



EMBARQ®

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April 1, 2009

Chairman Eddie Roberson
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

filed electronically in docket office on 04/01/09

Re: Joint Application of Embarq Corporation and CenturyTel, Inc. Regarding
Transfers of Control of United Telephone Southeast LLC d/b/a Embarq, Embarq
Communications, Inc. and Embarq Payphone Services, Inc.

Docket No. 08-00219

Dear Chairman Roberson:

On March 25, 2009, Bristol Tennessee Essential Services ("BTES") and DeltaCom, Inc. d/b/a DeltaCom Business Solutions ("DeltaCom") filed a Motion to Compel further responses from Embarq Corporation and CenturyTel, Inc. ("Joint Applicants") to Discovery Request No. 1, Subparts A and B of the discovery propounded by BTES and DeltaCom in the above-referenced docket. After the filing of the Motion to Compel counsel for the Joint Applicants contacted counsel for the movants. Thereafter, an agreement was reached between the parties that permitted the Joint Applicants to file supplemental responses to Discovery Request No. 1, Subparts A and B.

Attached hereto are the supplemental responses. Also, it should be noted that counsel for BTES and DeltaCom sent a letter on March 27, 2009, to Hearing Officer Hotvedt that stated the contemplated supplemental discovery responses to be filed by the Joint Applicants would satisfy the pending Motion to Compel. Joint Applicants believe that the attached supplemental discovery satisfies the outstanding request.

Should you have any questions concerning any of the attached, please do not hesitate to contact me.

Sincerely,

Edward Phillips

HEP:sm

Attachments

cc: Hearing Officer Hotvedt (via e-mail)
R. Dale Grimes, Esquire (via e-mail)
Henry Walker, Esquire (via e-mail)
H. LaDon Baltimore, Esquire (via e-mail)

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BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE

In the Matter of:

Joint Application of Embarq Corporation
and CenturyTel, Inc. Regarding Transfers
of Control of United Telephone Southeast
LLC d/b/a Embarq, Embarq
Communications, Inc. and Embarq
Payphone Services, Inc.

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Docket No. 08-00219

**SUPPLEMENTAL RESPONSE OF EMBARQ CORPORATION AND
CENTURYTEL, INC. TO FIRST DISCOVERY REQUESTS FROM DELTACOM
COMMUNICATIONS, INC. AND BRISTOL TENNESSEE ESSENTIAL SERVICES**

Embarq Corporation and CenturyTel, Inc. (collectively, the “Joint Applicants”) file this supplemental response to the First Discovery Requests of DeltaCom Communications, Inc. (“DeltaCom”) and Bristol Tennessee Essential Services (“BTES”) so that the Joint Applicants may address the concerns raised by DeltaCom/BTES’ Motion to Compel filed on March 25, 2009.

**TENNESSEE REGULATORY AUTHORITY
JOINT APPLICATION OF EMBARQ CORPORATION AND CENTURYTEL, INC.,
REGARDING TRANSFERS OF CONTROL OF UNITED TELEPHONE SOUTHEAST
LLC D/B/A EMBARQ, EMBARQ COMMUNICATIONS, INC., AND EMBARQ
PAYPHONE SERVICES, INC., DOCKET NO. 08-00219, EMBARQ'S RESPONSES TO
FIRST DISCOVERY REQUESTS FROM DELTACOM AND BTES**

The following response to Discovery Request No. 1 of the Discovery Requests from DeltaCom and BTES has been prepared under the supervision of Guy Miller III, Director Carrier Relations Policy, CenturyTel, Inc., and Mike Hunsucker, Director Contract Management, Embarq Corporation.

Discovery Request No. 1:

In addition to the following areas, describe and compare the current systems, practices, and policies of Embarq and CenturyTel as they operate today in Tennessee and describe what changes, if any, will occur in those systems following the merger. If changes are contemplated, provide an approximate timetable showing when the changes will begin and be completed. In making the comparisons, please include, but do not be limited to, a discussion of each of the points raised under Issue I in the Issues List file by DeltaCom and BTES.

- a. Ordering and Provisioning, including Operations and Support Systems, maintenance and repair, number portability, 911 records, billing, and performance measures.
- b. Directory Listings.
- c. Treatment of Affiliates, including the porting of interconnection agreements from one subsidiary of the merged entity to another.

General Objections:

Petitioners reiterate and assert their general objections applicable to this Discovery Request.

Supplemental Response:

Subject to and without waiver of any general objection:

In order to better "describe and compare the current systems, practices, and policies of Embarq and CenturyTel" with regard to the areas listed in Discovery Request No. 1, subsections (a) and (b), and the Issues List filed by DeltaCom/BTES, the Joint Applicants are submitting an informational matrix, attached hereto as **Exhibit A**. The matrix briefly describes the CenturyTel and Embarq systems, practices and policies that pertain to the Joint Applicants' wholesale operations and support systems, maintenance and repair, number portability, 911 records, billing, performance measures and directory listings. The matrix includes web-links and specific page references to wholesale product and services guides of the companies for ready reference. Also

attached hereto as **Exhibit B** and **Exhibit C** are the *CenturyTel Service Guide* and the *Embarq Whole Product Guide (Embarq Unbundled Network Elements)* referenced in the matrix. The matrix includes a column that sets out relevant comparisons between the two companies systems, practices and policies.

Response:

Subject to and without waiver of any general or specific objections:

Plans for integrating CenturyTel and Embarq wholesale systems, practices and policies have not been finalized. Integration as may be appropriate will occur over time.

Regarding a description and comparison of the current systems, practices, and policies of CenturyTel, please refer to CenturyTel's operational policies and practices documented in the CenturyTel Service Guide. The service guide can be accessed at <http://business.centurytel.com/business/Wholesale/Interconnections/services/>. Regarding Embarq's current systems, practices, and policies, please refer to Embarq's wholesale products guides, which can be accessed at http://www2.embarq.com/wholesale/clec_guides.html. These guides provide detailed information about conducting wholesale business with CenturyTel and Embarq and can be used to compare the two companies' current systems, practices, policies, including those associated with maintenance and repair, number portability, 911 records, billing, performance measures, and directory listings.

Regarding part (c) of this Discovery Request, the combined company will treat its affiliate companies consistent with the law. Further, neither Embarq nor CenturyTel permit the porting of interconnection agreements between and among their incumbent local exchange telephone companies today and no changes in that policy are expected.

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the Supplemental Responses of Embarq Corporation and CenturyTel, Inc. to parties of record by depositing a copy to each in the United States Mail, first-class postage prepaid.

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Boult, Cummings, Conners & Berry PLC
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This 1st day of April, 2009.



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Exhibit A

System	CenturyTel	Embarq	Comparison
Operations and Support Systems	<p>System Used: DSET EzLocal LSR & ezViewCSR Gateways</p> <p>Brief Description: Web-based interfaces that facilitate the submission of preorder and firm order requests from CenturyTel's Wholesale Customers ordering local service.</p> <p>Link to description and system documentation: http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CenturyTelServiceGuide.pdf. (Hereinafter <i>CenturyTel Service Guide</i>) See pages 13, 19, 21, 26 and 27.</p>	<p>System Used: Integrated Request Entry System (IRES)</p> <p>Brief Description: Web-based interface that facilitates the submission of preorder and firm order requests from Embarq's Wholesale Customers ordering local service.</p> <p>Link to description and system documentation: https://ires.embarq.com/.</p> <p>Note: Both Embarq and CenturyTel will migrate to a new web-based ordering platform, EASE, in the future.</p>	<p>The companies currently use different systems to provide local service requests. Embarq's current IRES ordering system is more automated than CenturyTel's current system. The combined company will transition in the future to an altogether new ordering system, EASE, for local service requests. Embarq currently uses EASE for access service requests and is further developing the system for local service requests.</p>
Maintenance and Repair	<p>System Used: TRACS, Remedy</p> <p>Brief Description: System used to provide history of customer maintenance issues and interfaces with other systems to provide tasks and dispatch for customer's open issues.</p> <p>Link to process description: See <i>CenturyTel Service Guide</i> at pages 13, 49 and 50.</p>	<p>System Used: WebRRS</p> <p>Brief Description: On-line system used by CLECs to enter trouble/repair tickets.</p> <p>Link to description and system documentation: http://www2.embarq.com/wholesale/clec.html, and http://www2.embarq.com/wholesale/docs/guides/lune_guide.pdf. (Hereinafter <i>EMBARQ Wholesale Product Guide</i>). See pages 36-39.</p>	<p>The companies currently use different systems, although the functionality offered to wholesale customers is similar. Both companies allow trouble reports to be communicated by a telephone call, while Embarq's system also allows for reports to be taken online.</p>
Number Portability	<p>System Used: Verisign</p> <p>Brief Description: Interface to the National Porting Administration Center for provisioning ported end-user data</p> <p>Link to process description: See <i>CenturyTel Service Guide</i> at pages 34-35.</p>	<p>System Used: Service Order Administration (SOA)</p> <p>Brief Description: Interface to the National Porting Administration Center for provisioning ported end-user data.</p> <p>Link to description and system documentation: http://www2.embarq.com/wholesale/clec_products_localnum.html, and <i>EMBARQ Wholesale Product Guide</i> at 24.</p>	<p>The companies currently use different systems, although the functionality offered to wholesale customers is similar.</p>

Exhibit A

911 Records	System Used: Reliance Brief Description: Provides data management and ALL response software for CenturyTel's Regional 911 database. Link to description and system documentation: See <i>CenturyTel Service Guide</i> at pages 29, 34, 44-45.	System Used: 911 DataMaster Brief Description: Provides data management and ALL response software for Embark's nationwide 911 database. Link to description and system documentation: See <i>EMBARQ Wholesale Product Guide</i> at pages 16-17.	The companies currently use different systems for 911 Records, although the functionality offered to wholesale customers is similar.
Billing	System Used: Ensemble Brief Description: Ensemble invoices the monthly recurring charges for the services and features installed as requested by the CLEC Customer and any non-recurring charges for service requests completed since the previous billing period. Link to description and system documentation: See <i>CenturyTel Service Guide</i> at pages 37-38.	System Used: Customer Access Support System (CASS) Brief Description: Invoices the monthly recurring charges for the services and features installed as requested by the Wholesale Customer and any non-recurring charges for service requests completed since the previous billing period. Link to description and system documentation: See <i>EMBARQ Wholesale Product Guide</i> at pages 40-47.	The companies currently use different systems for CLEC billing, although the functionality offered to wholesale customers is similar. Both companies offer paper as well as a form of electronic bill media.
Performance Measures	System Used: DSET EzLocal LSR Gateway Brief Description: EzLocal is an electronic database that allows CLECs to view service request results. Link to description and system documentation: See <i>CenturyTel Service Guide</i> at pages 13, 19, 26-27.	System Used: CLEC Service Performance Reporting System (CSPRS). Brief Description: CSPRS is an electronic database that allows CLECs to view service performance data Link to description and system documentation: https://csp.rs.embark.com/Instructions/Help.pdf	The companies currently use different systems to track performance results, although the functionality offered to wholesale customers is similar. Current provisioning intervals may differ between the companies. Intervening CLECs do not interconnect with CenturyTel in Tennessee.

Exhibit A

<p>Directory Listings</p>	<p>System Used: Ensemble/CenturyTel Online Listing Editor (COLE)</p> <p>Brief Description: Houses directory listings for all CenturyTel customers</p> <p>Link to process description: See <i>CenturyTel Service Guide</i> at pages 30-31, 46-48.</p>	<p>System Used: Subscriber Universal Directory System (SUDS)</p> <p>Brief Description: Houses directory listings for all Embark customers</p> <p>Link to description and system documentation: See <i>EMBARQ Wholesale Product Guide</i> at page 31.</p>	<p>The companies currently use different systems for Directory Assistance, although the functionality offered to wholesale customers is similar.</p> <p>Both Embark and CenturyTel place a CLEC's local listings in the national 411 database when the CLEC so requests. The terms for such work is either made part of the parties' interconnection agreement or, in CenturyTel's case, is more typically provided pursuant to a separate DA agreement.</p> <p>Regarding white page directory listings, Embark provides galley proofs upon request. CenturyTel provides annual galley proofs if provided for in the terms of the interconnection agreement.</p> <p>CLECs may check local white page listings online for spelling and other errors in both companies' systems. Embark's online system allows the CLEC to review the listing format.</p>
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EMBARQ™ Unbundled Network elements (UNE)



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All terms and conditions detailed in these Guidelines are subject to change pending future action by the FCC or individual state regulatory commissions.

1 Revisions

The following table provides a summary of versions, dates and descriptions of revisions made to this product guide.

Version Number	Date	Description of Revisions Made
1	12/12/2002	— Original Release
2	05/01/2003	— Removed closed National Access Service Centers — Added Network Outage Notification Request information to <i>Getting Ready to do Business</i> section

2 Introduction

The purpose of the Unbundled Network Elements (UNE) Guide is to provide information to the Competitive Local Exchange Carrier (CLEC) for ordering unbundled local service(s) from EMBARQ.

A CLEC is a telecommunication carrier that offers telecommunications services directly to the public for a fee. Unbundled services consist of loops within the EMBARQ local distribution network.

Network Interface Device (NID), switching ports, 911 tandem ports, tandem switching, interoffice transport, signaling networks, call-related databases and operations support systems functions.

The UNE Guidelines were designed as a supplement to the documents listed below:

- Access Service Ordering Guidelines (ASOG) published by the Alliance for Telecommunications Industry Solutions (ATIS). The ASOG defines the processing of Access Service Requests (ASR).
- Local Service Ordering Guidelines (LSOG) published by ATIS. The LSOG defines the processing of Local Service Requests (LSR).

Additionally, this guide includes information on getting ready to do business with EMBARQ, departmental contacts, product descriptions, service establishment requirements, invoice format and trouble reporting.

As processes and systems are modified through events such as Federal Communications Commission (FCC) rulings, state regulatory directives, industry forums and EMBARQ system enhancements, updates will be added to this guide.

This handbook does not create, nor does it intend to create, a binding agreement or contract of any kind. The terms and conditions under which EMBARQ provides services may be set forth in the EMBARQ tariffs, which have been or will be filed with each state's Public Service Commission.

In addition, separate contracts may be utilized to outline terms and conditions of the parties' relationships. The information contained in this handbook is to be used only as a guide and is not intended to take precedence over any contracts or respective state tariffs.

CLEC National Negotiation Team

The CLEC should first complete the Negotiation Request form and return to EMBARQ via email or fax according to the instructions on the form. The form is available on the EMBARQ Wholesale Markets web site.

After an agreement is negotiated, the CLEC account will be assigned to an appropriate local account manager depending on the state(s) in which the CLEC operates. The CLEC will be notified of the appropriate assignment along with distribution of the fully executed agreement.

Local Account Management Team

The local account management team serves as your EMBARQ point of contact and acts as your advocate within EMBARQ. Your EMBARQ local account manager provides numerous services including the following:

- Customer education (i.e., how to do business with EMBARQ)
- General problem resolution
- Assistance in understanding tariffs
- Major project coordination
- Customer notification (i.e., new services, system enhancements, etc.)
- Transport issues
- Bona Fide Request (BFR) handling

Wholesale Markets Service Centers

The Wholesale Markets Service Centers (WMSC) are a central point of contact for ordering, provisioning coordination, billing inquiry and dispute resolution for CLEC orders for EMBARQ services. The National Exchange Access Center (NEAC) and the National Vendor Access Center (NVAC) handle local services. The National Access Service Center (NASC) handles interconnection services. The local account manager will notify the CLEC of their assigned centers.

National Exchange Access Center/National Vendor Access Center These centers are your point of contact for ordering local service. The center will direct you to the appropriate person or department for assistance with matters outside the scope of service provided by the center.

