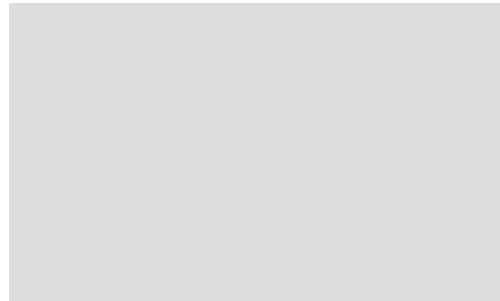


# Sprint/CLEC Operations Plan

Revision 06/14/04



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Voice/Data    PCS Wireless    Internet Services    E-Business Solutions    Managed Services

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## 1. Introduction

**Implementation Team** This Document sets forth the overall standards of performance for services, processes, and systems capabilities that Sprint and the Competitive Local Exchange Company (CLEC), herein after referred to as the Companies, will provide to each other, and the intervals at which those services, processes and capabilities will be provided. The Companies have executed an Interconnection Agreement and Collocation Agreement, if applicable. The Interconnection Agreement and Collocation Agreement govern the general terms and conditions for services. The Companies understand that the arrangements and provision of services described in this Document shall require technical and operational coordination between the Companies. Accordingly, the Companies agree to form a team (the “Implementation Team”) that shall develop and identify those processes, guidelines, specifications and standards necessary to successful implementation. The Implementation Team will meet as needed to review the provisions contained within this document.

**Implementation Plan** The Implementation Plan shall address the following matters, and may include any other matters agreed upon by the Implementation Team:

- Disaster recovery and escalation provisions;
- Escalation procedures for ordering, provisioning, billing, and maintenance;
- Single points of contact for ordering, provisioning, billing, and maintenance;
- Service ordering and provisioning procedures, including provision of the trunks and facilities;
- Provisioning and maintenance support;
- Conditioning and provisioning of collocation space and maintenance of virtually collocated equipment;
- Procedures and processes for directories and directory listings;
- Billing processes and procedures;
- Network planning components including time intervals;
- Joint systems readiness and operational readiness plans;
- Appropriate testing of services, equipment, facilities and network elements;
- Monitoring of inter-company operational processes;
- Procedures for coordination of local Preferred Interexchange Carrier (PIC) changes and processing;
- Physical and network security concerns;
- Call routing options for each exchange selected by CLEC; and
- Such other matters specifically referenced in this document that are to be agreed upon by the Implementation Team and/or contained in the Implementation Plan.

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## 1.2 Ordering of Services

### Ordering

The following table represents the elements and services a CLEC would order from the various Sprint ordering centers. Such elements and services must be in the Interconnection Agreement prior to submission of an order.

Typically, company-to-company services would be ordered from the Sprint National Access Service Center (NASC) with an Access Service Request (ASR). Company-to-end-user services would be ordered from the Sprint National Exchange Access Center (NEAC) or National Vendor Access Center (NVAC) with a Local Service Request (LSR).

Additional sections of this plan detail NASC, NEAC and NVAC responsibilities and contacts.

TYPE OF SERVICE REQUESTED	NEAC/NVAC & LSR	NASC & ASR
<u>Calling features</u>	✓	
<u>Common and dedicated transport</u>		✓
<u>Dark fiber – loops</u>	✓	
<u>Dark fiber – transport</u>		✓
<u>Directory listings</u>	✓	
E911 trunks		✓
<u>Enhanced extended loop (EEL)</u>	✓	✓
Inside wire maintenance requests	✓	
Interconnection facility		✓
Internet traffic trunks		✓
<u>Line-shared UNE loop</u>	✓	
<u>Local and interim number portability</u>	✓	
Local Switching Port		✓
<u>Network interface devices (NIDs)</u>	✓	
<u>Operator/directory assistance (DA) trunks</u>		✓
<u>Preorders (CSRs)</u>	✓	
<u>Pre-qualifications</u>	✓	
Resellable end-user services	✓	
Optical Services ( <u>SONET, OptiPoint</u> )		✓
Sub-loop	✓	
Telephone number reservation	✓	
Temporary service suspension/restoration	✓	
UNE loops	✓	
UNE transport		✓
UNE-P	✓	
<u>Voicemail services</u>	✓	

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## 1.1 Implementation Meetings

**BFR Ordering and Timetables** A BFR is a Bona Fide Request for an Unbundled Network Element (UNE) received by Sprint from a CLEC or Commercial Mobile Radio Service (CMRS) provider. BFRs are used in the following situations:

- If the service requested exceeds the spectrum compatibility of the transmission path, and/or
- For UNEs not covered in the interconnection agreement but will be used in providing Telecommunications Services.

A BFR form can be requested through your Account Manager. Upon completion, it should be returned to your Account Manager for processing.

### 1.3 Contact List

**Contact List**

The Sprint Local Account Manager and CLEC will jointly complete the Contact List (Attachment A) with the appropriate contact information for both companies. A completed Contact List should be distributed during the scheduled Implementation Meeting. The Attachment A template within this document outlines the areas of information that the Companies will complete and share. Contact references contained within this document will be provided in the Contact List.

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## 2. End-User Services

### 2.1 Loops and Ports

**Remote Concentration Devices** If Sprint uses Integrated Digital Loop Carriers (IDLCs) or other similar remote concentration devices, Sprint will make alternative arrangements at CLEC's request and expense to provide an unbundled local loop via a BFR.

*Continued on next page*

## 2.2 Provisioning

<b>Ordering Guidelines</b>	Local Service Request (LSR) for all end-user services shall be ordered via the NEAC/NVAC.
<b>Ordering Options</b>	While the Integrated Response Entry System (IRES) is the Sprint preferred method of processing end-user LSRs, there are additional options available. LSRs may also be processed by fax or paper mail.  IRES is an internet-based ordering media and additional detail is available upon request.
<b>Establishing Major Account</b>	The CLEC must complete the required forms and submit them to the their assigned Account Manager. Except for resale service, all interconnection facilities must be in place prior to submitting LSRs for end-user services.
<b>NEAC/NVAC Contacts</b>	The National Exchange Access Center (NEAC) and National Vendor Access Center (NVAC) are designated as the point of contact for processing all LSRs. LSRs will be submitted to the Sprint NEAC/NVAC center via IRES, fax or paper mail. (Refer to Contact List for contact information.)

<b>NEAC/NVAC:</b>	
Hours of Operation	Monday through Friday – 8:00 a.m. to 8:00 p.m., EST

<b>Rejected Orders</b>	Sprint shall reject and return any LSR that cannot be processed due to technical reasons, missing information or inaccurate information. When an order is rejected, the rejection notification shall describe the reason(s) for rejection.
<b>Order Due Dates</b>	Companies shall use reasonable efforts to complete the service request activity by the requested due date within intervals returned from Appointment Control Module (ACM).

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## 2.2 Provisioning

*Continued*

**Firm Order Confirmation (FOC)** Sprint will provide the FOC after receipt of a valid order. The FOC provided will be a “blind” FOC. The FOC shall contain the appropriate data elements as defined by Ordering and Billing Forum (OBF) standards, including the date the service was requested.

**Coordinated Orders** For unbundled loop orders, CLEC may request a desired due date and time as a coordinated order. (If Local Number Portability (LNP) is involved in a coordinated order, 10-digit trigger will not be applied to the Sprint disconnect order.) Sprint National CLEC Provisioning Center (NCPC) will coordinate complex orders and LNP where required. Please refer to the Contact List for the NCPC phone number. Sprint offers two types of coordination:

- Any time: Order to be worked anytime during the day on the due date, but Sprint will call CLEC when completing.
- Specific Time: Order is to be worked at a specific time on the due date and coordinated between Sprint and CLEC. With this type of coordination the CLEC will be billed depending on the number of lines involved.

