantic will provide MCIIm with a complete refresh of the DA data. MCIIm shall pay Bell Atlantic for its efficiently incurred costs of providing such data.