The NEAC/NVAC provides the following services for its customers:

- Negotiate and coordinate all service order activity
- Handles billing inquiries, payment arrangements, general questions and assistance

Hours of Operation	Monday – Friday	8:00 am to 8:00 pm EST
Holidays Observed	New Year's Day Independence Day Thanksgiving	Memorial Day Labor Day Christmas

NEAC Location	Contact Numbers:	
Decatur, Indiana	Online Assistance	800-578-8169
	Fax	800-540-7156 or 260-728-2131
	Mailing Address	EMBARQ NEAC Mailstop: INDECA0101 248 W. Monroe Street Decatur, IN 46733

National Exchange Access Center/National Vendor Access Center Continued

NVAC Location	Contact Numbers:	
Leesburg, Florida	Online Assistance	877-398-2036 (toll free)
	Fax	352-326-1703
	Mailing Address	EMBARQ Mailstop: FLLSBB0112 425 N. 3rd Street P. O. Box 490048 Leesburg, FL 34748

National Access Service Centers The NASC is your point of contact for ordering interconnection services. The center will direct you to the appropriate person or department for assistance with matters outside their scope of service.

The NASC provides the following services:

- Handles all ASR order activity for interconnection service
- Handles billing inquiries, payment arrangements, general questions and assistance as they relate to interconnection services

Hours of Operation	Monday – Friday	8:00 am to 8:00 pm EST
Holidays Observed	New Year's Day Memorial Day Labor Day Thanksgiving	Good Friday Independence Day Veterans Day Christmas

NASC Locations	Contact Numbers:	
Decatur, Indiana	Provisioning	888-612-9934 (toll-free)
	Billing	877-824-1834 (toll-free)
	Fax	260-728-4297
	Mailing Address	EMBARQ NASC Mailstop: INDECA0101 248 W. Monroe St. Decatur, IN 46733
Leesburg, Florida	Provisioning	800-871-3388
	Billing	800-347-2572
	Fax	352-326-1573
	Mailing Address	EMBARQ NASC Mailstop: FLLSBB0114 425 N. 3RD St. Leesburg, FL 34748-5001

Contact Numbers for Misdirected EMBARQ End Users The CLEC may refer misdirected EMBARQ end users seeking assistance to the following toll-free numbers.

For all States	Residential	800-407-5411
	Small Business	800-901-9675
	Complex Business	800-786-6272

Note: Small Business is considered four B1 lines or less. Complex Business is five or more B1 lines and/or all other business complex services, i.e., Centrex, key/rotary, Private Branch Exchange (PBX) and special non-access services.

3 Getting Ready to do Business

The following steps are required before EMBARQ will process a CLEC order:

- 1 The CLEC contacts the EMBARQ National Negotiation team.
- 2 The Agreement is executed and account assigned.
- 3 All required information and forms are completed.
- 4 The CLEC Account is established.
- 5 The implementation meeting is held.
- 6 The CLEC may begin ordering service.

These steps are detailed below.

The CLEC contacts the EMBARQ National Negotiation Team

To conduct business with EMBARQ, the CLEC must first contact the EMBARQ CLEC National Negotiation team. The Negotiation Request Form must be completed and returned to EMBARQ via email or faxed according to the instructions on the form. The form is available on the Wholesale Markets web site or a copy may be requested by contacting the CLEC National Negotiation team at 913-534-2451.

Upon receipt of the completed CLEC Negotiation Request Form, the CLEC will receive the Master Interconnection and Resale Agreement template, pricing lists for each state for which negotiations are requested and the 160-day letter.

The Agreement is Executed and Account Assigned

Once the agreement is final, the CLEC will receive an executed copy of the agreement along with a letter identifying the local account manager assigned to handle the account. Identified within the letter will be instructions to download the current copy of the Unbundled Network Elements Guide from the EMBARQ web site.

All Required Information and Forms are Completed

The *Start-up Forms* package, provided by your local account manager or downloadable from the EMBARQ web site, will include the required forms and documents that must be submitted to your local account manager prior to the issuance of any orders by the CLEC. The CLEC should coordinate the completion and delivery of this information with the assigned local account manager.

Forms that require signatures must be provided in hard copy; all others may be submitted electronically.

All Required Information and Forms are Completed Continued

The following lists the types of information the CLEC must provide before orders for local service can be processed:

- A Proof of Public Service Commission (PSC)/Public Utilities Commission (PUC) Certification
- B Proof of Tax Exempt Status (if applicable)
- C Operating Company Number (OCN)
- D Blanket Agency Agreement Letter
- E CLEC Contact Numbers
- F Signed Contract, issued from EMBARQ (In the absence of an approved local wholesale state tariff)
- G Credit Policy/Deposits
- H CLEC Implementation Checklist Facility-Based
- I Local Services Forecast
- J Network Outage Notification

The information required in each of these categories is described below. *No orders will be processed until all above requirements are satisfied.*

Though not required, the following information will be extremely helpful when processing new orders and should be provided to the WMSC whenever possible.

- 1 Access Customer Name Abbreviation (ACNA)
- 2 Carrier Identification Code (CIC)
- 3 Responsible Accounting Organization (RAO) identification

For information on obtaining a CIC, visit the North America Numbering Plan Administration (NANPA) web site.

For information on obtaining an ACNA, visit the Telecordia web site.

All Required Information and Forms are Completed Continued**A Proof of Certification**

Certification is the process by which the state PSC/PUC authorizes a CLEC to conduct business in that state. The CLEC should contact the state PSC/PUC to determine the requirements for certification. The CLEC must provide proof of certification to the local account manager. A copy of the letter received from the appropriate state commission will suffice. EMBARQ will only provide service to companies that meet the requirements of the appropriate PSC/PUC certification process. If proof of certification is not provided, orders will not be processed.

B Proof of Tax Exemption Status

The CLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. Refer to the Tax Application Matrix at the end of this section for applicable taxes by state to determine which tax exemption certificates may be required. The CLEC will be billed the applicable taxes unless proof of tax exemption is provided. Refer to Start-up Forms for tax exemption applications located on the Wholesale Markets web site.

C Operating Company Number

The CLEC must provide EMBARQ with the four-digit OCN assigned by the National Exchange Carrier Association (NECA). It is the CLEC's responsibility to obtain this code from NECA. Service requests cannot be processed without an OCN. A copy of the notification from NECA will suffice. To obtain an OCN application, visit the NECA web site.

D Blanket Agency Agreement Letter

The CLEC must complete the Blanket Agency Agreement Letter prior to the processing of any LSR by the WMSC involving an existing EMBARQ Customer. Refer to *Start-up Forms*.

The Blanket Agency Agreement does not relieve the CLEC of securing and maintaining end-user authorization. EMBARQ may request a copy of the end-user authorization in the event of an end-user dispute.

E CLEC Contact Numbers

EMBARQ must have the CLEC's Business Office and Repair Center numbers, which may be used by EMBARQ for referring misdirected end users to a CLEC. The CLEC end user contacting an EMBARQ Business Office or Repair Center in error will be referred to the numbers provided by the CLEC.

The CLEC Contact Number for Misdirected End Users form should be used to submit these numbers to the appropriate local account manager. In addition, the name, title, address and phone number of the person providing the information should be included. Refer to *Start-up Forms*.

All Required Information and Forms are Completed Continued**F Signed Contract**

Once the Master Interconnection and Resale Agreement is signed, it must be submitted to the state commission for approval. Following commission approval or four weeks after the signing of the contract, (seven days in Florida, Nevada and Texas), whichever comes first, orders from the CLEC can be processed. In addition, all documentation and required start-up forms must be completed and submitted for approval by the local account manager prior to submitting orders. Without prior authorization from the local account manager, the EMBARQ Wholesale Markets Service Center will not process orders.

G Credit Policy/Deposits

Credit Policy Before a new account can be established, the WMSC may request information to determine deposit and advance payment requirements. The Credit Verification Form is included in Start-up Forms. The CLEC may be required to provide proof of satisfactory credit with EMBARQ or submit a deposit and/or an advance payment prior to processing service requests. EMBARQ will accept an irrevocable Bank Letter of Credit in lieu of a deposit.

Deposits A deposit is a sum of money or security obtained from a customer to be held by EMBARQ to assure payment of an account. Deposits may be requested in connection with either new or existing services as deemed appropriate by EMBARQ. Accounts will be reviewed routinely and, where appropriate, increased deposit amounts may be required

A deposit may be required if:

- The CLEC has no services provided by EMBARQ in the past year, or
- The CLEC has service provided by EMBARQ, but fails to pay a billed amount in a timely basis within the past year (excluding disputed amounts which are properly disputed pursuant to the applicable tariff/agreement).

The deposit amount is calculated separately for each state and is based on the higher of

- a) An average two month's total billing, or
- b) \$10,000.

Deposit requirements are in addition to any other treatment procedures, including the discontinuance of service, as permitted under tariff, agreement or applicable law. EMBARQ reserves the right to apply all or a portion of the deposit amounts against any amounts owed by the CLEC to EMBARQ. Deposits will be credited to the CLEC account at the sole discretion of EMBARQ. Upon termination of the account for any reason, the excess amounts, if any, will be refunded to the CLEC. The deposit may also be refunded to the CLEC after satisfactory credit has been established with EMBARQ by making twelve consecutive timely payments of the full amount due EMBARQ.

All Required Information and Forms are Completed *Continued*

Two types of security deposits will be accepted: a Cash Deposit or an Irrevocable Letter of Credit.

- 1 Cash Deposit: If a check is received to fulfill the deposit requirement, no service or additional service will be provided by EMBARQ until the funds representing the deposit are made available to EMBARQ by the EMBARQ bank.
- 2 Irrevocable Letter of Credit: The letter of credit must be obtained from a financial institution acceptable to EMBARQ (i.e., the issuing bank must be a recognized financial institution) and must:
 - State that it is irrevocable,
 - Contain an expiration date no earlier than one year from the date the letter of credit is accepted by EMBARQ,
 - Be accepted by the EMBARQ legal department,
 - Contain in the amount equal to the deposit requirement as calculated above, and
 - Allow EMBARQ to draw on the letter unconditionally (i.e., EMBARQ merely providing a written statement to the issuing bank that the CLEC is in default of a payment obligation to EMBARQ, without requiring evidence of such nonpayment).

Upon expiration of a letter of credit supplied to secure payment, the CLEC is required to secure a new letter of credit, or pay the cash deposit. Should EMBARQ draw on the letter of credit or require an increased deposit, the CLEC will be required to secure a new or increased letter of credit or pay the cash deposit.

H CLEC Implementation Checklist Facilities-Based

The CLEC Implementation Checklist Facilities-Based must be completed and forwarded to the local account manager. This document permits the establishment of the CLEC operation and account creation for service order activity. In addition, bill media and customer usage data options are selected. The checklist and completion instructions are included in the *Start-up Forms*.

Once submitted, if future changes are required, the checklist may be downloaded from the EMBARQ web site and updated with the required changes and forwarded to the local account manager.

I Local Services Forecast

A Local Services Forecast must be completed and submitted to your local account manager prior to establishing services. The forecast will include information such as types of line services, CLLI and quarterly forecasts. The forecast will be discussed during the implementation meetings and used for informational and planning purposes. Refer to *Start-up Forms*.

J Network Outage Notification

To receive network outage notifications, complete the Network Outage Notification Request form.

To elect not to receive these reports, complete the Waiver of Outage Notification for CLECs. Refer to *Start-up Forms*.

The CLEC Account is Established

Once all start-up forms are completed and submitted to the local account manager, the information will be routed to the appropriate WMSC. The WMSC requires a minimum of 12 business days prior to the expected in-service date to establish the CLEC accounts.

The Implementation Meeting is Held

After the CLEC has completed and submitted the forms along with the Implementation Checklist and Local Services Forecast outlined above, the local account manager will schedule an implementation meeting. This meeting must be held prior to the CLEC processing orders with EMBARQ. The meeting will cover ordering requirements, contact information, trouble reporting and invoicing and address questions that the CLEC may have prior to doing business with EMBARQ.

The CLEC May Begin Ordering Service

Once the above steps have been completed, the CLEC may begin ordering services. Refer to *Ordering Services from EMBARQ* section in this guide for additional information.

Tax Application Matrix

	State Sales Tax	Local Sales Tax	Gross Receipts Tax	Municipal Telecommunications Tax	Public Utility Fee/Tax	911 Fee	Municipal Franchise Fee/Tax	Municipal Utility Tax	Hearing Impaired Fee/Surcharge	911 Equalization/Poison Control Surcharge	Universal Lifeline Surcharge
Florida	R	R	R	R 7%	N	R	Y	R 10%	R	N/A	N/A
Indiana	R	N/A	N/A	N/A	N	R	N/A	N/A	N	N/A	N/A
Kansas	R	R	N/A	N/A	N/A	R	Y	N/A	R	N/A	R
Minnesota	R	R	N/A	N/A	N	R	N/A	N/A	R	N/A	N/A
Missouri	R	R	N/A	N/A	N	R	Y	N	N	N/A	N (2)
Nebraska	R	R	N/A	N/A	N/A	R	N/A	N/A	R	N/A	R
Nevada	N	N	N/A	N/A	N	R	R	N/A	R	N/A	N/A
New Jersey	R	N/A	N/A	N/A	N	N/A	N	N/A	N/A	N/A	N/A
North Carolina	R	R	N/A	N/A	N	R	N/A	N/A	N	N/A	N
Ohio	R	R	R	N/A	N	R	N/A	R	N/A	N/A	N/A
Oregon	N/A	N/A	N/A	R	N	R	N/A	N/A	R	N/A	N/A
Pennsylvania	R	R	R	N/A	N/A	R	N/A	N/A	R	N/A	
South Carolina	R	R	N	N	N/A	R	N/A	N/A	R	N/A	N/A
Tennessee	R	R	N	N/A	N/A	R	N/A	N/A	N/A	N/A	N/A
Texas	R	R	R (1)	N/A	N	R	R	N/A	N/A	R	R
Virginia	N	N	N/A	N/A	R	R	Y	R	R	N/A	N/A
Washington	R	R	N (3)	N/A	N	R	N/A	Y (4)	R	R (5)	N
Wyoming	R	R	N/A	N/A	N	R	N/A	N/A	R	N/A	R

Updated 6/2000

R = Exempt if for Resale**N** = No – do not tax the Carrier (this tax may still be imposed on EMBARQ)**Y** = Yes – tax the Carrier**N/A** = At present time, this tax is not imposed in this state.

- (1) This is the TIF assessment
- (2) Passed through only as a part of rates, not as a separate line item
- (3) Refers to the state B & O tax which is not passed through
- (4) Local B & O / utility user tax
- (5) Refers to state 911 tax only

4 Products and Services Offered

Note: Service Restrictions This section is not intended to be, nor does it constitute, an all-inclusive list of service restrictions. The state tariffs and CLEC specific contracts are the ultimate source of service/feature availability. The CLEC must sign a Master Interconnection and Resale Agreement or an amendment to their existing interconnection agreement to purchase products and services offered in this section.

Tariff Resources

Tariffs can be viewed on the EMBARQ web site.

Branding

The CLEC may not offer Wholesale Local Exchange Services under any of the brand names of EMBARQ nor any of its affiliates without the written authorization of EMBARQ. Nor may any CLEC state or imply that there is any joint business association or any similar arrangement with EMBARQ in the provision of telecommunications services to the CLEC end-user customers.

Calling Cards

EMBARQ will not offer line-based calling cards, where the calling card number is an EMBARQ phone number, on CLEC accounts. If an end user switches from EMBARQ to a CLEC, existing line-based calling cards will be discontinued.

Directory Information Pages Listing Information

Business phone numbers for each Local Service Provider can be listed at no charge in the "Information Pages" of the EMBARQ printed directories.