If coordination is requested, CLEC will be required to call the NCPC forty-eight (48) hours prior to the requested Coordination date and time. This call is to confirm or reschedule the date and/or time. Sprint reserves the right to change the date and time if other demands require. Every attempt will be made to commit to the requested date and/or time. Prior to the 48-Hour Coordination Call, Sprint will confirm with the various work groups involved as to their ability to complete the work on the desired date and/or time. **If no call is received from CLEC, it will be assumed that CLEC is not ready and the order will not be completed on the requested due date and time.** The NEAC/NVAC will be notified to reschedule the order. The rescheduled date would reflect the normal intervals provided.

Sprint will proceed with the conversion based on the agreement at the 48-Hour Confirmation Call. Policy for late notification of changes in due date and/or coordination time is as follows:

- If Sprint has already dispatched a technician, CLEC is required to reimburse Sprint for the costs incurred.
- Should CLEC incur a problem at the time of conversion that would delay the conversion and Sprint has already dispatched, Sprint will wait a reasonable time (30 minutes or less).

Otherwise the conversion will be rescheduled on a different date and time based on intervals provided. CLEC would still be responsible to reimburse Sprint for the time expended.

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## 2.2 Provisioning

*Continued*

**After Hour Conversions** Requests for conversions outside normal working hours will be honored when possible. With such coordination, CLEC will be responsible for reimbursement of the additional costs incurred by Sprint.

**10-Digit Trigger** The purpose of 10 Digit Trigger is to require an LNP database query (dip) on every call before completion to determine the correct routing. This will be used for individual lines during the time that the order to port the number is being worked. The trigger is designed to minimize the problems of coordination of service order completion between the old service provider and new service provider. As a result, calls will be ported immediately upon service order completion of the new provider's notification to the Number Portability Administration Center (NPAC). In normal processing without 10 Digit Trigger, call completion is attempted prior to a query being performed. Industry standard dictates the Provider porting out the number will keep the number working the entire day of the due date when 10 Digit Trigger is applied. This will include the physical connection as well as in the software of the switch. Orders without 10 Digit Trigger will require coordination.

CLEC must request a 10-Digit Trigger for LNP orders if coordination is not required. There may be network switch restrictions and, if the 10-Digit Trigger is not available, Sprint will contact CLEC to notify them that coordination may be necessary. In such cases, coordination should be requested to avoid service outages. Any changes in due date when 10-Digit Trigger has been applied will require notification to the NEAC/NVAC. Notification should be received prior to 5:00 p.m. EST on the due date. CLEC will also have to notify the NPAC of the revised due date.

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## 2.2 Provisioning

*Continued*

### **Block and Pin Information**

Block and pin information must be included on the LSR.

In order to uniquely identify CLEC facilities used as a transport path between Sprint facilities and CLEC facilities, Sprint encourages the following Block and Pin format be used and documented on every LSR including unbundled loop or port requests. The Point of Interconnection (POI) will be labeled as such.

Syntax: AA-NN-NNNNNNN

AA - A maximum 2-digit alpha field designating the horizontal placement of the block on the Sprint MDF (i.e., AA or G)

NN - A maximum 2-digit numeric field designating the vertical place of the block on the Sprint MDF (i.e., 01 or 28)

NNNNNNN - A maximum 7-digit numeric field designating the Pin number on the terminating block. This entry should NOT include preceding zeros.

If the order is faxed a dash ('-') must separate each portion of the Block and Pin identity. Example: A-23-52

This example indicates Horizontal A, Vertical 23, Pin 52.

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## 2.2 Provisioning

*Continued*

**Changes in Block and Pin** Changes to the block and pin will require a service order. The LSR should be sent from CLEC to the NEAC/NVAC. At the time of installation, if dial tone is not present on the block and pin, a call will be made to CLEC. If the block and/or pin assignment must be changed, the NCPC will make the change on the service order and note the change in remarks. The order will be referred to the NEAC to match to a supplemental order from CLEC with the new assignment.

Note: If the new assignment can not be obtained in a timely manner (five (5) minutes or less), the order must be revised to a new due date. Pair changes as a result of maintenance issues can be completed at the time of repair with a follow-up order to correct records. There will be no charge for changes as a result of maintenance problems. Planned rearrangements may incur a charge.

To avoid last minute problems and potential delays at conversion and/or service outages, the block and pin should be active with dial tone the day before the order is due. This allows for preliminary jumper testing.

**Facility Notification by NEAC/NVAC** The NEAC/NVAC will make every attempt to notify CLEC as soon as a facility problem is known. In situations where a decision is required from CLEC before proceeding, the CLEC's response is required a minimum of one (1) day prior to the due date of the request.

**Completed Service Orders** Notification of completed service orders will be sent via IRES or by fax if the CLEC is not utilizing IRES. It is recommended that the fax line should be dedicated for Sprint only as busy signals could result in no notification.

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## 2.2 Provisioning

*Continued*

### **Loop Voltage Requirements**

In support of industry standards the CLEC is required to provision sufficient voltages at the CLEC block and pin located on the main distribution frame in the Sprint central office. The requirements at the main distribution frame to ensure adequate service quality of the loop are between 48 to 52 DC volts or 50 to 55 milliamperes. These requirements will support Telcordia's "Notes on the Network SR-2275 section 7 subsection 7.15" which specifies the need of a minimum loop current of 20 milliamperes at the Network Interface Device, (NID) at the customer premise.

At the time of installation or repair Sprint will check the voltage at the MDF Block and Pin. If the voltage at the MDF meets the standards specified above, normal procedures for installation or repair will be followed. If the voltage at the MDF is does not meet the standards specified above, the order/repair ticket will be closed and referred to the CLEC with the notation of "insufficient frame voltage".

### **Completion Testing**

In order to complete the necessary service order and trouble completion testing, the CLEC will provide Sprint with the test tone numbers as follows:

- 1000 Cycle
- 2800 Cycle
- Quiet Line
- All in one

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## 2.3 Local Number Portability (LNP)

### **CLEC LNP Testing**

Before LNP CLEC testing can begin the CLEC must contact their Account Manager and fill out the CLEC Testing Questionnaire. Once the CLEC Testing Questionnaire is completed by the CLEC and received by the Account Manager, two-way testing can be scheduled.

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## 2.4 Repair and Maintenance

**Point of Contact** The National CLEC Repair Center is the point of contact for CLEC to report trouble experienced on unbundled loop elements and resale voice grade services. The National CLEC Repair Center is managed by the National Business Operations Center (NBOC) and is staffed twenty-four (24) hours a day, seven (7) days a week. (Refer to Contact List for contact information.)

**Reporting Trouble** The National CLEC Repair Center will receive all reports from CLEC for specific problems related to resale and unbundled loops, generate internal trouble tickets and forward for processing. The National CLEC Repair Center will not be responsible for reports of terminal equipment problems at the enduser premises.

**End-user is responsible for reporting:**

Terminal equipment problems to their vendor of choice.

**CLEC is responsible for reporting:**

Loop repairs (provide Sprint with assigned circuit ID),  
Number porting repairs (provide Sprint with end-user phone number), and  
Resold services repair (provide Sprint with end-user phone number).

**Number Porting Repairs** Trouble reports on the date of the port are to be given to the new service provider. If it is determined by the new provider to be a problem with the old provider, the report will be referred to the old provider. If the report is referred to Sprint, the report will be made on a miscellaneous ticket, which is not part of parity reporting.

## 2.4 Repair and Maintenance

*Continued*

**Reporting Requirements** Trouble reported to the National CLEC Repair Center by CLEC or internally generated from Sprint as a result of an alarm condition will be referred to the appropriate organization for resolution.

Trouble Reporting Requirements include:

- Telephone number
- Serial circuit number ID of an unbundled loop with block and pin information
- Contact name and number
- Status of a dispatch request (if required or necessary)
- Type of trouble
- Any pre-reported test results
- Service affected end-user name, number and any required access hours
- Date and Time commitment given to the end-user.