A separate agreement must be negotiated with EMBARQ Publishing and Advertising with regard to such services as listings in the White and Yellow Pages, delivery of directories and Yellow Page advertising.

For the EMBARQ Publishing and Advertising Corporation contact, refer to Attachment A – Contact List contained in the Operations Plan provided by your local account manager.

Electronic Interfaces

Electronic interfaces are available for the exchange of usage, billing information and Primary Interexchange Carrier (PIC) and Carrier Account Records Exchange (CARE) records.

911 Public/Emergency Services

All telecommunications service providers and individual counties within a state must share the responsibility of providing quality public emergency services. It is the responsibility of the CLEC entering the market to provide the same level of 911 service that the end user and county has previously relied upon.

911 Public/Emergency Services Continued

Basic 911 Telecommunications Service Basic 911 provides a caller access to the designated emergency service agency by dialing a three-digit universal phone number (911). This service provides a universal phone number giving the public direct access to the public safety communications center where 911 calls for a specific geographic area will be answered. Basic 911 service sends calls from one or more local exchange switches that serve a geographic area to the agency designated to receive the calls.

Enhanced 911 Telecommunications Service Enhanced 911 service provides the Public Safety Answering Point (PSAP) attendant with the following features:

- Calling party's phone number
- Address from which the call is being placed
- Emergency response agencies responsible for serving the address
- Routing of the call to the primary PSAP
- Transfer capabilities to another response agency

With Enhanced 911 service, the CLEC sends the emergency call from the CLEC switch to the E911 selective router. The E911 selective router delivers the call to the primary PSAP. Additionally, with Enhanced 911, calls encountering a busy signal at the primary PSAP are automatically routed to an alternate PSAP.

Where EMBARQ is the Lead Company providing 911 selective routing service to the county, the CLEC must provision adequate trunks from the CLEC switch to the EMBARQ selective routing tandem. Typically, ports are ordered at the DSO or equivalent level for this connectivity and are allowed to cross Local Access and Transport (LATA) boundaries. These ports are pursuant to regulations and rates for transport.

Before a CLEC begins porting numbers from an EMBARQ end office, the CLEC is required to arrange for 911 services. In most instances this will require that the CLEC have 911 trunks provisioned to the EMBARQ E911 selective router. It is the responsibility of the CLEC to arrange for these facilities. In some instances, the CLEC may have 911 trunks provisioned to another Incumbent Local Exchange Carrier (ILEC) selective router, instead of trunks to the EMBARQ router.

The CLEC is responsible for billing, collection and remittance of the 911 surcharges to the respective counties.

Interconnection Service

Local Interconnection provides routing and termination of all types of traffic from one Party's network to the other. This is accomplished by establishing a Point of Interconnection (POI).

Points of Interconnection

Physical Point of Interconnection (POI) A CLEC must establish a minimum of one Physical POI within each LATA, (unless interconnecting with EMBARQ on an indirect basis), at any technically-feasible point on the EMBARQ network. The CLEC must interconnect at each tandem where it terminates traffic.

The CLEC is responsible for engineering and maintaining its network on its side of the Physical POI and EMBARQ is responsible for engineering and maintaining its network on its side of the Physical POI. EMBARQ will provide its own transport to the CLEC's network for the delivery of EMBARQ originated traffic.

Mid-Span Meet and Construction of New Facilities When EMBARQ and the CLEC mutually agree to interconnect at a mid-span meet, both will jointly provision facilities connecting the two networks. EMBARQ will be the "controlling carrier" for purposes of MECOD guidelines. EMBARQ will provide 50 percent of the facilities or to its exchange boundary, whichever is less. The construction of new facilities for a mid-span meet is only applicable when traffic is roughly balanced.

If third parties (i.e. Competitive Access Provider or "CAP") leased facilities are used for interconnection, the Physical POI will be defined as the EMBARQ office in which the third party's leased circuit terminates.

Virtual Point of Interconnection The CLEC must establish a Virtual POI within each local calling area that EMBARQ serves, different from the local calling area where the Physical POI resides, for those local calling areas in which the CLEC wants to receive local calls. The CLEC compensates EMBARQ for transport from the Virtual POI to the Physical POI at TELRIC-based rates.

EMBARQ will charge the CLEC for transport between the host Central Office Switch and the Remote Switch if the local calling area is served by a Remote Switch. These rates are TELRIC-based rates derived from the volume of traffic between the host and remote.

Technical Requirements for Interconnection

Interconnection at the EMBARQ Tandem Interconnection to an EMBARQ Tandem Switch(es) provides the CLEC local interconnection for local service to EMBARQ end offices and NXXs which subtend that tandem(s), where local trunking is provided, as well as access to the toll network.

Interconnection to an EMBARQ Tandem for transit purposes provides access to telecommunications carriers which are connected to that Tandem Switch.

Where an EMBARQ Tandem Switch also provides End-Office Switch functions, interconnection to an EMBARQ tandem serving that exchange will also provide CLEC access to the EMBARQ end offices.

Interconnection at the EMBARQ End Office Interconnection to the EMBARQ End Office Switch provides a CLEC local interconnection for local service purposes to the EMBARQ NXX codes served by that end office and any EMBARQ NXXs served by remotes that subtend those end offices.

Collocation

Collocation provides a CLEC with space and associated requirements such as power and environmental conditioning to locate certain facilities and equipment. Collocation also provides a connection to EMBARQ-provided services. In order to purchase collocation a CLEC must have a Master Interconnection and Resale Agreement with collocation language or a standalone Master Collocation License Agreement with EMBARQ. A completed application and accompanying fee is required to begin the process of collocating at EMBARQ premises that house network facilities.

Physical collocation provides the CLEC with either caged or non-caged space within EMBARQ premises. The CLEC places their equipment and supporting structures (racks) in the collocation space. The CLEC is responsible for maintenance of their equipment. The CLEC connects to EMBARQ services via cross-connects provided as a part of the collocation. The CLEC shall extend entrance cable from the interconnection point into EMBARQ premises cable vault. EMBARQ will pull the CLEC provided cable up to the physical collocation space of the CLEC.

Virtual collocation provides the CLEC with rack space within EMBARQ premises. The CLEC provides the equipment and EMBARQ leases that equipment for \$1.00. EMBARQ maintains the equipment at the expense of the CLEC. The CLEC connects to EMBARQ services via cross-connects provided as a part of the collocation. The CLEC meets EMBARQ at an interconnection point outside the EMBARQ premises. From this interconnection point, EMBARQ provides cable and conduit into the EMBARQ premises and up to the virtually collocated equipment.

A copy of the *Collocation Application* and the *Collocation Application User's Guide* is available on the Wholesale Markets web site or for additional information, contact your local account manager.

End Office Switching

End office switching provides for the termination of local traffic to an EMBARQ end office from another telecommunications carrier.

Local Tandem Switching

Local Tandem switching is a common switching point used to interconnect end offices and to provide connectivity between end office switches in a common geographical area. It provides a concentration and distribution function for trunk-to-trunk traffic between end offices and the CLEC point of presence.

Transport

Common Transport Common Transport provides a local interoffice transmission path between End Office Switches, between End Office Switches and Tandem Switches and between Tandem Switches in the EMBARQ network. Common Transport is shared between multiple customers and is required to be switched at the Tandem Switch.

UNE Dedicated Transport UNE Dedicated Transport is a dedicated DS0, DS1 or DS3 circuit that originates and terminates in an EMBARQ CO or Wire Center within the LATA.

Transport Continued

Per the FCC's interim order, CLECs that had UNE Dedicated Transport in their Interconnection Agreement on 6/14/04 are entitled to continue ordering UNE Dedicated Transport during the interim period (September 13, 2004 through March 13, 2005), or until the FCC's final UNE rules become effective. EMBARQ is not required to provide UNE Dedicated Transport to new entrants or CLEC's without UNE Dedicated Transport provisions in their Agreement on 6/14/04.

Multiplexing

A multiplexer is electronic equipment that combines a number of lower level channels into one high-speed channel at one end of a transmission path and divides it into lower-speed channels at the other end.

During the FCC's interim period of September 13, 2004 through March 13, 2005, (or until the FCC's final UNE rules become effective), Multiplexing is only available to CLEC's that had UNE Multiplexing in their Interconnection Agreement on 6/14/04.

The following multiplexing arrangements are offered:

DS3/DS1 Multiplexing The Digital Service Level 3 (DS3) central office multiplexer provides de-multiplexing from one DS3 (44.736 Mbps) to 28 DS1 circuits (1.544 Mbps).

DS1/DS0 Multiplexing The DS1 central office multiplexer provides de-multiplexing from one DS1 (1.544 Mbps) to 24 (64 kbps) data channels or 24 (56 kbps) voice channels.

Reciprocal Compensation

Reciprocal compensation is billed to telecommunications carriers for traffic originated by their customers and terminating to an EMBARQ end office. The charge is comprised of end office switching, tandem switching (when applicable) and common transport. The charges are governed by the agreement or applicable rules.

Unbundled Loops

A loop consists of an electrical transmission path between the demarcation point located at the end-user premises and the vertical side of the Main Distribution Frame (MDF) or its equivalent, at the EMBARQ central office. Modifications may be required to unbundle loops provisioned over some Integrated Digital Loop Carrier (IDLC) facilities. The costs for such modifications are in addition to the stated rates and will be recovered from the requesting CLEC. Loops are classified as analog or digital.

Analog Loops Analog loops are either 2-wire or 4-wire.

- **Analog 2-wire** is a two-wire, twisted cable pair loop facility that provides analog transmission of voice grade signals in the 300-3000 hertz (Hz) range. This medium supports most voice grade residential, business, Centrex, PBX or analog 2-wire special services.
- **Analog 4-wire** is a four-wire, twisted cable pair loop facility that provides paths for transmit and receive for analog voice grade signals in the 300-3000 Hz range. This loop is designed predominantly for four-wire analog special services, central office and field location cross-connections.

Unbundled Loops Continued

Digital Loops Digital loops are either 2-wire or 4-wire with the exception of the UNE DS3 loops. It is recommended that loop qualification data be requested prior to placing an order for these loops. The Preorder Loop Qualification product will provide you with the cost to condition the loop prior to placing a firm order for the loop. For additional information, refer to the Preorder Loop Qualification Product Guide.

- **2-wire Digital Data** is a two-wire, twisted cable pair that provides a line-side 56 kilobits per second (kbps) switched service, which does not contain filters, load coils, range extenders or bridge taps beyond allowable limits.
- **2-wire ADSL**, or Asymmetric Digital Subscriber Line, is a broadband communication 2-wire loop technology designed for use on a twisted cable pair that does not contain filters, load coils, range extenders or bridge taps beyond allowable limits. Depending on the level of service, the ADSL model can download data at speeds ranging from 512 kbps to 8 megabits per second (Mbps). If copper does not directly feed the requested ADSL loop, the request will be denied.
- **2-wire ISDN BRI**, or Integrated Services Digital Network Basic Rate Interface, is a digital two-wire line-side switch connection that supports two 64 kbps bearer (B) channels and one 16 kbps data (D) channel. This loop is provided via a copper-twisted cable pair free of filters, load coils, range extenders and bridge taps beyond allowable limits.
- **4-wire Digital Data 56/64** loop is a digital four-wire service available in speeds of 56 kbps or 64 kbps typically provided via a D4 channel bank for data transport. This loop is provided via copper-twisted pairs free of filters, load coils, range extenders and bridge taps beyond allowable limits.
- **4-wire Digital Data DS1/ISDN PRI**, or Integrated Services Digital Network Primary Rate Interface, is a trunk-side switch connection that supports 23 64 kbps B channels and one 64 kbps D channel.
- **DS3** loop or unbundled dedicated DS3 transport consists of a two-point digital channel, which provides simultaneous two-way transmission of serial, bipolar, return-to-zero isochronous digital electrical signals at a transmission rate of 44.736 Mbps. This UNE loop is capable of carrying 28 DS1 signals.

Loop charges are applied by rate band on a per loop basis and are determined by the wire center in which the loops are purchased.

Preorder Loop Qualification

Preorder Loop Qualification provides loop makeup information to the CLEC that is currently available internally to EMBARQ. This information will assist the CLEC in determining if the loop will support the desired service. Loop qualification information can be obtained by submitting a LSR. To ensure the accuracy of the data provided, the LSR must include the end-user premises address. The POI for subloop should be documented on the order. For additional information, refer to the *Preorder Loop Qualification Product Guide*.

Preorder Loop Qualification Continued

Loop qualification information includes:

- Attributes for each loop, including type of loop, location, electronic and non-electronic equipment in the loop, loop length, wire gauge(s) and electrical parameters
- Loop conditioning costs

Electronic and non-electronic equipment includes, but is not limited to, Digital Loop Carrier (DLC) or other remote concentration devices, bridge taps, feeder/distribution interfaces, load coils, pair gain devices and disturbers in the same or adjacent binders.

Loop Conditioning

Loop conditioning is performed by EMBARQ at the request of the CLEC. By requesting loop qualification information, the CLEC can determine if particular loops are Digital Subscriber Line (DSL) capable and procure the cost associated with conditioning those individual loops. A CLEC can lease an entire loop (low and high frequency) or when EMBARQ provides voice service to an end user, just the high frequency portion of a loop (Line Sharing Service) for DSL service. Loop conditioning includes the necessary work on the EMBARQ outside plant facilities that will allow for transmission of high-speed digital service, such as DSL. This work may include the removal of load coils, repeaters and/or bridged taps.

Loop Tag and Label

This service can be ordered by the CLEC to enable the identification of pairs at the point of demarcation. Tag and label can be ordered at the same time the UNE Loop is installed, or at a later time. If tag and label is requested at a later time, a trip charge will be applicable.

Network Interface Device

The NID is the cross-connect device used to connect loop facilities to inside wiring at the end-user premises. For residential and small business customers it is usually a small protector located at the point between the internal customer wiring and the external drop, to protect the inside wiring from excessive voltage. NIDs are typically used for unbundled loops with the exception of DS1 unbundled loops that have Smartjacks installed. In order to ensure network integrity, NIDs are required for all purchased loops.

If a NID needs to be installed at the end-user premises, the CLEC is charged for this cost. If the NID already exists, the CLEC will be charged only for connecting the NID.

Subloop

EMBARQ will offer unbundled access to the subloop, or portions of the loop, at any accessible terminal in the EMBARQ outside loop plant. The definition of accessible is: An accessible terminal is any point on the loop where technicians can access the wire or fiber within the cable (i.e., via screw posts, terminals, patch panels) without removing a splice case to reach the wire or fiber within. This would include a technically feasible point near the customer premises, such as a pole or pedestal, the NID or the Minimum Point of Entry (MPOE) to the end-user premises.

Subloop Continued

The subloop basically follows the ordering and provisioning processes used for unbundled loops, with additional field location requirements. A subloop may require collocation (including CLLI code establishment), site construction and stub cable interconnection prior to submitting subloop orders.

Subloop is provisioned in three scenarios:

- 1 Subloop feeder from the central office to cross-connect
- 2 Subloop feeder from cross-connect to cross-connect
- 3 Subloop distribution from cross-connect to end-user location

The CLEC should work through their local account manager for collocation and special construction requirements and processes. Special construction will be handled on an individual case basis (ICB).

Extended Enhanced Link

Extended Enhanced Link (EEL) is a combination of the following unbundled network elements:

- Dedicated Transport
- Multiplexing (if ordered by customer)
- Loop

Per the FCC's interim order, CLECs that had EEL in their Interconnection Agreement on 6/14/04 are entitled to continue ordering EEL during the interim period (September 13, 2004 through March 13, 2005), or until the FCC's final UNE rules become effective. EMBARQ is not required to provide EEL to new entrants or CLEC's without EEL provisions in their Agreement on 6/14/04.

EEL combinations provide the CLEC with the ability to aggregate traffic at multiple sites and back haul to the CLEC switch or distant node without having to collocate in the EMBARQ central office where the loop originates. The following rules apply for ordering an EEL:

- The CLEC must certify (by executing the EMBARQ Service Eligibility Criteria Certification form) that it satisfies the Service Eligibility Criteria, as outlined in the Triennial Review Order (TRO) for each new or converted circuit to obtain EELs. This form is obtained via the CLEC "forms" section of the Wholesale Markets web site.
- The EEL must remain within the LATA
- EELs are not permitted to cross LATA boundaries
- EELs require at least one collocation per LATA
- No meet point arrangements are allowed. Both the originating and terminating endpoints must be located in EMBARQ wire centers within the LATA.
- Combinations must be used to provide a significant amount of local exchange service and may not be used with any other CLEC service (e.g., switched access)

Extended Enhanced Link Continued

In addition to the Master Interconnection and Resale Agreement, the CLEC must have a signed Master Collocation Agreement with EMBARQ to order EEL.

For additional information, refer to the Extended Enhanced Link (EEL) Product Guide on our web site.

Line Sharing

Line Sharing is the unbundling of the analog local loop to make the high frequency portion of the loop available to any CLEC or Data Local Exchange Company (DLEC) while the physical line and low frequency voice path continues to be provided by EMBARQ.

This product provides high-speed DSL service, which allows the CLEC end user to receive both voice and high-speed data services over the same phone line.

The CLEC must deploy its own packet switching equipment to provide high-speed data service through Line Sharing. This equipment consists of a splitter to separate the voice and data traffic and a Digital Subscriber Line Access Multiplexer (DSLAM) to direct the specific traffic type to the appropriate switch destinations. The splitter and DSLAM must be collocated in the appropriate EMBARQ central office or DLC.

A CLEC must have a Master Interconnection and Resale Agreement with EMBARQ containing Line Sharing and Collocation language or an amendment adding Line Sharing or Collocation language to an existing interconnection agreement. Collocation is required to install the splitter and DSLAM equipment in a EMBARQ central office or DLC site.

Number Portability Services

Interim Number Portability Service Interim Number Portability (INP) is provided by EMBARQ only where Local Number Portability (LNP) has not yet been implemented. INP, as an interim solution until LNP implementation, allows end users to retain their phone number when changing local service providers. The CLEC may request that LNP be implemented in exchanges that do not have this capability today. If interested in pursuing this option, the CLEC should contact their local account manager. A BFR will be required to open any office currently designated as an INP office.

Local Number Portability Service EMBARQ offers two LNP products:

10-Digit Trigger is a function of the phone switch that forces a query into the LNP database to inquire if a number is ported. This is 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 former service provider and new service provider. This service is offered at no charge and is the method recommended by the industry for porting phone numbers when coordination is not required.

LNP Coordinated Conversion is performed when the CLEC has requested a time with the due date for coordinated conversion for loop orders involving LNP. EMBARQ has established a coordination desk to assist the CLEC with these orders. There is a charge for this service. For additional information, refer to the *Operations Plan* on our web site.

Unbundled Dark Fiber

Unbundled Dark Fiber (UDF) is unlit fiber optic cable strands that are between two points in the EMBARQ network. UDF is an existing, single-continuous transmission path that terminates on an EMBARQ Fiber Patch Panel (FPP), between two EMBARQ wire centers, between an EMBARQ wire center and an appropriate Outside Plant Structure (OSP) or end-user premises.

UDF consists of the following elements:

- Interoffice facility which provides a route between two existing EMBARQ wire centers,
- Loop, which provides a route between an EMBARQ wire center and end-user premises, and
- Sub loop, which provides a portion of an existing UDF loop. Subloop terminating in an OSP is designated as feeder fiber. Subloop from a FPP in an OSP location to another OSP location or end-user premises is designated as distribution fiber.

UDF is also offered as a combination of the above elements.

The CLEC is required to submit a Dark Fiber Application (DFA) with the appropriate application fee to the local account manager prior to submitting a firm order for dark fiber. The application will be used to verify that the requested dark fiber route is available and to provide pricing of the route prior to ordering.

In the event an unbundled dark fiber route is not available, the CLEC may submit an ICB inquiry for that route. This option may require special construction. Special construction will also apply for special cabling provided from an EMBARQ FPP to the CLEC FPP or splice point.

For additional information, refer to the Unbundled Dark Fiber Product Guide on the Wholesale Markets web site.

Unbundled Port

Unbundled port includes line-side and trunk-side facilities plus the features, functions and capabilities of an end office switch. Comprised of switch hardware and software, local switching enables the CLEC to transmit or receive information between lines or between lines and trunks leased by another CLEC or those used to provision the EMBARQ public switched network.

Line-side facilities connect the loop termination facilities leased by the CLEC to a switch line card. It includes cabling from the EMBARQ central office frame to the line switch module.

Trunk-side facilities connect a trunk termination with a trunk card. The trunk-side facilities included in local switching are those utilized by EMBARQ standard or shared trunks.

Unbundled port provides service-enabling and network features and functionality via translations that include phone number, the initial PIC selection, end office switching functionality (originating and terminating switching), company standard announcements and supervision.

Unbundled port also provides access to the following services: operator services, directory assistance, E911 and vertical features. One basic white page directory listing will be provided per line-side connection (excludes special captions, additional listings, etc.).

Unbundled Port Continued

CLECs that order an unbundled port are responsible for any and all toll or other usage-sensitive charges billable by EMBARQ, IXCs, operator service providers, enhanced service providers, information providers or other telecommunications providers resulting from CLEC use of local switching.

The following lists and describes the various available port types:

- Basic port is a 2-wire, analog, line-side switch connection that provides for single-party residential and single-party business type services.
- Basic Centrex port is a 2-wire analog line-side port for use with Centrex service. This port includes the basic port and Centrex features.
- Basic-rate ISDN (ISDN BRI) port is a 2-wire digital basic rate interface line-side switch connection, that supports two 64 kbps B channels and one 16 kbps D channel.
- Primary-rate ISDN (ISDN PRI) port is a 4-wire digital primary rate interface trunk side switch connection that supports twenty-three 64 kbps B channels and one 64 kbps D channel. Since one D channel can control up to 24 B channels, a CLEC may choose to have EMBARQ provide 24 B channels on the second and subsequent PRI in the same trunk group.
- PBX port is a 2-wire analog switch connection that provides for business PBX trunk or key trunk type services. Signaling can be arranged for either loop start or ground start.
- DS1 port is a 4-wire digital switch connection that provides for the equivalent of 24 analog ports that provide for business PBX trunk type services. Signaling for the 24 equivalent ports can be arranged for either loop start or ground start, provided that all 24 equivalent ports are optioned the same.

Unbundled port is comprised of a monthly flat rate port charge and a usage sensitive port charge. The flat rate port charge is a monthly recurring charge on a per port basis and recovers the cost of the switch line card in the EMBARQ switching office. In most states, the port rate on the price list does not include features and in those states features may be purchased separately. Rates vary based on the requested service.

Access is provided via the EMBARQ standard trunk configuration. Unique trunk arrangements are provided through customized routing or other dedicated trunk services currently in the tariff. The CLEC purchasing this service is liable for any terminating charges resulting from traffic originated via local switching and terminated to another telecommunication company.

Unbundled Port rates include both a flat and usage-sensitive charge. The usage component is charged on a per-minute of use basis and includes call setup and conversation time for originating and terminating calls. Recorded Usage Service provides for capturing, creating and transmitting usage information requested by companies for the purpose of billing.

Vertical Features The CLEC may order the same calling features that are available in each state-specific tariff. These vertical calling features are available in conjunction with an unbundled port. Availability may be limited by capabilities of the individual EMBARQ central office and not all features can be provided on the same single line.

Features may be enabled on a feature-by-feature basis when individually ordered, or where available, ordered through a package. Monthly recurring and non-recurring charges apply and feature rates vary by state. Non-recurring charges will apply for the disconnection of a feature, as well as the disconnection of the service.

All vertical calling features available in the switch are included in the unbundled port monthly recurring rate for Nevada and New Jersey. In North Carolina, all vertical features are offered individually or in packages and are priced in addition to the port charge.

For the states of Florida, Indiana, Kansas, Minnesota, Missouri, Nebraska, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington and Wyoming, vertical features are provided to the CLEC at one monthly rate for each feature selected.

Unbundled Network Elements-Platform

Unbundled Network Elements-Platform (UNE-P) products are combinations of UNE ports (switching and transport) and UNE loops which provide local exchange service. These elements have been defined to meet the requirements of Section 251(d)(1) per the 1996 Telecommunications Act. EMBARQ will provide UNE-P for a specific existing service to the CLEC or as a new installation. EMBARQ will be responsible for the testing and repair of all CLEC reported UNE-P troubles.

UNE-P port offerings include:

- Residential and business single line services and paystations
- Key
- PBX
- Centrex

UNE-P loop offerings include:

- Two and four wire analog
- Two and four wire digital
- DS1

The CLEC must submit a BFR for any port or loop offering not listed above.

Vertical feature offerings, which include blocking services (i.e. collect, 1+), vary per state and are only provided in conjunction with a port.

Common Channel Signaling Interconnection Service

Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service provides a signaling path between a customer designated point-of-signaling premises and an EMBARQ Local Signal Transfer Point (STP). This two-way signaling path provides the customer interconnection to the out-of-band signaling network in order to transmit and receive signaling information related to call completion.

CCS/SS7 Interconnection Service is used by the CLEC to interconnect to the EMBARQ out-of-band signaling network to support Feature Group D call setup using the SS7 protocol rather than the in-band MF signaling typically used. The SS7 signaling protocol also allows for the transmission of additional data between networks for use by interexchange carriers and Local Exchange Carriers (LEC) to provide services to end users such as calling number and calling name delivery. Interconnection for these purposes must occur to each mated pair of the STP deployed in the EMBARQ Local network.

The **STP Transport Link** for CCS/SS7 Interconnection Service consists of a 56 kbps circuit, or an optional DS1 (1.544 Mbps) channel at the CLEC designated premises multiplexed by EMBARQ to a 56 kbps circuit for STP port interconnection.

The **STP Port** is the interface equipment that the interconnecting 56 kbps link terminates.

The **STP Switching Service** is for the routing of the ISDN Users Part (ISUP) message through the STP. The rate for switching is applied on the basis of equivalent 56 kbps trunks per month. The DS1 rate would be equal to 24 times the STP switching rate per 56 kbps trunk per month.

CCS/SS7 Interconnection Service must be purchased to interconnect to each STP of a mated pair. Since the Line Information Database (LIDB) Service Control Points (SCP) are located in Johnson City and Bristol, Tennessee, for LIDB Access Service the CCS/SS7 Interconnection Service must be ordered to the mated STP pairs in each location. In addition, the interconnecting links should be provisioned with diversity as established in generally accepted industry technical standards for out of band signaling networks.

Additionally, CCS/SS7 Interconnection Service provides interconnection by the CLEC to database services such as LIDB or Toll Free Code (TFC) access service.

Line Information Database The LIDB contains billing validation data to support Alternate Billing Services (ABS) and provides the ability to access billing validation data through the EMBARQ SS7 network.

Phone numbers assigned by EMBARQ for CLEC end users will be entered into the EMBARQ LIDB to either process or block receipt of collect and third number toll calls. This LIDB storage will be provided to a CLEC at no additional cost, as part of provisioning local service.

Current network architecture does not allow call processing on phone numbers formerly assigned to a local exchange carrier if those numbers are not still resident in the database.

Line Information Database Continued

The following describes EMBARQ LIDB services:

- **LIDB Access Service** provides the customer the ability to access billing validation data contained in the EMBARQ LIDB located in Johnson City and Bristol, Tennessee. The LIDB is accessed through the EMBARQ SS7 network utilizing the American National Standards Institute (ANSI) signaling protocol.

Access to LIDB provides toll fraud protection by validating calling card and toll billing exception data and performing public phone checks.
- **Administration Service** provides the administrative interface for automated loads and updates of carrier line information including Billed Number Screening (BNS) restrictions and 0+ access calling card Personal Identification Numbers (PIN) in the database. In addition, this service monitors queries to the LIDB and responds to alerts initiated by queries on individual lines exceeding predetermined thresholds.

CLEC data placed in the EMBARQ LIDB is administered for initial inclusion and subsequent updates for PIN and ABS restrictions via the Line Information Database Administration Service Network Element.
- **Database Transport and Query Service** provides the CLEC the ability to query billing validation data contained in the EMBARQ LIDB for the purpose of determining BNS restrictions or validating a calling card PIN.

The following describes the Monthly recurring rate elements for LIDB services:

- **Database Transport** is charged per query for use of the transmission facilities between the EMBARQ STPs located in Johnson City and Bristol, Tennessee and the EMBARQ SCP where the LIDB resides.
- **Database Query** is applied on a per query basis for the validation of calling card and toll billing exception data and performance of public phone checks.

Toll Free Code Access Service This service is an originating service that is provided via TFC Access Service switched trunk groups, or may be provided in conjunction with Feature Groups B, C or D (FGB, FGC, FGD). The service provides for the forwarding of end-user dialed TFC calls to a company's Service Switching Point (SSP) which will initiate a query to the EMBARQ TFC database to perform the routing instructions. The call is forwarded to the appropriate carrier based on the dialed TFC number.

The carrier's toll free code end user has the option for delivery to the switch originating the query. Basic TFC provides the TFC dialed number (i.e., 800-NNX-XXXX). Enhanced TFC provides a translated 10-digit local exchange number (i.e., NPA-NNX-XXXX).

For additional information regarding any of the above CCS/SS7 database services, refer to the EMBARQ Interstate Access Tariff FCC No. 3.

Local Number Portability Query Service This service automatically launches a query for a carrier when it delivers a previously unqueried call to an EMBARQ end office or tandem in LNP markets. The query provides the carrier with the identification of the terminating LEC to ensure proper call routing. This service is automatically provided and is not ordered by the customer. This service is generically referred to as “default query service.”

LNP Query Service utilizes Location Routing Number (LRN) architecture to query the LNP database to secure network routing instructions prior to completion of a call. The database contains information identifying an end user’s selected Local Service Provider (LSP) along with the appropriate LRN for the LSP switch. The LRN is then used to direct the call to the correct switch for completion to the end user. This service is only available in areas that have LNP capability.

EMBARQ also offers a separate contractual service for carriers that want to directly query the EMBARQ LNP database via SS7 links. The carrier that is to determine the proper routing performs this query to deliver the call to the final destination LEC end office or tandem. LNP Contract Query service is available to any carrier with SS7 connectivity to the EMBARQ SS7 national STP pair.

Optional Services

The following describes the optional services available to the CLEC:

Alarm Surveillance & Technical Support Alarm Surveillance and Technical Support (ASTS) service provides remote monitoring of the CLEC’s equipment for trouble or unsatisfactory conditions by the EMBARQ Network Operations Center (NOC). When an alarm occurs, it is presented in the form of a message on a screen at the NOC where an EMBARQ analyst acknowledges the alarm. The EMBARQ analyst can dispatch by contacting the appropriate CLEC representative with responsibility for clearing the alarm condition or EMBARQ can provide notification of the alarm to the CLEC for internal dispatch. The CLEC will be provided monthly a list of alarms the NOC handled and how the alarms were resolved. EMBARQ can provide technical support to the CLEC where the NOC analyst will attempt to diagnose and clear the alarm prior to alerting the CLEC. ASTS can be offered on either a 24-hour or after-hours only basis, with varying levels of technical support.

ASTS is billed on a flat monthly rate per monitored equipped line, trunk and port and will appear in the invoice with other EMBARQ services. ASTS is an optional, non-regulated contractual service offering with pricing dependent upon the customer-specific requirements and equipment. A BFR is required for this service.