Note: The commitment made to the end-user should be based on the repair intervals provided by Sprint. Updates to repair intervals will be faxed to CLEC as appropriate. Sprint will honor commitments made by CLEC to the end-user if reported to Sprint within 45 minutes of the commit time quoted to the enduser. In these cases Sprint will adjust the commit time on the report. If the commit time has a difference greater than 45 minutes (committed earlier), CLEC will be provided the commit time according to the system at the time of the report.

**Previously Reported Trouble** The National CLEC Repair Center will be the contact for questions concerning previously reported trouble not yet closed. CLEC should not inquire on reports when the commitment date and time has not passed.

**Planned & Unplanned Events** The National CLEC Repair Center is made aware of both planned and unplanned events that have affected or have the potential of affecting the Sprint public switched network.

**Trouble Reporting Limits** In an effort to expedite trouble reporting, the National CLEC Repair Center allows trouble reports for up to three different end-users per phone call.

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## 2.4 Repair and Maintenance

*Continued*

### Repair Completion

Notification of repair completion will be faxed to the number supplied by CLEC. The fax line should be dedicated to Sprint as busy signals could result in no notification. Information included in the fax will be:

Information	Description
<b>Summary Section</b>	
• TRN	The Sprint Trouble Reference Number
• TN	Telephone/Circuit Number
• LN	Listing Name for the CLEC major account
<b>Report Type</b>	This will be the numeric code and definition, i.e., 33 Noisy
<b>Received Date &amp; Time</b>	Date and Time reported to the Sprint Receive Repair Bureau (RRB)
<b>Commitment Date &amp; Time</b>	D&T Sprint committed to repair
<b>Cleared Date &amp; Time</b>	Time the trouble was actually fixed
<b>Clearing Information</b>	
• Worked on type	Numeric code with English descriptions (when appropriate)
• Worked on code	Numeric code with English descriptions (when appropriate)
• Worked on sub code	Numeric code with English descriptions (when appropriate)
• Cause code	Numeric code with English descriptions (when appropriate)
• Found code	Numeric code with English descriptions (when appropriate)
• Resolution code	Numeric code with English descriptions (when appropriate)
• Flag code	Numeric code with English descriptions (when appropriate)

### Annoyance Calls

Resale

The Sprint Annoyance Call Bureau (ACB)/Security Department will be the point of contact for all annoyance call and law enforcement inquiries for resale customers only.

Facility-based

The CLEC's National Operations Center will be the point of contact for all annoyance calls and law enforcement inquiries regarding the CLEC end-users. In the event an inquiry is made in regard to the company's customer, the caller will be referred to the appropriate company's point of contact.

*Continued on next page*

### 3. Interconnection

#### 3.1 Trunk Orders

**NASC Contacts** For the purpose of ordering service via an Access Service Request (ASR) one of two National Access Service Centers (NASC) will be assigned to CLEC. Contact information will be provided when the NASC has been assigned. (Refer to Contact List for contact information)

<b>NASC:</b>	
<b>Hours of Operation</b>	Monday through Friday – 8:00 - 5:00 in all time zones

**Date Intervals** Parties shall supply each other with due date intervals to be used to determine service activation dates

**Rejected ASRs** Companies shall reject and return any ASR that cannot be processed due to technical reasons, missing information, or inaccurate information. When an order is rejected, the rejection notification shall describe the reason(s) for rejection.

**ASR Due Dates** Parties shall use diligent efforts to complete ASRs by the requested due date within agreed upon intervals.

**Firm Order Confirmations** Companies shall provide a Firm Order Confirmation (FOC) for each order within five (5) days after receipt of such valid order. The FOC shall contain the appropriate data elements as defined by Ordering and Billing Forum (OBF) standards, including the date which the service requested on the order is to be initiated. A blind FOC shall be provided.

**Trunk Type** Between CLEC's offices and the Sprint switch, there will be two-way trunk groups ordered and provisioned to carry local traffic. **Initially, trunks will be one-way in direction; changed to two-way trunks when recording and billing issues are resolved and both Companies agree to changes in accordance with the contract.**

### 3.1 Trunk Orders

*Continued*

**Local Switching** In the initial joint planning meetings, CLEC shall identify the call routing options

**Ports Initial** it selects for each exchange for the following call types:

**Joint Planning**

- 0+/0- calls
- 911 calls
- 411/DA calls
- 800/888 calls, prior to database query

Sprint shall provision all CLEC subscribers in each exchange with the call routing options selected by CLEC using line class codes or other switch-specific switching methods, subject to the technically feasible capacity limitations of the Sprint switch.

*Continued on next page*

### 3.1 Trunk Orders

*Continued*

<b>Local Switching</b>	Orders for unbundled local switching shall be communicated on an ASR.
<b>Ports Ordering</b>	CLEC shall provide on the ASR the class of service requested by CLEC for its subscriber.
<b>Local Switching</b>	CLEC shall identify on the ASR the following subscriber specific call routing options it selects for the following call types:
<b>Ports Call</b>	
<b>Routing Options</b>	<ul style="list-style-type: none"> <li>• InterLATA calls specific to PIC or regardless of PIC (e.g.: 10xxx), as applicable;</li> <li>• IntraLATA calls specific to PIC or regardless of PIC (e.g.: 10xxx), as applicable;</li> <li>• Call forwarding of any type supported on the switch, to a line or a trunk;</li> <li>• Any other customized routing that may be supported by the Sprint switch.</li> </ul> <p>Sprint shall provision the order with the call routing options selected by CLEC using line class codes or other switch-specific switching methods, subject to the technically feasible capacity limitations of the Sprint switch.</p>
<b>SS7 Signaling</b>	Where available the trunks will utilize SS7 signaling except for 911, operator service and directory assistance trunks. This desired signaling needs to be identified on the ASR during the provisioning process.
<b>Local Interconnection Trunk Groups</b>	Companies will jointly manage the capacity of the local interconnection trunk groups. Either Company may send a Trunk Group Service Request (TGSR) to the other Company to request changes to existing trunk groups based on one Company's capacity assessment of the other Company's traffic. To begin the provisioning process, the Company that receives the TGSR will issue an ASR to the initiating Company (if in agreement with the initiating Company's assessment) or as a result of Company's own capacity management assessment.
<b>Trunk Group Provisioning</b>	Company will initiate an ASR to the other Company for provisioning trunk groups based on initiating Company's capacity assessment of initiating Company's traffic to the other Company. TCIC CLEC will control and assign Trunk Circuit Identification Codes (TCICs).

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### 3.1 Trunk Orders

*Continued*

**TGN** Companies will control and assign Trunk Group Numbers (TGNs) and Two Six Codes (TSCs) for their respective switches.

**Dedicated Transport Trunk Establishment** Trunking can be established to tandems or end-offices or a combination of both. Trunking will be at the required switch interface level. The preferred network configuration is the originating end-office being directly trunked to the terminating end-office.

**Dedicated Transport Trunk Type** Trunks will be built Two-Way, but directionalized One-Way until recording and billing issues are resolved and both Companies agree to permit Two-Way trunking.

**Dedicated Transport Call Origination/Termination** The Companies shall initially reciprocally terminate Local Traffic and IntraLATA/InterLATA toll calls originating on each others' networks as follows:

Trunk Type	Traffic Use
Two-way trunks	The Companies shall make available to each other two-way trunks for the reciprocal exchange of combined Local Traffic, and non-equal access IntraLATA toll traffic.
Separate two-way trunks	Separate two-way trunks will be made available for the exchange of equal-access InterLATA or IntraLATA Interexchange traffic that transits the Sprint network.
Separate trunks	Separate trunks will be utilized for connecting CLEC's switch to each 911/E911 tandem.
Separate trunk groups	Separate trunk groups will be utilized for connecting CLEC's switch to the Sprint Operator Service center for operator-assisted busy line interrupt/verify.
Separate trunk group	Separate trunk group will be utilized for connecting CLEC's switch to the Sprint Directory Assistance center in instances where CLEC is purchasing the Sprint unbundled Directory Assistance service.
Separate dedicated trunk group	Inward operator-assisted busy line interrupt/verify traffic may be routed between the two Companies via the common local trunk group(s) or via a separate dedicated trunk group.