Customized Routing Customized routing enables a telecommunications company to designate a route or path for its customers, between lines and trunks, that is different from the standard routing offered by EMBARQ. For example, this option will allow the CLEC to route its directory assistance calls to a provider other than EMBARQ. Customized routing will include unique translations programmed within the switch, which directs the call path.

Directory Assistance Database Listing and Update Service Directory Assistance Database Listing and Update Service provides the CLEC with subscriber listing information to provision its own directory assistance databases and provide directory assistance service to end users. The subscriber listing information contains the phone number, listing type — published, non-published or non-listed — classified heading for business and customer address. Each update of add, delete and change activity constitutes an initial or update listing. Listings and updates are provided each business day of the year. The charges for the media by which the listings are provided and the transport of that media are in addition to the cost per listing or update.

Directory Assistance Database Query Service Directory Assistance (DA) Database Query Service makes the EMBARQ electronic directory listing information database available for access by the CLEC. The functions of this service include access to the directory listing information, use of the database equipment and software for the purpose of searching the database and the local area network providing access to the database from the CLECs directory assistance positions and network routers. The CLEC that wants access to the database is required to provide all of the necessary routers connecting to the EMBARQ network and the connecting links and other routers to interconnect to its own DA center. CLEC systems must be compatible with EMBARQ systems.

The rate for DA Database Query Service is based on per database position seizure measurements. Every initiated search of the database is a position seizure.

Street Index Guide Street address information within the EMBARQ serving area is available at the state level. This information allows the CLEC to maintain street information internally. The street index information is provided as a monthly report with the file available via CD-ROM. Monthly recurring charges apply. To order, contact your local account manager. For additional information, refer to the Street Index Guide Guidelines.

Bona Fide Request Process

The CLEC BFR process to initiate a feasibility evaluation of the development of new unbundled services or capabilities not currently offered by EMBARQ. The steps in the BFR process as described below ensure that a request will be addressed within the identified timeframes and in compliance with applicable regulatory requirements. The BFR should be sent to the local account manager.

- 1 EMBARQ evaluates the feasibility of developing the requested service and reply back to the CLEC within 30 days.
- 2 If the service can be developed, CLEC decides if they want EMBARQ to proceed to the price quote phase (30-day window).
- 3 EMBARQ develops a price quote for the requested service within 90 days.
- 4 CLEC decides if they want EMBARQ to proceed to the product development phase (30-day window).
- 5 EMBARQ develops the new product and communicates the date that the product will be available to the CLEC.

5 Ordering Services from EMBARQ

Local Service Request Process

The following summarizes the steps in the LSR process:

- 1 The Customer contacts the CLEC for service.
- 2 The CLEC takes order information from their customer and prepares LSR.
- 3 The CLEC submits the LSR to the WMSC.
- 4 The WMSC provides an Acknowledgement Record to the CLEC when the paper order has been received and entered into the Integrated Request Entry System (IRES). This activity is applicable to the non-IRES user CLEC.
- 5 The LSR converts to the EMBARQ Service Order Entry (SOE) System with the EMBARQ offered due date and returns to it to the CLEC. The WMSC returns a Firm Order Commitment (FOC) or a Rejection Notice to the CLEC, via fax or through IRES.
- 6 EMBARQ notifies CLEC that the order has been completed with a copy of the completed service order, via fax or through IRES.

Note: Prior to submitting an order for unbundled network elements, the CLEC must have obtained documentation from the end user (e.g., written or electronic authorization) explicitly authorizing the CLEC to provide local exchange telecommunications services to the end user. The CLEC must retain all Documentation of Authorization on file as required by the FCC and the applicable state regulatory agency. This Documentation of Authorization shall be available for inspection during normal business hours.

Local Service Request The LSR, as defined by the Ordering and Billing Forum (OBF), is the vehicle that the CLEC will use to request unbundled local services from EMBARQ, (i.e. install, change or disconnect). The document reflects the information required for order generation and processing when a paper LSR is submitted. EMBARQ expects the CLEC to use the LSR as agreed upon by the OBF or to use a mutually agreed upon ordering document. The LSR and industry guidelines for completing the LSR can be obtained from the Alliance for Telecommunications Industry Solutions (ATIS). For additional information on the Local Service Order Guidelines or obtaining the LSR, visit the ATIS web site.

Submitting a Service Request The CLEC can issue orders using these two methods:

- 1 Electronic processing of LSR through IRES (preferred method), or
- 2 Paper LSR can be completed and faxed or mailed to the WMSC.

IRES provides an on-line order submission and editing which reduces reject conditions prior to submitting the LSR. In addition, IRES enables the CLEC to determine the LSR status, perform address validations, inquire on available services, interLATA and intraLATA carrier availability and perform customer service inquiries on EMBARQ accounts, as well as on the CLEC end-user accounts. For more information, refer to the EMBARQ Account Manager/CLEC Integrated Request Entry System (SAM/CLEC IRES) request form on the Wholesale Markets web site.

Scheduling Due Dates Service due dates for CLEC end users are assigned using the same (business and residential) guidelines used for EMBARQ end users. Workload, features and services requested, equipment availability and premises visit requirements impact the due date. Installation schedules are provided during the implementation meeting.

For IRES users, the due date is calculated based on the type of service requested and the current scheduling for the wire center location.

At times, unexpected events or severe weather conditions may temporarily extend installation times.

Confirmation of Service Request After processing the CLEC service request, a FOC is returned to the CLEC via IRES or fax. The confirmation will provide the EMBARQ order number, the negotiated service due date, phone numbers (as applicable to the service) and the EMBARQ service representative employee identification and contact phone number. Additional service specific data may also be provided.

Note: The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the CLEC will be informed of the estimated service date.

Service Request Changes and Cancellations EMBARQ should be notified as soon as possible of any service request changes or cancellations for pending service requests. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure that the order properly reflects all requested service and appropriate billing.

Changes and cancellations can be submitted via IRES or fax.

Missed Appointments If an appointment is missed for end-user reasons, the order will be placed in jeopardy status. Notification is provided to the CLEC via fax for non-IRES users. For IRES users, the jeopardy notification can be viewed through the Tracking Screen for the LSR. The CLEC will need to provide a supplemental version of the LSR with the new due date.

Service Jeopardy Notification is provided to the CLEC when an order is in Jeopardy (W) or No Facility (NF) status. The Purchase Order Number (PON) and associated version, along with reason code, reason detail, estimated due date and remarks are provided in the notification. IRES-users will view through the Tracking Screen for the LSR in jeopardy. Non-IRES users will receive a fax notification.

Customer Service Record Requests If a CLEC wants a copy of a Customer Service Record (CSR) before submitting an LSR, the EMBARQ end-user information can be viewed via IRES. If the CLEC does not use IRES, a Preordering Request form may be faxed to the WMSC. Contact your local account manager for the form.

Note: If the CLEC wants a phone number assigned prior to submitting an LSR, they should fax the request (via the Preordering Request Form) to the WMSC. The WMSC will respond within two hours after receipt of the form.

Suspend and Restore Procedures Requests to suspend and restore or disconnect (after a denial only) local service for CLEC end users are processed using the standard LSR.

Suspend requests must be received in the WMSC no later than 12 pm and restore requests must be received by 3 pm in order to ensure that the request can be processed on the same day it is received. Requests received after these respective times will be processed the next business day.

The LSR is completed by the CLEC and transmitted to the WMSC for processing. The center will provide a FOC as notification that the request was processed.

The charge for the activity will be assessed when the account is placed on suspension in all states except Texas, with the charge assessed at the time of restore.

Service is not normally suspended on:

- Fridays, Saturdays or Sundays
- Holidays or the day before a Holiday

Exceptions can be made at the request of the CLEC.

Long Distance Carrier Selection For new or initial service, the Primary Interexchange Carrier (PIC) provided on the LSR will be processed.

Requests for a PIC change only for CLEC end users should be referred to the desired carrier. If the desired carrier is EMBARQ, or if a PIC change is requested at the same time as other service changes are requested for the end user, the WMSC will process the change.

CLECs wishing to obtain additional information on Carrier Selection Subscription or copies of the CARE Industry Support Interface (ISI) documentation may contact the Alliance for Telecommunications Industry Solutions (ATIS). For additional information, visit the ATIS web site.

Access Service Request Process

The following summarizes the steps in the ASR process:

- 1 The CLEC prepares ASR.
- 2 The CLEC submits the ASR to the NASC.
- 3 The NASC returns a FOC or a Rejection Notice to the CLEC.
- 4 EMBARQ verbally notifies the CLEC that the order has been completed at the time the circuit is being tested with the CLEC implementation contact provided on the ASR.

Access Service Request The ASR, as defined by OBF, is the vehicle that the CLEC will use to request interconnection and/or transport services from EMBARQ, (i.e., install, change or disconnect). The document reflects the information required for order generation and processing.

Industry guidelines for completing the ASR can be obtained from the ATIS. For additional information on the Access Service Ordering Guidelines, visit the ATIS web site.

Submitting an Access Service Request Requests can be submitted by using one of the following methods:

- 1 Host on Demand (HOD) which is accessed through the Internet allowing orders to be keyed directly into the EMBARQ Access Request Management System (ARMS),
- 2 Connect Direct (batch method) which provides electronic ASR submission for transport and interconnection services through ARMS. In addition, ARMS provides order editing which reduces reject conditions and enables the CLEC to determine the ASR status.
- 3 Paper ASRs completed and faxed or mailed to the NASC.

Scheduling Due Dates EMBARQ assigns a due date with a minimum of six business days to any add, change or move request and 24 hours for a disconnect request. If requesting a due date greater than six business days, EMBARQ will schedule for the date requested. If a project is scheduled and multiple requests have been sent, due dates will be negotiated between EMBARQ and the CLEC.

Confirmation of Service Request After processing the CLEC service request, a FOC is returned to the CLEC via ARMS or fax. The confirmation will provide the PON, the service due date and the EMBARQ service representative employee ID and contact phone number. Additional service-specific data may also be provided.

Note: The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the CLEC will be informed of the estimated service date.

Service Request Changes and Cancellations EMBARQ should be notified of any service request changes or cancellations as soon as possible. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure that the order properly reflects all requested service and appropriate billing.

Changes and cancellations can be submitted by sending a supplement to the original request using ARMS or fax. For due date changes, the CLEC should ensure that the requested due date meets the EMBARQ minimum six-day interval, with the exception of 15 business days for DS3 service where facilities exist.

Service Jeopardy If it is determined, after the FOC but prior to the due date, that a committed service date cannot be met due to an EMBARQ-caused reason, i.e., facility availability, then EMBARQ will provide the estimated completion date. The CLEC will be notified by a phone call from the NASC representative.

If it is determined on the due date that the service cannot be provided, the CLEC will be notified promptly by a phone call from a representative in the NASC.

6 Trouble Reporting

Process Overview

The following summarizes the main steps in the Trouble Reporting Process:

- 1 The end user reports the trouble to the CLEC.
- 2 The CLEC prescreens and completes a trouble ticket.
- 3 The CLEC contacts the National CLEC Repair Center.
- 4 The National CLEC Repair Center opens a trouble ticket for resolution.
- 5 The National CLEC Repair Center notifies CLEC when trouble is cleared.

Reporting Trouble

The National CLEC Repair Center will receive all trouble reports from a CLEC for specific problems related to loops and ports, generate an internal trouble ticket and will forward it for resolution. The Center is not responsible for reports of terminal equipment problems at an end-user premises. Terminal equipment problems should be reported by the end user to their vendor of choice.

EMBARQ will not accept trouble reports directly from a CLEC end user. End users contacting EMBARQ are requested to contact their CLEC. If the CLEC has provided EMBARQ with an appropriate contact number for the CLEC Repair Center, EMBARQ will provide that number to the end user. On-line transfer to the CLEC is not available.

Prescreening must be completed by the CLEC in order to obtain the information necessary for reporting the trouble to the National CLEC Repair Center. A sample "Prescreening Repair Questionnaire" for CLEC use has been provided in this section.

After gathering the required information, the CLEC will contact the National CLEC Repair Center to report the trouble. The center will open a trouble ticket, which will be worked in the same manner as the EMBARQ Customer trouble reports.

Once the trouble has been cleared, the CLEC is notified via a faxed Trouble Completion Report. The report will be faxed to the number identified in the CLEC Implementation Checklist.

Prescreening Repair Questionnaire

- 1 Circuit ID or phone number being reported:
Block and Pin, if applicable:
- 2 End-user name:
- 3 End-user premises address:
- 4 Is this service located in a casino, college, government building, hotel, hospital, airport or convention center?
If yes, provide which one:
- 5 City and State:
- 6 Trouble reported by:
- 7 Report received by (CLEC Contact):
- 8 CLEC can be reached number:
- 9 Access number for premises:
- 10 Access time (for EMBARQ to gain access to location):
- 11 Do you consider yourself without phone service? Yes/No (Florida only)
- 12 Is this a Calling or Called Report? Does the problem occur when the end user:
 - a. Is Called by someone else (receives a call). Yes/No
If yes, provide the calling phone number:
 - b. Is calling a phone number. Yes/No
- 13 Is the trouble on all the end-user phones? Yes/No
If no, which phone has the trouble?
- 14 Have you isolated your premises wiring and equipment? Yes/No
If No and the trouble is located in your premises wiring, there may be a Trouble Isolation charge applied to your bill. Do you want to proceed with this report or conduct more investigation?

Note: Trouble Isolation charges are applicable to the CLEC without an Inside Wire Maintenance Agreement.

Point of Contact

EMBARQ offers the convenience of online trouble reporting and trouble shooting through Web Receive and Repair System (WebRRS). WebRRS provides identification, reporting and trouble report status for unbundled loops and features, as well as resold lines.

WebRRS is accessible from the Wholesale Markets web site. Refer to the online User's Guide for answers to your questions regarding use of WebRRS.

The following are the types of trouble that can be reported through WebRRS:

- No dial tone
- Static or noise on the line
- Phones cut out
- Hearing busy or dial tone while talking
- Hearing clicking on the line
- Can't hear the other party
- Other party can't hear me
- Can't be called
- Other problems

WebRRS also indicates the trouble ticket status:

- Completed
- Open
- Incomplete
- Missed due date

Technical problems associated with WebRRS should be reported to the National CLEC Repair Center, option 1 from the menu.

Additionally, the National CLEC Repair Center, staffed 24 x 7, can be reached to report trouble. The toll-free number is 1-888-883-1484.

When reporting voice grade or non-access services trouble, ensure that the correct option is selected for the appropriate service type. When reporting circuit troubles, include the block and pin information along with the circuit identification, if applicable.

Interactive Voice Response (IVR) Menu Options and Prompts

- **Option 1:** *"If you are calling to report trouble on regular loops, DSL, ADSL, ISDN, EELs or Line Sharing, Press 1."*

The trouble ticket will go to the repair center to be handled by a Technical Analyst.

- **Option 2:** *"If you are calling to report trouble on Special Access circuits or Switched Access circuits, Press 2."*

The IVR will take you directly to the EMBARQ Special Service Operations (SSO) center.

- **Option 3:** *"For Resale lines, to report no dial tone or noise on the Line, Press 3."*

The IVR provides additional prompts for submitting trouble tickets for No Dial Tone and Noise. Be prepared to enter the 10-digit phone number that you are reporting and your OCN.

- **Option 4:** *"All other resale troubles, Press 4."*

- **Option 5:** *"For Resale lines, to check on a problem already reported or when work is scheduled to begin, Press 5."*

Be prepared to enter the 10-digit phone number that you are reporting along with your OCN.

- **Option 6:** *"To hear your choices again, press 9."*

Special Service Operations (SSO) Center The SSO handles repair for special access and switched circuits. Follow the instructions within the IVR and have the circuit identification number available for reporting.

For special access and switched circuits, call 1-888-862-8293 (toll-free).

Or, you may reach the SSO by calling the National CLEC Repair Center and selecting option 2.

7 Invoicing

The EMBARQ invoicing system, Customer Access Support System (CASS), renders invoices to the CLEC for services provided for any unbundled elements (including reciprocal compensation).

The format of the invoice has been established through the Telcordia Billing Output Specifications (BOS). In areas where EMBARQ has chosen to deviate from BOS, notification will be provided to the CLEC.

Invoice Media

The CLEC will select the primary media to receive invoicing along with the customer service records. This selection is made through the CLEC Implementation Checklist. If changes are required, a new checklist should be submitted to your local account manager. In addition, a secondary or additional type of media can be provided as requested on the checklist and charges will apply based on the company/state and media selection. The *CLEC Implementation Checklist Facilities-Based* is located in *Start-up Forms* on the Wholesale Markets web site.

The current media offerings are as follows:

Connect-Direct Network Data Mover (NDM) provides invoicing data in an industry standard format, transmitted electronically over network connections via dedicated circuit or Internet PC connection. If this media is selected, the CLEC must provide their Sender/Receiver Identification (ID) to EMBARQ to establish the data connection. The CLEC is responsible for performing the necessary programming to allow their systems to receive and process the invoicing data.

CD-ROM The CD-ROM is formatted with the paper invoice image and Billing Data Tape (BDT) formats. The paper invoice image is a text file which can be read by any commonly available word processing software package (i.e., Microsoft Word, WordPerfect, etc.) The BDT format is presented in the same general sequence as the paper invoice, according to the Telcordia BOS documentation.

As the Telcordia BOS documentation is copyrighted, the CLEC should contact the Manager at the following address for more information about BDT records and output specifications:

Manager
Carrier Access Billing Specifications
Telcordia Technologies
8 Corporate Place, PYA 3A-184
Piscataway, NJ 08854-4156

To order the document, call 732-669-5800, 800-521-2673 or visit the Telcordia web site .

Paper Invoicing processed on paper.

Sample Invoice

The first page of every paper invoice is the return document. This page should be returned by the CLEC to the return address specified along with the payment.

The following sample paper invoice provides examples of the various sections and explanations for data within the invoice.

Beginning with the face page, it includes the following information:

- **Payment Options** The return address for payment is shown for U.S. mail or overnight payment delivery.
- **Customer Billing Name & Address** The CLEC name and address for delivery of the invoice.
- **Total Current Invoice** The total charges for the current invoice indicating the state and each invoice number with the amount due.
- **Due By** The date by which the charges for the “Total Current Invoice” are due and payable and after which a late payment charge will be assessed if the payment is not received.
- **Overdue Balance History by Invoice No** A listing of all outstanding invoice numbers with the associated amount is posted. A zero balance invoice will display for one month. If an invoice amount includes a Late Payment Charge (LPC), then the words “*LPC INCLUDED*” will appear to the right of that amount.
- **Total Amount Due** The total amount due which includes the total of current invoice and balance history invoices.
- **Total** The CLEC enters the total of their remittance.

CASS Return Document Page

		BILL NO XXX XXX-XXXX XXX
		INVOICE NO M121234234-91173
		BILL DATE JUN 22, 2001
		ACNA XXX PAGE 1
Payment Options:		
U.S. MAIL:	OVERNIGHT:	
EMBARQ	EMBARQ	
P. O. BOX 219489	WHOLESALE LOCKBOC 219489	
KANSAS CITY, MO 64121-9489	1008 OAK STREET	
	KANSAS CITY, MO 64106	
ELECTRONIC PAYMENTS:		
FOR A WIRE OR ACH PAYMENT, PLEASE CALL YOU EMBARQ REPRESENTATIVE FOR ASSISTANCE.		
CLEC CUSTOMER		*****
1234 W. MAIN ST.		* PLEASE *
CITY, ST 00000-0000		* RETURN THIS *
		* PAGE WITH *
		* YOUR PAYMENT *

TOTAL CURRENT INVOICE:		AMOUNTS ENCLOSED:
R123456787878FL	2,841.09	_____
DUE BY * JUL 21, 2001 *		
OVERDUE BALANCE HISTORY BY INVOICE NO.		
R23456767899FL	1,294.13 *LPC INCLUDED*	_____
R45678975467FL	2,500.00	_____
TOTAL AMOUNT DUE	6,635.22	TOTAL _____
*** FLAGGED OVERDUE BALANCE HISTORY AMOUNTS INCLUDE		
*** LATE PAYMENT CHARGES ASSESSED TO THE BILL DATE.		
*** AS TARIFFED, LATE PAYMENT CHARGES ARE COMPOUNDED		
*** DAILY UNTIL OVERDUE PAYMENT IS RECEIVED.		

Note: The following will appear at the bottom of the Return Document only when an overdue balance includes LPC charges:

**** FLAGGED OVERDUE BALANCE HISTORY AMOUNTS INCLUDE

**** LATE PAYMENT CHARGES ASSESSED TO THE BILL DATE

**** AS TARIFFED, LATE PAYMENT CHARGES ARE COMPOUNDED

**** DAILY UNTIL OVERDUE PAYMENT IS RECEIVED

Invoice Face Page

There are two sections to the invoice face page. The first section is the "Balance Due Information" which summarizes balances carried forward, payments and adjustments applied.

The second section is "Detail of Current Charges" which provides an itemization of the current charges and credits that constitute the total amount due. The face page is only generated when charges, past or current, are generated.

EMBARQ	BILL NO. XXX RXX-XXXX XXX INVOICE NO R099999999-99999 BILL DATE JUNE 22, 2001 ACNA XXXXX PAGE 1
<p>CLEC CUSTOMER 1234 MAIN STREET CITY ST 00000-0000</p>	
BILLING INQUIRIES CALL (260) 724-8886	FOR TELCO USE: ICSC OFC NEAC
<p>FACILITY ACCESS SERVICE *** BALANCE DUE INFORMATION ***</p>	
TOTAL AMOUNT OF LAST BILL	64,985.12
PAYMENTS APPLIED	.00
ADJUSTMENTS APPLIED	.00
TOTAL BALANCE DUE	64,985.12
<p>*** DETAIL OF CURRENT CHARGES ***</p>	
TOTAL - FL	
MONTHLY ACCESS CHARGES	
FROM MAY 23 THRU JUN 22	57,782.77
INTRASTATE 57,782.77	
OTHER CHARGES AND CREDITS - SEE DETAIL	51,409.52
INTRASTATE 51,409.52	
TAXES	.00
TOTAL AMOUNT DUE	174,177.41

Invoice Messages

The purpose of the invoice message is to relate account information. The message will contain informational messages such as special notices or announcements of new products. An example is provided below.

***** CHANGE OF PAYMENT ADDRESS *****

OUR REMITTANCE ADDRESS HAS CHANGED. YOU MAY BEGIN SENDING PAYMENTS TO THE FOLLOWING ADDRESS AS EARLY AS JUNE 2, 2001.

*****	*****
FOR NORMAL PAYMENTS	FOR OVERNIGHT PAYMENTS
*****	*****
EMBARQ	EMBARQ
P.O. BOX 219489	WHOLESALE LOCKBOX 219489
KANSAS CITY, MO	1008 OAK STREET
64121-9489	KANSAS CITY, MO 64106

Detail of Payment The “Detail of Payments Applied” page is generated if at least one payment has been applied since the last invoice. The page provides an itemization of payments that equal the total payments applied amount, which displays in the “Balance Due Information” on invoice face page. Invoice number and then date of payment sequence payments applied segment.

* * * DETAIL OF PAYMENTS APPLIED * * *

INVOICE NO. R15271400097102FL	
APR 22 01 PAYMENT APPLIED	2,854.80CR
INVOICE NO. R15271900097076FL	
MAY 13 01 PAYMENT APPLIED	6,387.60CR
TOTAL PAYMENTS APPLIED	9,242.40CR

Balance Due

The “Detail of Balance Due” displays a summary of each separate invoice balance for which there is an outstanding balance or payments, adjustments, or late payment charge activity. The “Balance Due” on this page will equal the “Total Balance Due” on the invoice face page. The “Balance Due” amount is derived from any previous balance minus any payments or adjustments plus any late payment charges applied.

*** DETAIL OF BALANCE DUE ***		
INVOICE NO. XXXXXXXXXXXXXXXXXXXX		
PREVIOUS BALANCE	760.25	
PAYMENTS APPLIED	500.00CR	
ADJUSTMENTS APPLIED	15.00	
LATE PAYMENT CHARGES APPLIED	18.88	
BALANCE DUE	.240.13	
INVOICE NO. XXXXXXXXXXXXXXXXXXXX		
PREVIOUS BALANCE	2,500.00	PAYMENTS
APPLIED	.00	
ADJUSTMENTS APPLIED	.00	
LATE PAYMENT CHARGES APPLIED	.00	
BALANCE DUE	.2,500.00	
TOTAL BALANCE DUE .2,794.13		

Other Charges and Credits

The Detail of Other Charges and Credits displays recurring and nonrecurring charges and credits for service added or disconnected. In addition, rate changes may also be displayed.

* * * DETAIL OF OTHER CHARGES AND CREDITS * * *			
			AMOUNT
MAR 28, 01 SO C14L52672 PON ABCD3214			
CIRCUIT NUMBER 77.UCFS.621456..CTRL PIU 0			
CIRCUIT LOCATION 2			
CHARGE FOR ACCESS SERVICE ADDED			
FROM MAY 28 01 THRU JUNE 22 01			
CLL01 1 UNBUNDLED LOOPS			
LOCAL - FL - 2348 - LA			34.74
ONE TIME CHARGE			
ON MAY 28 01			
CL405 1 INSTALLATION PER LOOP - EXISTING LINES			
W/NO FIELD VISIT REQUIRED			
LOCAL - FK - 2348 - LA			5.00
CIRCUIT NUMBER 77.UCFS.621456..CTRL PIU 0			
CIRCUIT LOCATION 2			
CHARGE FOR ACCESS SERVICE ADDED			
FROM MAY 28 01 THRU JUNE 22 01			
CLL01 1 UNBUNDLED LOOPS			
LOCAL - FL - 2348 ñ LA			34.74
ON 1 INSTALLATION PER LOOP - EXISTING LINES			
W/NO FIELD VISIT REQUIRED			
LOCAL - FL ñ 2348 ñ LA			5.00
NET EFFECT OF SO C14L52672 PON ABCC3214			
PER MONTH	FRACTIONAL	ONE-TIME	BILLED AMOUNT
303.20	555.84	80.00	635.84

Delinquent Account Process

The following summarizes the steps in the Delinquent Account Process:

- 1 The billed party must notify EMBARQ in writing of any invoicing disputes within 30 days of its receipt of the invoice containing such disputed amount and prior to the invoice due date if possible. Specific details and reasons for disputing each item must be included in the notification.
- 2 Monthly invoices from EMBARQ are due and payable within 30 days of the bill date on the invoice. If the charges are not paid by the due date, late payment charges will be applied at the specified contract rate until the amount due is paid in full.
- 3 A courtesy call will be made to the billed party on day 31 as a reminder of the past due account balance and to arrange for the balance to be paid within the next 12 to 15 days. A confirmation letter will be sent to confirm these payment arrangements.
- 4 If the account balance remains unpaid, a written notice will be sent to the billed party on day 45 relaying the intent of EMBARQ to suspend the processing of new orders unless full payment is received within the next 15 days.
- 5 If the account remains delinquent on day 61, a second notice will be sent by EMBARQ, with a copy to the state utility commission, informing the billed party that EMBARQ has suspended processing new orders and, unless payment is received by day 90, existing service may also be suspended.
- 6 Should the account remain outstanding on day 91, EMBARQ will work with the state utility commission to determine necessary further action involving the billed party and affected end-users party and affected end users.

Note: EMBARQ reserves the right to change this process with appropriate notification provided.




Why EMBARQ?

When you choose Embarq Corporation, you're choosing a global company with a strong commitment to our local communities and one that wins industry and customer accolades for service reliability and customer satisfaction. You can feel confident knowing that EMBARQ will continue to help you move forward in today's competitive business world with exemplary voice, data, and wireless services now and in the future.

Please contact your **EMBARQ Account Manager** | www.embarq.com



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CenturyTel Service Guide

For CenturyTel ILEC areas



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I. Proprietary Notice

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III. Purpose

CenturyTel Interconnection Services has designed this documentation to help Carriers do business with CenturyTel. Documents within each area of CenturyTel's Wholesale business model provide appropriate introductory and process specific material. This Service Guide provides both CLEC and Wireless carriers the information necessary to begin a business relationship with CenturyTel.

The Service Guide contains information introducing the Carriers to the specifics of working with CenturyTel. This Guide was created to provide essential information needed for ordering, provisioning, and repair of products and services. This information is generally applicable in all states; however, due to individual state requirements, including specific state regulatory rules and decisions, aspects of the guide may apply differently in each state.



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IV. Guide


Updates will be made to this guide periodically. The Carrier is responsible for viewing CenturyTel's website for updates.

Each section of the Service Guide addresses a topic in which a Carrier will need to become knowledgeable as the relationship with CenturyTel is initiated. Although it is recommended that a Carrier read the entire Service Guide, the sections are designed so that the reader may refer to an individual section for information on a particular topic.

The sections of this guide are organized as follows:

- Overview of CenturyTel's Introductory Process
- Activation Requirements for Resale & Facility-based Carriers
- Overall Introductory Process Flow
- CenturyTel's & Carrier's Roles & Responsibilities
- CenturyTel Resources & Contact Information
- Local Interconnection Services for Facility-based Carriers
- Electronic Interfaces and Gateways
- Business Process Overviews
- Billing and Payment Information
- E-911
- Directory
- Repair/Trouble Reporting
- Safety
- Disaster Recovery



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V. Overview of CenturyTel's Introductory Process

After contract negotiations are completed between CenturyTel and Carrier, the Introductory Process will begin. This process involves establishing the Carrier's new account with CenturyTel for billing purposes and completing all required pre-ordering documentation.

This section provides an overview of CenturyTel's Introductory Process.

The Introductory Process can be divided into five phases:

- Initial Contact
- Planning
- Technical Implementation
- Technical Implementation/End-to-End Testing
- Support for Carriers Utilizing OSS

The following table provides an overview of the major activities that will take place during each phase, and in turn, during the Introductory Process as a whole. The activities are listed in the approximate order they will occur; however, the listing is intended to provide a general process flow rather than an exact timeline. These activities may evolve in a different order for each Carrier/CenturyTel relationship. Also, some activities may not be applicable to all Carriers.

Overview of CenturyTel's Introductory Process

I. Initial Contact	II. Planning	III. Technical Implementation	IV. Technical Implementation / End-to-End Testing	V. Support for Carriers Utilizing OSS
<ul style="list-style-type: none">• Initial Contact with CenturyTel• Become familiar with content of CenturyTel Service Guide• Sign contract with CenturyTel	<ul style="list-style-type: none">• Complete and submit appropriate forms and actions in the CenturyTel Service Guide• CenturyTel verifies that all information, certification, contracts, credit check, and deposits are complete• Introductory / Technical Implementation Meeting	<ul style="list-style-type: none">• CenturyTel Account Establishment and Verification• Trunk Design Review	<ul style="list-style-type: none">• Letter of Authorization (LOA) is processed to set-up CenturyTel Pre-Ordering and Ordering System, as appropriate• Complete End-to-End testing with CenturyTel using Maintenance and Trouble Reporting Process, as appropriate	<ul style="list-style-type: none">• OSS Account Access communicated to Carrier• Customer Support Manager assists Carrier with Pre-Ordering and Ordering processes, as appropriate



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VI. Activation Requirements for Resale & Facility-based Carriers

Carrier Activation Requirements addresses forms and actions that the Carrier must complete prior to establishing a Billing Account.