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### 3.1 Trunk Orders

*Continued*

**Dedicated Transport Shared Trunks** Once shared trunks are handed off to Sprint at the point of interconnection, the trunks will traverse the same interoffice network as existing Sprint trunk groups and will have the same level of survivability.

**Dedicated Transport Blocking Standard** A blocking standard of P.010 (1%) shall be maintained during the average busy hour, as defined by both Sprint and CLEC standards, for final trunk groups between the CLEC switching center and a Sprint access tandem carrying meet point traffic. All other final trunk groups and direct, end-office trunk groups are to be engineered with a blocking standard of P.010 (1%).

**Dedicated Transport SS7** Trunks will utilize SS7 signaling and will pass the Calling Party Number (CPN) in the SS7 Initial Address Message. A Signaling Transfer Point (STP) interconnection between Sprint and CLEC is required.

**Dedicated Transport SS7 Configuration** Where technically available, trunk groups will be configured for SS7 signaling using Extended Super Frame (ESF) 64kb clear-channel service for the links. The signaling shall be mutually agreed upon during the joint planning meetings with CLEC. The desired signaling must be identified on the ASR.

**Dedicated Transport Telcordia Standards** Telcordia industry standards will be used for engineering and network trunking arrangements. Test and acceptance of the trunking and point of interconnection will be conducted in accordance with generally accepted industry standards.

**SS7 Ordering** Orders for interconnection to the Sprint SS7 network shall be communicated on an ASR.

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### 3.1 Trunk Orders

*Continued*

**SS7 Signaling Link** When signaling link transport is ordered, CLEC shall identify whether it requires an A-link, which is a connection between a switch or Service Control Point (SCP) and a home STP Switch pair, or a B-link (Sprint) or D-link (CLEC), which is a connection between two STP pairs in different company networks.

**SS7 STPs** When interconnection to an STP is ordered, CLEC shall identify whether it requires an A-link interface from CLEC's local switching systems, or a B- or Dlink which interfaces CLEC's STPs to Sprint.

*Continued on next page*

### 3.2 Network Inter-Company Trunk Forecasting

<b>Inter-Company Forecast</b>	Sprint and CLEC will provide a non-binding two-year intercompany forecast for traffic utilization over trunk groups. These forecasts shall be updated semiannually or at other standard intervals as mutually agreed to by both Companies. CLEC will submit forecasts to their Account Manager.
<b>Forecast Requirements</b>	<p>The forecast shall include the following information for each trunk group:</p> <ul style="list-style-type: none"><li>• Common Language Location Identifier (CLLI-MSG) codes for tandem and end-office locations;</li><li>• Two/Six Codes (TSC) for each trunk group;</li><li>• Quantity of trunks in service;</li><li>• Share usage and share overflow information. This information will be derived by taking the highest usage of a twenty (20) day period (generally a four (4) week period, not to include weekends or holidays) from the previous twelve (12) months, or other intervals as local conditions warrant and mutually agreed to by both Companies;</li><li>• Semi-annual forecasted trunk quantities which include:<ul style="list-style-type: none"><li>• Baseline data that reflects actual Tandem and end-office Local Interconnection;</li><li>• Meet point trunks;</li><li>• Tandem-subtending Local Interconnection end-office equivalent trunk requirements for no more than two years (current plus one year);</li></ul></li><li>• Major network projects that affect the other Company. Major network projects include but are not limited to trunking or network rearrangements, shifts in anticipated traffic patterns, or other activities by either Companies that are reflected by a significant increase or decrease in trunking demand for the two-year forecast window.</li></ul>
<b>Reconciliation</b>	Reconciliation of the inter-company trunk forecasts will take place at the joint plan meetings.

### 3.2 Network Inter-Company Trunk Forecasting

*Continued*

**Additional  
Facilities**

Sprint will provide additional facilities as necessary based upon the agreed-to forecast of trunk requirements. Construction of these facilities shall be within the normal construction cycle that Sprint would provision additional facilities for itself and shall be negotiated with CLEC. Orders for trunks that exceed forecast quantities for forecast locations will be accommodated as facilities and equipment are available. The Companies shall make all reasonable efforts and cooperate in good faith to develop alternative solutions to accommodate orders when facilities are not available.

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### 3.3 Network Utilization and Augmentation

<b>Sizing/Traffic Studies</b>	Sizing and traffic studies of trunk groups will be performed by both Sprint and CLEC. Local interconnection trunk groups that exceed the blocking standard as defined in the Dedicated Transport Trunking section of this plan will be augmented via the issuance of an ASR or TGSR.
<b>TGSR</b>	Either Company may issue a TGSR to the other party when it requests changes to local interconnection trunk groups based upon its capacity assessments. The receiving Company will respond within 7 calendar days upon receipt of the TGSR.
<b>3rd Party Transport Provisioning</b>	If CLEC elects to utilize a third party to provision transport facilities between Sprint and CLEC, Sprint will provision the facilities upon the receipt of an ASR from both CLEC and the third party, or Sprint may provision the facilities upon receipt of an ASR from one party and a letter of authorization permitting that party to act on behalf of the third party.

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### 3.4 Operator/DA Services

<b>Operator/DA Services</b>	Operator/DA call handling services are available where technically feasible to CLECs under a separate contract
<b>Operator/DA Call Handling</b>	Sprint shall, where technically feasible and at CLEC's request and expense, provide such services.
<b>Operator/DA Call Branding</b>	Sprint shall provide branded services for the central offices requested by CLEC and where technically feasible.
<b>Operator/DA Announcement Requirement</b>	CLEC shall submit an Operator Services/Directory Assistance questionnaire and initial announcement requirements to National Operator Services. The questionnaire can be requested through your Account Manager.

*Continued on next page*

### 3.5 Repair and Maintenance

<b>Escalation List</b>	To facilitate dialogue and passage of necessary information regarding transport, message network reliability, and integrity, it will be necessary to provide escalation contact lists as well as disaster recovery contact lists for each company. (Refer to Contact List)
<b>Joint Maintenance Responsibilities</b>	For joint maintenance responsibilities, CLEC and Sprint will need the following Network Operations Center (NOC) and Special Services Operations (SSO) data: <ul style="list-style-type: none"> <li>• Center name and location</li> <li>• Point of contact name and phone number - on a 24-hour x 7 day a week basis.</li> <li>• List of escalation contacts, network interaction requirements, etc. For instance, SS7, E911, OS, Tech Support or External to CLEC contact requirements (Refer to Contact List).</li> </ul>
<b>NOC and SSO Product Responsibility</b>	The NOC and SSO has overall control responsibilities for all High Capacity services and all services ordered through an ASR and accessible through remote access.
<b>Surveillance and SPOC</b>	The NOC and SSO will be responsible for responding to all Sprint facility alarms or trouble tickets identified manually or through the appropriate Sprint Operational Support Systems (OSS). The center performs trouble analysis of alarm conditions. Detection and resolution of alarm conditions within the Sprint network will be closed by the NOC. Alarm conditions on CLEC facilities will be coordinated and closed through joint cooperation as appropriate. SSO will be responsible for the maintenance for special services circuits both access and non-access not handled by Surveillance.
<b>Repair Control</b>	The NOC and SSO will be responsible for control and contact of all network work groups (including CLEC) when trouble encountered requires assistance from that respective work group. The NOC or SSO will refer trouble to the appropriate field operations group(s) and will coordinate restoration or trouble resolution of transport with CLEC.

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### 3.5 Repair and Maintenance

*Continued*

**Outage Request** If the CLEC wishes to revise the list of network outage received they must contact their Account Manager to obtain a new Network Outage Notification form. The form must be completed and returned to their Account Manager. The revised form must include all network outages the CLEC wishes to receive.

If the CLEC decides to not receive outage notifications, a Waiver of Outage Notifications form must be submitted to your Account Manager.