Activation Requirements
Obtain PSC/PUC Certification
Obtain an Operating Company Number (OCN)
Sign an Interconnection / Traffic Exchange / Resale/CMRS Agreement with CenturyTel
Complete and submit Pre-Ordering Documents – Profile, Forecast, Credit Application, and USF Certification
Remit Payment of Account Establishment Fee and Deposits, as required
Provide Proof of Tax-Exempt Status (if applicable)
Establish a Billing Account
Sign a Blanket Letter of Authorization
Obtain an ACNA/CIC (for Facility-Based Carriers and Access Providers only)



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VII. Overall Introductory Process Flow

This section describes the major activities that a Carrier participates in during Introductory/Activation with CenturyTel, beginning with the "Initial Contact" phase and continuing through "Support for Carriers Utilizing OSS."

Establish Business Relationship

A contract is required for all service provisioning. If you have not entered into an agreement with CenturyTel, please refer to the "How to Get Started" and "The Negotiations Process" Guides on our website, <http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/guides.jsp>.

After examining these Guides, get in touch with the Carrier Relations contact for the area in which you are planning to serve to initiate negotiations. Carrier Relations contact information may be found on CenturyTel's website at the following address:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#carrier>

Introductory Meeting

Once a contract is negotiated and signed, an introductory meeting will be scheduled between the Carrier and CenturyTel. All involved parties from both the Carrier and CenturyTel should be present to validate all appropriate forms have been obtained and questions are clarified.

This meeting may be facilitated via conference call.



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Profile

CenturyTel requires CLECs and wireless Carriers to complete a profile prior to submitting orders. We also require the profile to be updated as the information changes. CenturyTel will require an annual validation of this profile.

To access the Profile Template, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_Profile_Template.doc

Forecasts

CenturyTel requires CLECs to complete a 2-year forecast of estimated services upon establishment of initial service, and to provide updates of this forecast in accordance with the terms of their Agreement. CLECs should be as accurate with their forecasts as possible.

CLEC interconnection orders that exceed the capacity of a CLEC's forecast shall only be filled by CenturyTel to the extent the requested capacity is currently available.

CenturyTel's standard provisioning intervals shall not apply to any orders in excess of 20% of those forecasted by CLEC.

To access the Forecast Template, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_Service_Forecast_Form.xls

In addition, facilities-based CLECs must provide a facilities forecast. This form and instructions for completing the form may be found at this address:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Interconnection_Forecast_Template.xls



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Deposits

Upon initial implementation or anytime thereafter, CenturyTel may request that a requesting carrier provide assurance of payment. A cash deposit (or an unconditional, irrevocable letter of credit if allowed by state regulation and agreement) is the standard form of payment assurance. The negotiated terms and conditions in the Agreement, or applicable tariff (should carrier be operating without an agreement) will provide specific criteria for CenturyTel requesting an initial or an additional deposit/assurance of payment.

Any of the following situations or events may be used to determine when a deposit/ assurance of payment will be requested:

- A requesting carrier has not established satisfactory credit with CenturyTel by making at least twelve (12) consecutive months of timely payments to CenturyTel.
- In CenturyTel's reasonable judgment, the credit-worthiness of a requesting carrier has been impaired, as reported or published in (but not limited to) one of the following sources: Moody's, Standard and Poor's or The Wall Street Journal.
- Information obtained in an inquiry to a commercial credit agency indicates that the credit class of the carrier meets the criteria established by CenturyTel's Collection Policy for a deposit.
- A carrier fails to pay timely, except portion(s) of bill subject to a good faith dispute.
- A carrier admits its inability to pay its debts and declares bankruptcy, either voluntarily or involuntarily


Generally speaking, an assurance of payment shall equal two (2) to three (3) months anticipated billing for initial deposits, and two (2) to three (3) months average billing based on the previous six (6) months actual billing for existing customers with established billing. The anticipated or average billing will include, but not be limited to: recurring, non-recurring and usage sensitive charges, termination charges and advance payments. CenturyTel may establish a minimum deposit amount if carrier doesn't provide service forecast prior to ordering.

The fact that a deposit is requested by CenturyTel shall in no way relieve carrier from timely compliance with all payment obligations including but not limited to: recurring, non-recurring and usage sensitive charges, termination charges and advance payments. Nor, does it constitute a waiver or modification of the terms of the Interconnection Agreement (if applicable).

New accounts require a credit application to be submitted. To access the Credit Application, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Credit_Application_Form.doc



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USF Certification

In order for CenturyTel to satisfy the requirements of the Federal Communications Commission (FCC), and for Carriers to be exempted from payment of federal Universal Service Charges (FUSC) associated with services obtained from CenturyTel, Carriers must certify that they have submitted, or will submit, the FCC Form 499-A for its 200__ revenues. Alternatively, if Carrier is not intending to contribute to the FUSF and submit FCC Form 499-A, Carrier must certify that it qualifies for an exemption from contribution to the FUSF, in accordance with the FCC's rules and regulations of same.

Carrier must provide CenturyTel with an updated annual certification, no later than April 1 of each calendar year, so that CenturyTel may ensure that it continues to accurately report its revenues for FUSF contribution purposes.

To access a USF Certification form, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_USF_Certification_Form.pdf

The completed profile, forecast, credit application, and USF certification forms should be emailed to cr-accountadm@centurytel.com

Tax Exemption

If you have a current tax exemption certificate provided by the appropriate taxing jurisdictions and you would like to be flagged as exempt from said taxes, please provide CenturyTel with a copy of your exemption certificate(s). Alternately, you can provide the information from your certificates on our Tax Exemption Certification Form:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Tax_Exemption_Certificate.doc

Your tax exempt status will be valid until the expiration date of your certificate or until your certificate is revoked by the Department of Revenue. It will be the responsibility of the account holder to notify CenturyTel of any tax-exempt status changes. **CenturyTel will assess all applicable taxes until such time we are in receipt of valid exemption documentation.**

Your tax exempt certificate(s) or Tax Exemption Certification Form may be emailed to:
cr-accountadm@centurytel.com

Please mail a copy of your tax exempt certificate(s) or Tax Exemption Certification Form to:

CenturyTel
Attn: Carrier Relations Account Administrator
100 CenturyTel Drive
Monroe, LA 71203-2041

Your tax exempt certificate(s) or Tax Exemption Certification Form may be faxed to:
1-318-388-9072
Attn: Carrier Relations Account Administrator



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Letter of Authorization (LOA)

Carriers must obtain permission from end users to act on their behalf in matters pertaining to the end users' communications services. The scope of this permission covers activities relating to obtaining records and placing orders on behalf of an end user. This relationship is established by providing Proof of Authorization (POA) to a reseller. Although there may be other methods of authorization, the authority can be arranged through a document called a Letter of Agency (LOA). This arrangement is common between local exchange service providers and other third-party providers. This requirement is based on the need to protect both the end user and the Carrier from mishandling of accounts.

This document should be submitted to: FAX 866-763-1746 or by WAVE File to CenturyTel-CLEC@centurytel.com

LOA Must Contain The Following End User Information:

- Name, Address (where service resides), City, State, Zip Code and 10-digit Telephone number.
- Signature and title of end user
- Signature and title of reseller's representative
- List of items authorized to receive

Blanket Letter of Authorization

A Carrier may submit a Blanket LOA (Letter Of Authorization) to release all information legally available to the Carrier regarding an End User's local service upon receipt of an appropriate Local Service Request for porting or resale of the End User's telephone number. The Blanket LOA allows the Carrier to attest to the fact they have Customer authorization to obtain the Customer Service Records. The LOA must meet Section 222/Part 64 rules regarding CPNI compliance terms.

It is recommended that the Carrier use the provided CenturyTel Blanket LOA template; as this template meets CenturyTel's need for demonstrating compliance with applicable law. This document should be submitted to: CenturyTel-CLEC@centurytel.com or FAX 866-763-1746.

To access a Blanket LOA, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Mutual_Blanket_Letter_of_Agency.pdf



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VIII. CenturyTel's & Carrier's Roles & Responsibilities

This section outlines the roles and responsibilities of CenturyTel concerning its relationship with the Carrier. This section also covers the roles and responsibilities of each Carrier concerning its relationship with CenturyTel.

CenturyTel's Roles and Responsibilities

The following list provides an overview of the key roles CenturyTel plays and the responsibilities the company has in its relationship with Carriers. Please note that some activities may not be applicable in all Carrier/CenturyTel relationships.

Responsibility	CenturyTel Group
Facilitate Carrier understanding of how to do business with CenturyTel	Introductory Team
Provide Carrier information on available Ordering Systems and ordering processes	http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/
Answer Carrier questions about agreement-related issues	Carrier Account Coordinator
Technical Service inquiries	Technical Account Team
Questions about CenturyTel products and services and price quotes for access & complex products not related to Agreement terms	CenturyTel Sales Representative
Responsible for activities surrounding the service order process, such as analyzing ordering data and communicating improvement recommendations to Carrier	Customer Support Manager

Carrier's Roles & Responsibilities

The following items are some of the major activities Carriers are required to complete in order to begin business with CenturyTel. The list is not meant to be exhaustive, but provides an overview of the start-up actions to be taken.

The following table provides an overview of the key roles the Carrier plays and the responsibilities the company has in its relationship with CenturyTel. Please note that some activities may not be applicable in all Carrier/CenturyTel relationships.

Carrier's Roles & Responsibilities
Provide customer service to end-users
Maintain all end-user records
Be knowledgeable of Industry Ordering and Billing Forum (OBF) Guidelines
Serve as the end-user's single point of contact regarding the CenturyTel products and services resold
Provide end-user maintenance and repair which includes outside wire moves / rearrangements
Provide billing to end-users
Handle all marketing/sales support for end-users
Establish end-user pricing
Become knowledgeable of all information provided by CenturyTel to Carriers on the CenturyTel wholesale



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services website, http://business.centurytel.com/business/Wholesale/InterconnectionServices/

Review ordering performance data and action programs with CenturyTel
--



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IX. CenturyTel Resources & Contact Information

This section provides resources, along with contact information, that are available to assist the Carrier. This section also contains multiple links to helpful websites.

Resources

General

The resources included in this section are available to assist the Carrier in becoming familiar with the information available from CenturyTel for the Carrier community.

CenturyTel Wholesale Services Website

The most current Carrier information is available on the CenturyTel Wholesale Services Website, including contact information included in this section of the Service Guide. In addition, the Website features an easy to use e-mail option for distribution of general, tariff and network notifications. Other helpful information is also available on the CenturyTel Wholesale Services Website.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/>

Notices

- General Notifications
- Tariff Notifications
- Network Notifications

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/AlertsAndNotifications/>

Recommendation: Register for email notification of postings of tariff filings, general notices and network notices by clicking on the above link and following the directions for registering.

Technical References

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/technicalReferences.jsp>

Tariff Copies

Copies of applicable CenturyTel Tariffs are available on CenturyTel's Website at:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/AlertsAndNotifications/tariffNotifications.jsp>



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CenturyTel Contact Information for Local Services

Physical Address:

241 Business Park Blvd
Suite A
Madison, AL 35758

Mailing Address:

100 CenturyTel Dr.
Monroe LA 71203

Telephone Numbers:

(888) 477-1747

Fax Number:

(256) 705-1045

Email Addresses:

centurytel.resale@centurytel.com (for Resale Inquiries)

centurytel.clec@centurytel.com (for CLEC and Wireless Inquiries)

Online Order Processing:

LSRs

<https://selfservice.centurytel.com/ezLocal/>

CSRs

<https://selfservice.centurytel.com/ezViewCSR/>

Escalation Contact Information

Utilize the following contact information to escalate issues, if any CenturyTel Representative is unable to assist you.

CLEC/Resale Support Center:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/Escalation/clecResaleSupportCenter.jsp>

Access Services/Circuit Provisioning:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/Escalation/accessServicesCircuitProvisioning.jsp>

Repair:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/Escalation/repair.jsp>



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Days of Operation, Hours and Holidays

Business Office Hours:

Monday - Friday 8:00 a.m. to 5:00 p.m. CST.*

The following holidays are observed:

New Years Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day & Friday After Thanksgiving

Christmas Eve

Christmas Day

*NOTE: Holidays occurring on Saturdays will be observed on the preceding Friday and Holidays occurring on Sundays will be observed the following Monday.



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CenturyTel Operating Companies

Alabama

CenturyTel of Alabama, LLC
Gulf Telephone Company

Arkansas

CenturyTel of Arkansas, Inc.
CenturyTel of Mountain Home, Inc.
CenturyTel of South Arkansas, Inc.
CenturyTel of Redfield, Inc.
CenturyTel of Central Arkansas, LLC
CenturyTel of Northwest Arkansas, LLC

Colorado

CenturyTel of Colorado, Inc.
CenturyTel of Eagle Inc.

Georgia

Coastal Utilities, Inc.

Idaho

CenturyTel of Idaho, Inc.
CenturyTel of the Gem State, Inc.

Illinois

Gallatin River Communications, LLC

Indiana

CenturyTel of Odon, Inc.
CenturyTel of Central Indiana, Inc.

Iowa

CenturyTel of Chester, Inc.
CenturyTel of Postville, Inc.

Louisiana

CenturyTel of Central Louisiana, LLC
CenturyTel of North Louisiana, LLC
CenturyTel of East Louisiana, LLC
CenturyTel of Southeast Louisiana, LLC
CenturyTel of Evangeline, LLC
CenturyTel of Southwest Louisiana, LLC
CenturyTel of Northwest Louisiana, Inc.
CenturyTel of Chatham, LLC
CenturyTel of Ringgold, LLC

Michigan

CenturyTel Midwest - Michigan, Inc.
CenturyTel of Michigan, Inc.
CenturyTel of Northern Michigan, Inc.
CenturyTel of Upper Michigan, Inc.

Minnesota

CenturyTel of Minnesota, Inc.

Mississippi

CenturyTel of North Mississippi, Inc.

Missouri

CenturyTel of Missouri, LLC
Spectra Communications Group, LLC

Montana

CenturyTel of Montana, Inc.

Nevada

CenturyTel of the Gem State, Inc.

New Mexico

CenturyTel of the Southwest, Inc.

North Carolina

Mebtel, Inc.

Ohio

CenturyTel of Ohio, Inc.

Oregon

CenturyTel of Eastern Oregon, Inc.
CenturyTel of Oregon Inc.

Tennessee

CenturyTel of Claiborne, Inc.
CenturyTel of Adamsville, Inc.
CenturyTel of Ooltewah-Collegedale, Inc.

Texas

CenturyTel of Port Aransas, Inc.
CenturyTel of San Marcos, Inc.
CenturyTel of Lake Dallas, Inc.



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Washington

CenturyTel of Washington, Inc.
CenturyTel of Inter Island Inc.
CenturyTel of Cowiche Inc.

Wisconsin

CenturyTel of Wisconsin, LLC
CenturyTel of Southern Wisconsin, LLC
CenturyTel of Fairwater-Brandon-Alto, LLC
CenturyTel of Forestville, LLC
CenturyTel of Larsen-Readfield, LLC
CenturyTel of Monroe County, LLC
CenturyTel of Northwest Wisconsin, LLC
CenturyTel of Northern Wisconsin, LLC
CenturyTel of the Midwest-Wisconsin, LLC
CenturyTel of the Midwest-Kendall, LLC
CenturyTel of Central Wisconsin, LLC
Telephone USA of Wisconsin, LLC

Wyoming

CenturyTel of Wyoming Inc.