Both forms can be requested through your Account Manager.

**Notification of Outages** The appropriate Sprint notification will occur to CLEC as soon as a major failure is recognized. Events or failure conditions may be identified on various network elements or transport facilities. A major failure is defined as follows:

- Any cable or electronics outage that affects 50% or more of the in-service lines of a central office or 1000 access lines, whichever is less, with a duration of two (2) minutes or more.
- Toll or EAS isolation of an entire exchange with a duration of two (2) minutes or more.
- Any digital cross connect or fiber optic complete system failure lasting two (2) minutes or more.

Updates pertaining to outage conditions can be obtained by contacting the Outage Administrators

**Network Restoration** Depending on test results, transport design and trouble reported, the NOC or SSO will coordinate and control restoration and testing through the Sprint network and/or with CLEC. Depending on severity and technical requirements of restoration, the NOC or SSO shall contact the appropriate organization to obtain assistance as required.

*Continued on next page*

### 3.5 Repair and Maintenance

*Continued*

<b>CLEC Scheduled Work Activity</b>	<p>CLEC will coordinate any scheduled work with Sprint. Prior to the execution of any pre-planned known service-affecting work activity, or work to be completed after hours, CLEC will provide Sprint a completed Request for Event Scheduling (RES) document which details the test plan, expected network impact, expected activity timeframes, and appropriate contact numbers. This work includes work within the central office or work on any interconnection facilities. After hours is defined as after 5:00 p.m. local time, weekends and holidays. However, any work, which is known to be service effecting, should be completed between the hours of 12 am and 6 am local time, this is also known as the maintenance window. To schedule any work activity please call 888-230-4404 option 5 for assistance and necessary forms</p> <p>This plan will be filed with the Sprint NOC or SSO Scheduling and Administration group for approval pending the non-existence of any higher priority scheduled activity. Once the CLEC receives NOC or SSO approval, upon arrival at the work location they must first call the respective NOC or SSO upon entry into the Sprint building and again when leaving. The CLEC will call 888-230-4404 option 5 for coordination and notifications.</p>
<b>Network Disasters</b>	<p>In planning sessions and in actual network disasters, the Sprint NOC, SSO and CLEC's Network Management Center (NMC) will find who is responsible for restoration, manage the "network event," hand off to the "owner," and maintain contact with the appropriate organizations (as identified on the Contact List).</p>
<b>Switch Message Network Precautions</b>	<p>It is expected that CLEC and Sprint will exercise the same or similar switched message network precautions and controls. These will include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Determine time frames for event monitoring</li> <li>• Monitor up to and through the event</li> <li>• Provide post notification following event</li> <li>• Release any exercised controls</li> </ul>
<b>Restoration Priority</b>	<p>The Sprint NOC or SSO will establish priority of restorations jointly with CLEC to maximize call carrying capacity of the public switched network.</p> <ul style="list-style-type: none"> <li>• If a major service, switch, or system failure is identified to be in the Sprint switched network, the NOC or SSO will provide online emergency restoration guidance of network elements regarding who, why, what gets restored and the associated timeframe.</li> <li>• Major service-affecting events occurring in CLEC switched network will be referred to and coordinated by CLEC.</li> </ul>

*Continued on next page*

### 3.6 Sprint Intelligent Network Operations (INO)

<b>INO Responsibility</b>	Sprint Intelligent Network Operations (INO) is responsible for SS7 network traffic management, signaling network control, operations information control, and provisioning and maintenance of the Sprint E911, Toll Free, Line Information Data Base (LIDB), and Calling Name (CNAM) databases.
<b>Disaster Recovery Plan</b>	The INO addresses SS7 network disaster recovery planning for both the state and national levels. This includes functional exercises to audit the Sprint proficiency at managing the unique communications needs associated with catastrophic disasters. Sprint and CLEC shall convene a special task force to review the joint procedures in full detail for avoiding and/or responding to SS7 network disaster recovery processes and actions.
<b>SS7 Service Trouble</b>	The INO is responsible for clearing all SS7 signaling and database-related troubles reported in the Sprint local service area.
<b>Network Identified Trouble</b>	An SS7 network identified trouble will be referred directly to the INO Signaling Network Control Center (SNCC). The SNCC operates 24 hours a day, 7 days a week. Escalation requests on all issues should be referred to the SNCC.
<b>Joint Network Control Center Responsibilities</b>	To monitor, manage and maintain maximum call completion capacity, it is imperative to coordinate joint Network Control Center responsibilities For joint maintenance responsibilities, Sprint needs the following Network Operations Center data including: <ul style="list-style-type: none"> <li>• Center name and location</li> <li>• Single point of contact name and phone number on a 24 hour x 7day a week basis.</li> </ul>
<b>SS7 &amp; Network Events</b>	INO manages SS7 network “events” and will coordinate various controls and reported message service troubles with CLEC.
<b>Call Gap &amp; Traffic Control</b>	INO exercises call gap and controls traffic from a public switch connected endoffice and tandem. These controls may be provisioned manually, upon prior notice, or automatically via Signaling Control Point (SCP) database controlled thresholds.

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### 3.6 Sprint Intelligent Network Operations (INO)

*Continued*

<b>Planned Event Notification</b>	INO coordinates and notifies CLEC of any planned service-affecting events originating from the Sprint-LTD SS7 network. CLEC coordinates and notifies Sprint of any network affecting events originating from CLEC utilizing the RES form.
<b>Event Pre-Planning/ increases Mass Calling</b>	<p>Where available, Companies will share pre-planning information regarding cross-network call-ins expected to generate large or focused temporary in call volumes. The purpose of sharing the pre-planning information is to prevent or lessen the impact of these events on the public switched network. Mass calling numbers are not and cannot be used in conjunction with Interim Number Portability (INP). Pre-planning information should include the following (as applicable):</p> <ul style="list-style-type: none"> <li>• Terminating mass calling number(s)</li> <li>• Trunk group(s) affected</li> <li>• Call gapping level and interval (i.e., x-number of attempts passed to a particular NPA/NXX or full directory number per each x-number of seconds or minutes)</li> <li>• Code block level (i.e., x% of attempts passed to a particular NPA/NXX or full directory number)</li> <li>• Call treatment (e.g.: intercept, busy tone, etc.) to be applied on attempts blocked due to network traffic - management controls</li> <li>• Date and time that the controls are to be enabled</li> </ul>
<b>Unplanned Events or Unscheduled Outages</b>	Companies' network management responsibilities associated with unplanned events or unscheduled outages includes, but is not limited to, SS7 link failure, duplex failures, fiber cuts, interoffice transport degradation, EOI trunk group failure, translations, etc.
<b>Reciprocating Network Controls</b>	Companies agree to exercise reciprocating network controls to call gap, provide for broadcast notification, and coordinate mutual network service-affecting events.

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### 3.6 Sprint Intelligent Network Operations (INO)

*Continued*

<b>Major Facility Repair</b>	In the event of a major facility failure, the INO SNCC will establish a conference bridge to coordinate restoration efforts. The conference bridge will be for the use of personnel with Sprint and CLEC directly involved in the service restoration effort. The INO SNCC will keep the respective business unit personnel informed of status. Per current Sprint reporting standards, the Sprint INO SNCC will provide CLEC with event information that resulted in an adverse, or momentary, impact on the Sprint Network that might have impacted the interconnecting trunk call completion between Sprint and CLEC switches.
<b>Restoration Priority</b>	The INO will establish priority of restorations for SS7 circuits jointly with CLEC to maximize call-carrying capacity of the public switched network.

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## 4. Collocation, Rights of Way and Pole Attachments

### 4.1 Collocation Provisioning, Maintenance and Repair

#### Collocation Ordering and Provisioning

A Collocation Agreement must be executed prior to the hand-off of collocated space.

If collocation is desired, CLEC shall complete a Collocation Application/Order Form and submit the application and appropriate fee to your Account Manager.

#### Collocation Provisioning Timeline

Sprint will provide a space availability response and collocation price quote in accordance with the following timelines. Sprint will complete the build-out or provisioning of a collocation request for conditioned space in accordance with the following timelines. States, which currently have mandated collocation timelines, are: Nevada, North Carolina, Indiana and Florida. Requests in all other states will be provisioned per the timelines listed for All Other.

State	Request Type	Timeline
Florida	Space availability response and price quote	15 calendar days from receipt of valid application
Florida	Build-out of physical collocation requests	90 calendar days from receipt of Firm Order
Florida	Build-out of virtual collocation request	60 calendar days from receipt of Firm Order
Florida	Completion of augment requests	45 days from receipt of Firm Order
Indiana, Nevada, North Carolina	Space availability response and price quote	10 calendar days from receipt of valid application
Indiana, Nevada, North Carolina	Build-out of physical and virtual collocation requests	90 calendar days from receipt of Firm Order
Indiana, Nevada, North Carolina	Completion of augment requests	90 days from receipt of Firm Order
All Other	Space availability response	10 calendar days from receipt of valid application
All Other	Price quote response	30 calendar days from receipt of valid application
All Other	Build-out of physical collocation requests	90 calendar days from receipt of Firm Order
All Other	Build-out of virtual collocation request	90 calendar days from receipt of Firm Order
All Other	Completion of augment requests	90 calendar days from receipt of Firm Order

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#### 4.1 Collocation Provisioning, Maintenance and Repair

*Continued*

<b>Sprint Scheduled Outages</b>	Sprint shall provide CLEC with written notice three (3) business days prior to performing any known service-affecting work activity that may affect CLEC equipment.
<b>CLEC Scheduled Outages</b>	CLEC shall provide Sprint with written notice three (3) business days prior to those instances where CLEC is performing known service-affecting activity that may affect the Sprint equipment. CLEC shall notify Sprint via the RES form.
<b>Telephone Service</b>	The CLEC should order telephone service if they need dial tone services at their collocated space. Sprint will provide a demarcation for this service on the type of jack required for the service type. These lines are billed at rates from the Sprint local exchange tariff. This service is ordered via the local service ordering procedures.
<b>CLEC Safety Requirements</b>	When CLEC's employees enter Sprint premises, CLEC's employees shall comply at all times with Sprints security and safety procedures and requirements. Safety and Security procedures are available electronically or in paper form from your account manager.
<b>Use of Portable Phone</b>	Use of cellular phones, PCS phones or hand held radios with self-contained antennas may not be used while technicians are in Sprint central offices.
<b>Access Requests</b>	The CLEC must submit Security ID Access Request forms for each individual needing access to collocated space. This submission must include a photograph for preparation of the photo ID badge.  These forms may be requested from and submitted to your Account Manager.

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## 4.1 Collocation Provisioning, Maintenance and Repair

*Continued*

<b>Collocation Access</b>	<p>CLEC must adhere to the following when on Sprint property.</p> <ul style="list-style-type: none"><li>• Sprint photo ID badges must be worn and prominently displayed at all times while on Sprint property. Each CLEC employee must also display a CLEC provided photo ID badge while on Sprint property.</li><li>• Failure to wear proper ID may be considered cause for denial of access or removal from premises.</li><li>• In central offices where hard key access is required, Sprint will issue a maximum of five keys per central office to CLEC. CLEC will be responsible for the collection and reassignment of key(s) from their employees and vendors upon termination of employment. Duplication of key(s) is prohibited.</li></ul>
<b>After Hours Entrance</b>	<p>When CLEC needs entrance to Sprint facilities outside of normal working hours, (normal business hours mean from 8:00 a.m. 5:00 p.m., local time, Monday through Friday), CLEC must notify Sprint NOC before entering and upon exiting designated facilities.</p>
<b>Repair and Maintenance</b>	<p>For collocation repair and maintenance information please refer to Repair and Maintenance (Section 3.5).</p>

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## 4.2 Rights-of-Way, Attachment and Conduit Requests

**ROW Requests** A Pole and Conduit Agreement and proof of insurance document must be on file prior to any attachment requests being submitted. See the Contact List for point of contact for agreements and request forms.

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### 4.3 Safety and Environmental

<b>CLEC Health &amp; Safety Disclosure</b>	Sprint may require CLEC to complete a CLEC Work Location Environmental, Health and Safety Disclosure specific to a collocation or right-of-way request. This form can be obtained from your Account Manager. CLEC shall provide the completed disclosure statement within ten (10) business days of the request.
<b>Material Safety Data Sheet (MSDS)</b>	Before any environmental hazard (hazardous chemical or material) is brought onto, or is used, or applied, stored temporarily or permanently on Sprint property, CLEC shall provide to the Account Manager a MSDS or manufacturer's specifications for each hazardous chemical or material. A hazardous chemical is broadly defined as any substance "containing any chemical element, chemical compound, or mixture of elements and/or compounds." CLEC shall provide to Sprint the quantity and/or amount, by item, of all hazardous chemicals or hazardous materials to be used, applied, or temporarily or permanently stored on Sprint property. CLEC shall also provide and maintain adequate spill response supplies, equipment and procedures to handle any release of any hazardous chemicals or material. Sprint reserves the right to refuse the use and/or storage of any hazardous chemical or material on Sprint property.
<b>Accident/Injuries</b>	CLEC shall report all personal injuries, vehicle accidents, spills of hazardous chemicals or materials, or property damage that occurs on the Sprint property, immediately to the local Sprint manager.
<b>CLEC Environmental Health &amp; Safety Agreement</b>	CLEC will be required to sign a CLEC Environmental, Health and Safety Agreement, which outlines the requirements of CLEC and its employees in relation to such policies. This agreement can be obtained from the Account Management team. Should a CLEC employee or contractor be found in violation of such agreement, they will be asked to immediately cease the activity. If the CLEC employee or contractor continues the activity, they will be escorted from Sprint property and the incident shall be reported to CLEC.
<b>Sprint Indemnification</b>	CLEC shall indemnify Sprint for all damages, penalties, and/or fines, which may be incurred due to the actions of a CLEC employee or contractor including the use, storage, disturbance, or release of any hazardous chemical or material on or from Sprint property.

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### 4.3 Safety and Environmental

*Continued*

<b>Governmental Regulations</b>	CLEC, its contractors or representatives, shall comply with all federal, state and local environmental, health, and safety regulations.
<b>Fire Detection System Modifications</b>	CLEC shall reimburse Sprint for all costs associated with modifications that may be required to any fire detection system(s) and shall hold Sprint harmless for any damage to their equipment in the event of a detection failure.
<b>Required Hazardous Documentation</b>	CLEC shall provide Sprint with copies of all documents (bill of lading, manifest, CLEC company programs [i.e. Hazardous Communications, Spill Prevention, etc], telephone conversation notes, regulatory correspondence, regulatory permits, etc.) associated with the use, storage, and/or proper disposal of any and all hazardous chemicals or materials.
<b>Power Interruptions and Fire Damage</b>	CLEC shall hold Sprint harmless for power interruptions or fire damage from outside CLEC space unless caused by Sprint negligence.
<b>Hazardous Material Inventory</b>	CLEC shall provide Sprint with an inventory of all hazardous materials, including typical quantity on hand by item, which require a MSDS. CLEC shall also provide Sprint with a copy of their storage procedures and means of storage for such material.
<b>Flammable Material Storage</b>	CLEC shall not store any flammable or combustible material in the facility overnight except as acceptable to Local Sprint Management.
<b>Sprint Hazardous Material Identification</b>	Sprint shall identify any hazardous materials (i.e., asbestos transit duct) present in areas where CLEC's employees and/or contractors will be and provide CLEC with a MSDS of same.
<b>Governmental Agency Correspondence</b>	CLEC shall provide Sprint with copies of any correspondence, inventories or other data provided to or from any State Emergency Response Commissions, Local Emergency Planning Committees or any other governmental agencies concerning hazardous materials used, present or stored on Sprint property.

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### 4.3 Safety and Environmental

*Continued*

<b>Premises</b>	CLEC shall not, without the prior written consent of Sprint: (i) install or operate any lead-acid or other type of batteries, refrigeration, heating or air conditioning apparatus or carry on any mechanical operations in the Premises; (ii) use the Premises for housing, lodging or sleeping purposes; (iii) permit preparation or warming of food, presence of cooking or vending equipment, sale of food or smoking in the Premises; or (iv) permit the presence of any animals except those used by the visually impaired.
<b>Limitations</b>	
<b>Acceptability of Building Condition</b>	CLEC is aware the building in which the Premises is located may contain or have contained asbestos, or Asbestos Containing Building Materials (ACM), or lead-based paint and CLEC hereby releases and agrees to hold Sprint harmless from any and all liability to CLEC or any of its employees, agents or invitees as a result thereof. CLEC acknowledges that it has inspected the Premises and found the Premises to be in a condition satisfactory to CLEC for its intended use.

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#### 4.4 Fire Protection System

<b>Additional Fire Protection</b>	CLEC shall, with the prior written consent of Sprint, have the right to provide additional fire protection systems within the Premises; provided, however, that Licensee may not install or use sprinklers or carbon dioxide fire suppression systems within the building or the Premises.
<b>CLEC Modifications</b>	<p>CLEC shall reimburse Sprint for the cost of any modifications, changes or alterations required by any governmental bureau, department or organization or the Sprint insurance carrier.</p> <p>CLEC shall not cut or drill into, drive nails or screws into, install conduit or wires, or in any way deface any part of the Premises or the building without the prior written consent of Sprint</p>
<b>Alarm Monitoring</b>	If CLEC desires signal, communications, alarm or other utility or services connections installed or changed, the same shall be made by and at the expense of CLEC. Sprint shall have the right of prior approval of such utility or service connections, and shall direct where and how all connections and wiring for such service shall be introduced and run. In all cases, in order to maintain the integrity of the Halon space for proper Halon concentration, and to ensure compliance with the Sprint fireproofing policy, any penetrations by CLEC shall be sealed as quickly as possibly with Sprint-approved fire barrier sealant or by Sprint at CLEC's expense.
<b>Fire Stopping</b>	In all cases, in order to maintain the integrity of any fire subdivision, any penetrations through fire walls by a CLEC shall be firestopped by the CLEC at the end of the work shift and at the end of the project by a Factory Mutual approved vendor with Sprint approved fire barrier sealant and UL/FM approved method at the CLEC's expense.
<b>"Hot Work" Permit</b>	CLEC shall develop a "hot work" permit practice to be followed if any cutting, welding, brazing or other heat/spark-producing activities are required. The Sprint insurance carrier shall approve the hot work permit practice.

## 5. Billing

### 5.1 Billing and Rating

**Compliance** Sprint will comply with various industry, OBF and other standards for display of billed charges. Each bill will be labeled for the type of service billed. See below for billing labels currently established:

Switched Access	Usage charges
Facility	Facility and/or collocation charges
Resale Services	All resale charges
Local Products and Services	Miscellaneous local charges
Interim Number Portability	Remote call forwarding charges
Local Number Portability	

**One Bill** CLEC will receive one bill for each type of service (as defined by OBF) for each Sprint Company/State/LATA combination.

**Bill Date** The bill date will be present on each bill and must be a valid calendar date. A Billing Account Number (BAN) will be provided consistently each month. The BAN will be 13 alpha/numeric characters. Only one invoice is to be produced for each BAN each month on the same bill date each month.

**Billing Charges** All billing charges will adhere to the following format:

Charges	Format
Flat rated	Will be billed based on the period beginning with the current bill date and extending to the day prior to the next bill date.
Usage sensitive	Will be billed based on the period beginning with the last bill date and extending to the day prior to the current bill date.
Prior period usage or flat rated charges	Will be labeled on the bill based on the usage or service date.

## 5.1 Billing and Rating

*Continued*

### **Usage**

### **Identification**

All usage, when technically feasible, will be identified, displayed and labeled as the actual jurisdiction (e.g.: Local, Intrastate/IntraLATA, Interstate, Intrastate/InterLATA, etc.). When identification of the actual jurisdiction is not feasible, Percent Interstate Usage (PIU) and Percent Local Usage (PLU) factors will be utilized to identify the factored jurisdiction, and will be applied on the statistics page of the bill.

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## 5.1 Billing and Rating

*Continued*

<b>Reciprocal Compensation</b>	<p>All reciprocal compensation invoices should be mailed to the following address:</p> <p>Sprint Attn: LTD Access Verification MS: KSOPHL0412 6500 Sprint Parkway Overland Park, KS 66251</p> <p>Sprint prefers to receive a Billing Output Specifications (BOS) type invoice via a paper media format.</p>
<b>Non-Access Traffic</b>	<p>For non-access traffic transiting a Sprint tandem, Sprint will bill the originator for tandem switching and a portion of transport for each call.</p>
<b>INP/LNP</b>	<p>Interim Number Portability (INP) is available in all Sprint service areas where LNP is not available. Once LNP is available, all INP arrangements will be converted to LNP. Where INP is provided and a toll call is completed through the Sprint INP arrangement (e.g., remote call forwarding) to CLEC's subscriber, CLEC shall be entitled to applicable access charges in accordance with the FCC and Commission Rules and Regulations. If a national standard billing method has not been developed for a CLEC to directly bill a carrier access for a toll call that has been completed using interim number portability, then the INP Rate specific to Access Settlements in the Attachment of the contract will be used. The ported Company shall charge the porting Company on a per line basis using the INP Rate specific to Access Settlements in lieu of any other compensation charges for terminating such traffic. The traffic that is not identified as INP will be compensated as local interconnection as set forth in the contract.</p>
<b>Billing Enhancements</b>	<p>Sprint will notify CLEC of billing system enhancement details 90 days prior to enhancement implementation. Testing data for billing system enhancements will be made available upon request from CLEC. This information will be provided 30 days prior to the implementation date of the new enhancements. Sprint will work with CLEC until a successful receipt is accomplished.</p>

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## 5.1 Billing and Rating

*Continued*

### **Billing Media For Receipt**

Sprint offers the following media for receipt of billing data. CLEC must choose a preferred media. Any additional bill copies requested will be charged for accordingly.

- NDM/Connect Direct via Dedicated Circuit
- NDM/Connect Direct via Internet-PC connection
- CD-ROM, in one of two formats: 1) Bill Image and 2) BDT (BOS standard format)
- Paper - invoice processed on paper.

If CLEC's chosen form of media is CONNECT DIRECT, a 'link' must be established between the two companies for transmission of data. CLEC is responsible for any costs associated with the software necessary to establish the link. A technical support Point of Contact will need to be supplied for both companies. CLEC must identify their media type on the CLEC Implementation Checklist. Changes to media selection may be requested via notification to the Account Manager and must include an updated CLEC Implementation Checklist.

Additional requirements (as set forth by industry standards or OBF) will be followed for size and format of records and of Connect Direct transmissions or 3490 Cartridge.

See the UNE Guide or Resale Guide for additional information about bill media options.

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## 5.2 Usage Measurement

<b>Calling Party Number</b>	Calling Party Number (CPN) will be passed in SS7 signaling to ensure identification of the actual jurisdiction of the call. In a LNP environment, the originating network will signal the originating switch Local Routing Number (LRN) to the terminating network in the SS7 JIP format. In the event CPN/LRN is not available or not passed, the usage will be factored using a PIU (Percent Interstate Usage) and/or a PLU (Percent Local Usage) to determine the appropriate billing jurisdiction, or as provided for in the Interconnection Agreement. These factors will be provided to Sprint prior to receipt of the initial ASR installing interconnection trunks. The PLU should be provided on the CLEC's Implementation Checklist.
<b>Interconnection Charges</b>	Measurement of usage-based interconnection charges will be in actual conversation seconds per chargeable traffic type per end-office, totaled for the entire monthly billing cycle and then rounded to the nearest minute.
<b>Tandem To Tandem Traffic</b>	In the case of tandem to tandem traffic, separate trunks will be used for "Third-Party" transit traffic. This is for usage measurement and billing purposes.
<b>Shared Route Facility</b>	Record exchange for a shared route facility will be based on industry standard Multiple Exchange Carrier Access Billing (MECAB) guidelines (i.e., EMI records, 1101XX. Meet point billing identifies processes for billing Interexchange traffic where multiple Local Exchange Company (LEC) networks are used to originate or terminate traffic. The tandem owner will provide 11-01-XX records for the terminating Interexchange Carrier (IXC) traffic to the endoffice owner (initial billing company). In return, the end-office owner may be responsible for providing the originating IXC 11-01-XX records back to the tandem owner (subsequent billing company).
<b>Interexchange Carrier Traffic</b>	Companies will adhere to MECAB guidelines on Interexchange carrier traffic that originates or terminates through a Sprint tandem from/to the CLEC switch. Each Company will be entitled to their portion of the route provided. Each Company will be responsible for their portion of meet point billing under the Multiple Bill/Multiple Tariff option of the MECAB document. Each Company will bill in compliance with Interstate and State access tariffs.

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## 5.2 Usage Measurement

*Continued*

**Resale** For resale only, end-user usage records-- category 01 (rated) or category 10 (unrated) – can be provided to CLEC for the purposes of billing the end-user. Charges per record and per tape are applicable.

**Record Exchange Media** Sprint offers the following media for record exchange. CLEC must choose a preferred media.

Media Option	Exchange Type
Meet Point and Transit Media	3490 Cartridge Connect Direct/NDM CD-ROM
Resale and UNE-P Media Options	3490 Cartridge Connect Direct/NDM CD-ROM

**IXC Meetpoint Billing** Sprint also requests the receipt of originating and terminating 11-01-XX records for IXC meet point billing. The Sprint accepted form of media for this test data is:

- 3490 Cartridge
- Monthly Frequency

Tapes should be mailed to the following address:

Sprint  
Attn: MPS  
MS: KSOPKD0107  
6860 W. 115th Street  
Overland Park, KS 66211

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## 5.2 Usage Measurement

*Continued*

### **Sample Test Records**

Sprint will provide a sample of test records for resale, category 01 (rated) or category 10 (unrated), or for IXC meet point billing records, 11-01-XX, at the request of the CLEC. Sprint offers the following media for receipt of test data:

- CONNECT DIRECT (dependent on the customer establishing or having an existing connection.)
- 3490 Cartridge

Sprint also requests the receipt of originating and terminating 11-01-XX records for IXC meet point billing for testing purposes. The Sprint accepted form of media for this test data is:

- 3490 Cartridge

Tapes should be mailed to the following address:

Sprint  
Attn: MPS  
MS: KSOPKD0107  
6860 W. 115th Street  
Overland Park, KS 66211

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## 6. Directory

### 6.1 Publishing Company

- Background** R.H. Donnelley Publishing & Advertising publishes directories for most of Sprint local telephone markets.
- Standards** R.H. Donnelley Publishing & Advertising utilizes a standard Directory Services Agreement (DSA) that defines obligations of the publisher and carrier and describes directory processes in detail. Examples of issues addressed in the DSA are the provision of listing information, the directory proofing process, information pages, and directory delivery.
- Point of Contact** Refer to Contact List for contact information.

## 6.2 White Page Listings

<b>Overview</b>	All business and residential end-users receive a white page listing in their primary directory free of charge. Non-advertising tariffed white page items such as additional or foreign listings, informational extra lines, and non-published listings are available at the end-user's request; these items are billable to CLEC by the Sprint local telephone company.
<b>White Page Advertising</b>	The directory publisher sells and bills CLEC end-users for white page advertising such as bold listings, white page logos, yellow highlights, and advertising extra lines.

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### 6.3 Yellow Page Listings

**Overview**

The publishers' policy is to provide business customers within the directory coverage area courtesy yellow page listings at each customer's main line of business heading. Listing content is the responsibility of CLEC through the issuance of a Directory Service Request (DSR) to the Sprint NEAC/NVAC. Listings may appear in one or more directories based upon the geographic location of the business.

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## 6.4 Advertising

### **Advertising Inquiries**

The publisher is responsible for selling all white and yellow page advertising items to business customers. CLEC may refer its end users to R.H. Donnelley Publishing & Advertising customer care at 1-800-251-7056 for advertising inquiries.

Publisher's policies are subject to change at publisher's discretion.

## 6.5 Directory Distribution Policy

### **Policy**

Business and residential customers receive their primary and any neighborhood directories during initial distribution. CLEC end users who “new connect” or “move” during the course of the year receive directories through the secondary distribution process. Distribution information recorded on the DSR assists the publisher in providing CLEC end-users with their directories.

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## 6.6 Completion of Directory Service Request (DSR) Form

### **Required Forms**

To provide directory services for CLEC end users in the same manner as that provided to Sprint end users, it is imperative for CLEC to accurately complete the required forms and submit them to the NEAC/NVAC. The DSR is the administrative form that includes sections for billing, key contact, advertising, service address, and delivery information. The Directory Listing (DL) form contains the detailed directory listing information. For caption arrangement requests, CLEC must also submit a Directory Service Caption Request (DSCR).

### **Form Development**

A subcommittee consisting of members of the Ordering and Billing Forum (OBF) developed these forms. The OBF is a committee sponsored by the Alliance for Telecommunication Industry Solutions (ATIS) to resolve operational issues and develop standard guidelines for the telecommunications industry. Specific instructions for the completion of the forms are available through the publishers.

## 7. Changes

### 7.1 Changes

#### **Operating Procedures**

Companies reserve the right to change any of their operating procedures discussed herein, generally by mutual agreement or notification.

<b>Step</b>	<b>Action</b>
3.	When you have verified the listing, close the browser window and the Service Tab in IRES is displayed.
4.	Fill out the Service Tab as usual.

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## 7.2 Changes to the Operations Plan

**List of changes** The following table provides a summary of the changes made to the Operations Plan. Only changes from the past twelve months will be included in the table below.

<b>Date</b>	<b>Change</b>	<b>Sections</b>
06/03	Added reference to the NVAC.	1.2, 2.2 and 6.3
06/03	Updated the NEAC and NVAC hours of operation.	2.2
06/03	Added reference to the NBOC	2.4
06/03	Added NBOC contact information.	Attachment A
06/03	Updated the address for reciprocal compensation bills.	5.1
06/03	Updated shared route facility information.	5.1
06/03	Updated the categories for rated and unrated resale records.	5.2
06/03	Added CDROM as a media selection to the record exchange media section.	5.2
06/03	Added IXC meet-point billing information.	5.2
06/03	Updated the categories for sample test records.	5.2
06/03	Updated the address for sample test records.	5.2
06/03	Deleted references to Sprint Publishing and Advertising and added references to R.H. Donnelley.	6.1, 6.4 and Attachment A
06/03	Added the phone number for scheduling activity and the number the CLEC should call upon entering a building to perform scheduled activity.	3.5
06/03	Added the following sentence to the FOC section, "For designed services an "intelligent" FOC will be returned within 36 hours."	2.2
06/04	Removed the invalid contact name for RH Donnelly until the new contact is named.	Attachment A
06/04	Removed the time periods in the FOC section.	2.2

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## Why Sprint?

With a rich heritage more than a century strong, Sprint remains one of the most financially stable companies in the telecom industry. When you choose Sprint, you're choosing a global company that wins industry and customer accolades for service reliability and customer satisfaction and one that is committed to developing solutions that can transform the way you get business done.

**Please contact your Sprint  
Account Manager.**

[www.sprint.com/localwholesale](http://www.sprint.com/localwholesale)



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