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Operating Company Number (OCN)

OCNs are company identifiers assigned by NECA, on a state-by-state basis for facilities-based providers, and one nationwide resale code. NECA administers OCNs for carriers to comply with FCC Tariff 4. Carrier will note that each of CenturyTel's operating companies have a unique OCN identifying switches and exchanges belonging to each operating company.

**Industry Requirements for Operating Company Numbers/Company Codes*

OCNs, also known as company codes, and AECNs (Alternate Exchange Carrier Numbers) are company identifiers assigned by the National Exchange Carrier Association (NECA). NECA and the telecommunications industry require state-specific company codes for facilities-based local service providers to fulfill the industry requirements of FCC Tariff Number 4 for intercompany compensation and meet-point billing arrangements.

NECA also assigns a nationwide company code for local wholesale customers, specifically for resale, for each local wholesale customer that resells other facilities-based providers' telecommunications services.

Directory listings, Line Information Database (LIDB), repair/maintenance and ordering processes utilize company codes to identify local wholesale customers and to distinguish between facilities-based UNE/Interconnection and Resale business.

Competitive Local Exchange Carriers (CLECs) are required to provide unique state-specific code(s) for facilities-based business (UNEs and Interconnection) and a single resale-specific code for use nationwide.

CenturyTel adheres to industry standards as defined by NECA. Carriers wishing to conduct business in any of the CenturyTel Rate Centers must establish Operating Company Numbers (OCNs) in accordance with the NECA standards. CLECs will be required to establish Resale and/or Facility-Based OCNs as outlined above prior to provisioning services under a Resale or Interconnection Agreement (ICA).

To view NECA's guidelines or to obtain an OCN, click on the following Internet Website www.neca.org; or contact NECA at:

National Exchange Carrier Association (NECA)
80 S Jefferson Road
Whippany NJ 07981
973-884-8249
Fax: 973-884-8082

Customer Carrier Name Abbreviation (CCNA)

A Customer Carrier Name Abbreviation (CCNA) will be required to complete the CLEC Profile. To obtain your CCNA, contact:

Telcordia Technologies Customer Support
45 Knights Bridge Road
Room 5A235
Piscataway, NJ 08854
732-699-5577
Fax: 732-336-2778



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X. Local Interconnection Services for Facility-based Carriers

This section provides information about local interconnection services that are specific to Facility-based carriers.

Collocation Process

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/howToRequestCollocation.jsp>

The BFR Process for Requesting Additional Services

The Bona Fide Request (BFR) Process has been developed to evaluate the availability and feasibility of all CLEC requests for additional access to unbundled network elements, services or capabilities not currently provided in interconnection agreements. The BFR Process ensures that all requests for new services are answered in a timely and efficient manner and in compliance with applicable regulatory requirements.

If you would like to submit a Nondisclosure Agreement in association with your request, a CenturyTel prepared non-disclosure agreement is available by clicking on the link below.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/NDA.doc>

If you have questions or concerns regarding any of the information being requested, please contact the Carrier Relations Contact for your area located under **Contacts** on the CenturyTel Wholesale Website.

The ***Request for Additional Services*** form, available by clicking on the link below, should be completed and returned to the following address:

ATTENTION: Carrier Relations
CenturyTel
100 CenturyTel Drive, 1 North
Monroe, LA 71203

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/BFR_Form_6-15-06.doc



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XI. Electronic Interfaces & Gateways

This section provides an overview of the electronic interfaces and gateways available to Carriers to perform Pre-Ordering, Ordering and Billing Reconciliation functions.

Pre-Ordering

ezViewCSR® is a gateway product that automates preorder transactions. ezViewCSR® transactions are used to verify customer information before an actual order is created. This verification step helps reduce the number of errors involved in the order process by validating the customer's record information.

The process for customer record order entry is described in the ezViewCSR® User Guide posted on the CenturyTel wholesale web site at the following URL address:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezViewCSRUsersGuide.pdf>

Local Service Requests

ezLocal® is a web based Customer Local Service Request (LSR) order entry system. ezLocal® provides an on-line, real-time order entry, processing, and reporting system for customers submitting LSRs.

ezLocal® provides the following benefits:

- ✓ Streamlines your ordering process.
- ✓ Generation of all required LSR forms based on the type of service ordered.
- ✓ Electronic validation and error checking based upon current LSOG requirements.
- ✓ Electronic Confirmation that your orders have been received by CenturyTel.
- ✓ Create, manage and view unlimited templates for use in future orders.

The ezLocal® order entry process is outlined in the ezLocal® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocal User Guide.pdf>

This online ordering site will not allow you to validate addresses or submit suspend and restoral orders. These orders will be processed using the current procedures. CenturyTel will bill the service order charge for an LSR regardless if the LSR is later supplemented, clarified, or cancelled.



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Access Service Requests

ezAccess® provides an on-line, real-time order entry, processing, and reporting system for customers when submitting Access Service Requests (ASR's) for Special Access, Switched Access and Transport services.

ezAccess® provides the following benefits:


- ✓ Streamlines your ordering process.
- ✓ Generation of all required ASR forms based on the type of service being ordered.
- ✓ Validation and error checking based upon current ASOG requirements.
- ✓ Electronic Confirmation that your orders have been received by CenturyTel.
- ✓ Create, manage and view unlimited templates for use in future orders.

The ezAccess® order entry process is outlined in the ezAccess® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezAccessUserGuide.pdf>

All orders submitted (LSRs, ASRs and CSRs) are subject to application of Service Order Charges.



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XII. Business Process Overviews

This section provides a high-level overview of the following core process areas within CenturyTel: Pre-Ordering, Ordering, Provisioning, Maintenance and Repair, Billing, Collocation, and Local Number Portability Ordering. Since the overviews are not detailed, references and links are provided referencing more specific process information.

A. Pre-Ordering Guidelines/Forms

Pre-Ordering Process

Pre-Ordering is the first step in the local ordering process with CenturyTel. The Pre-Ordering process begins when the Carrier submits a Customer Service Request (CSR) completed with the appropriate customer data. The Carrier submits a CSR via the CenturyTel ezViewCSR® gateway, located at <https://selfservice.centurytel.com/ezViewCSR>.

The Pre-Ordering process can be divided into four distinct sub-processes.

These sub-processes allow for a logical breakdown of the pre-ordering process. Listed below are the sub-processes and descriptions.

Term	Definition
Address Validation:	This sub-process is performed to validate a customer address in a/the particular switch. The addresses have to be 911/E911 compliant.
Telephone Number	This sub-process is performed to identify telephone number(s) of a particular customer.
Feature/Service	This sub-process is performed to validate the feature/service for a customer.
Customer Service Record Information:	This sub-process is performed to reference records for the Carrier's customers and existing CenturyTel customers.

Requesting Customer Service Records

This section is an overview of the process used to request Customer Service Records (CSRs). CSRs are requested via the CenturyTel ezViewCSR® gateway, located at <https://selfservice.centurytel.com/ezViewCSR>.

The ezViewCSR® User Guide is available on CenturyTel's wholesale services web site at <http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezViewCSRUsersGuide.pdf>



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In general, CSRs provide end-user account information. A CSR contains five major sections of information about an End User's account.

1. Service Address Section
2. Directory Listing Section
3. Billing Address Section
4. Working Telephone Number Section
5. Service and Products Section

NOTE: CenturyTel will not provide a CSR when another Telecommunications Company serves the end user. CenturyTel will not provide the name of the Telecommunications Company providing service to the End User.

All orders submitted (LSRs, ASRs and CSRs) are subject to application of Service Order Charges.

▪ **Profile**

CenturyTel requires CLECs and wireless Carriers to complete a profile prior to submitting orders. We also require the profile to be updated as the information changes. CenturyTel will require an annual validation of this profile.

To access the Profile Template, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_Profile_Template.doc

▪ **Forecast**

CenturyTel requires CLECs to complete a 2-year forecast of estimated services upon establishment of initial service, and to provide updates of this forecast in accordance with the terms of their Agreement. CLECs should be as accurate with their forecasts as possible.

CLEC interconnection orders that exceed the capacity of a CLEC's forecast shall only be filled by CenturyTel to the extent the requested capacity is currently available.

CenturyTel's standard provisioning intervals shall not apply to any orders in excess of 20% of those forecasted by CLEC.

To access the Forecast Template, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_Service_Forecast_Form.xls



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In addition, facilities-based CLECs must provide a facilities forecast. This form and instructions for completing the form may be found at this address:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Interconnection_Forecast_Template.xls

▪ **Deposits**

Upon initial implementation or anytime thereafter, CenturyTel may request that a requesting carrier provide assurance of payment. A cash deposit (or an unconditional, irrevocable letter of credit if allowed by state regulation and agreement) is the standard form of payment assurance. The negotiated terms and conditions in the Agreement, or applicable tariff (should carrier be operating without an agreement) will provide specific criteria for CenturyTel requesting an initial or an additional deposit/assurance of payment.

Any of the following situations or events may be used to determine when a deposit/ assurance of payment will be requested:

- A requesting carrier has not established satisfactory credit with CenturyTel by making at least twelve (12) consecutive months of timely payments to CenturyTel.
- In CenturyTel's reasonable judgment, the credit-worthiness of a requesting carrier has been impaired, as reported or published in (but not limited to) one of the following sources: Moody's, Standard and Poor's or The Wall Street Journal.
- Information obtained in an inquiry to a commercial credit agency indicates that the credit class of the carrier meets the criteria established by CenturyTel's Collection Policy for a deposit.
- A carrier fails to pay timely, except portion(s) of bill subject to a good faith dispute.
- A carrier admits its inability to pay its debts and declares bankruptcy, either voluntarily or involuntarily

Generally speaking, an assurance of payment shall equal two (2) to three (3) months anticipated billing for initial deposits, and two (2) to three (3) months average billing based on the previous six (6) months actual billing for existing customers with established billing. The anticipated or average billing will include, but not be limited to: recurring, non-recurring and usage sensitive charges, termination charges and advance payments. CenturyTel may establish a minimum deposit amount if carrier doesn't provide service forecast prior to ordering.

The fact that a deposit is requested by CenturyTel shall in no way relieve carrier from timely compliance with all payment obligations including but not limited to: recurring, non-recurring and usage sensitive charges, termination charges and advance payments. Nor, does it constitute a waiver or modification of the terms of the Interconnection Agreement (if applicable).



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New accounts require a credit application to be submitted. To access the Credit Application, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Credit_Application_Form.doc

■ **USF Certification**

In order for CenturyTel to satisfy the requirements of the Federal Communications Commission (FCC), and for Carriers to be exempted from payment of federal Universal Service Charges (FUSC) associated with services obtained from CenturyTel, Carriers must certify that they have submitted, or will submit, the FCC Form 499-A for its 200__ revenues. Alternatively, if Carrier is not intending to contribute to the FUSF and submit FCC Form 499-A, Carrier must certify that it qualifies for an exemption from contribution to the FUSF, in accordance with the FCC's rules and regulations of same.

Carrier must provide CenturyTel with an updated annual certification, no later than April 1 of each calendar year, so that CenturyTel may ensure that it continues to accurately report its revenues for FUSF contribution purposes.

To access a USF Certification form, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/CLEC_USF_Certification_Form.pdf

The completed profile, forecast, credit application, and USF certification forms should be emailed to cr-accountadm@centurytel.com.

■ **Tax Exemption**

If you have a current tax exemption certificate provided by the appropriate taxing jurisdictions and you would like to be flagged as exempt from said taxes, please provide CenturyTel with a copy of your exemption certificate(s). Alternately, you can provide the information from your certificates on our Tax Exemption Certification Form:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Tax_Exemption_Certificate.doc

Your tax exempt status will be valid until the expiration date of your certificate or until your certificate is revoked by the Department of Revenue. It will be the responsibility of the account holder to notify CenturyTel of any tax-exempt status changes. **CenturyTel will assess all applicable taxes until such time we are in receipt of valid exemption documentation.**

Your tax exempt certificate(s) or Tax Exemption Certification Form may be emailed to:

cr-accountadm@centurytel.com



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Please mail a copy of your tax exempt certificate(s) or Tax Exemption Certification Form to:
CenturyTel
Attn: Carrier Relations Account Administrator
100 CenturyTel Drive
Monroe, LA 71203-2041

Your tax exempt certificate(s) or Tax Exemption Certification Form may be faxed to:
1-318-388-9072
Attn: Carrier Relations Account Administrator

▪ **Letter of Authorization (LOA)**

Carriers must obtain permission from end users to act on their behalf in matters pertaining to the end users' communications services. The scope of this permission covers activities relating to obtaining records and placing orders on behalf of an end user. This relationship is established by providing Proof of Authorization (POA). Although there may be other methods of authorization, the authority can be arranged through a document called a Letter of Agency (LOA). This arrangement is common between local exchange service providers and other third-party providers. This requirement is based on the need to protect both the end user and the reseller from mishandling of accounts.

This document should be submitted to: FAX 866-763-1746 or by WAVE File to CenturyTel-CLEC@centurytel.com

LOA Must Contain The Following End User Information:

- Name, Address (where service resides), City, State, Zip Code and 10-digit Telephone number.
- Signature and title of end user
- Signature and title of reseller's representative
- List of items authorized to receive

▪ **Blanket Letter of Authorization**

A Carrier may submit a Blanket LOA (Letter Of Authorization) to release all information legally available to the Carrier regarding an End User's local service upon receipt of an appropriate Local Service Request for porting or resale of the End User's telephone number. The Blanket LOA allows the Carrier to attest to the fact they have Customer authorization to obtain the Customer Service Records.

The LOA must meet Section 222/Part 64 rules regarding CPNI compliance terms.

It is recommended that the Reseller or Porting Carrier use the provided CenturyTel Blanket LOA template; as this template is guaranteed to meet CenturyTel's need for demonstrating compliance with applicable law.

To access a Blanket LOA, please click the below link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Mutual_Blanket_Letter_of_Agency.pdf

This document should be submitted to: CenturyTel-CLEC@centurytel.com or FAX 866-763-1746



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B. Service Ordering Guidelines

▪ LSR Ordering Guidelines

This documentation utilizes the industry standard Ordering and Billing Forum (“OBF”) Guidelines as the basis of ordering Local Service.

CenturyTel currently utilizes the Local Service Ordering Guidelines (“LSOG”).

Information on obtaining LSOG forms should be directed to Alliance for Telecommunications Industry Solutions (“ATIS”) at 202-628-6380.

The complete OBF Document Catalogs and Ordering Forms are available on the ATIS Website at:

<http://www.atis.org/>

For Unbundled Loop Ordering Codes click the below link:

[http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Unbundled Loop Ordering Codes.xls](http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Unbundled_Loop_Ordering_Codes.xls)

▪ LSR Ordering Process

Orders are received via the CenturyTel Online Ordering Website, ezLocal®.

Click the following link to access the ezLocal® web site:

<https://selfservice.centurytel.com/ezLocal/>

The process begins when the Carrier submits an LSR to CenturyTel electronically via ezLocal®.

ezLocal® validates the LSR data and generates a service request. Since incomplete, incorrect, or conflicting information can result in CenturyTel’s inability to issue orders as requested, the LSR may be returned to the Carrier for clarification as necessary. Once the LSR is validated by the CenturyTel CLEC Provisioning Group, CenturyTel issues a Firm Order Confirmation (FOC) to the Carrier. At that point, the Ordering process is considered complete and provisioning of the service begins.

Note:

The Ordering process may differ depending on whether the requested service/product is Simple, Complex, or an Unbundled Network Element (UNE).

To receive promotional offers that are available to carriers, a carrier must submit the request on the original LSR. They must specify which promotion is being requested in the comments section.

All orders submitted (LSRs, ASRs and CSRs) are subject to application of Service Order Charges.



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The Ordering process can be divided into three distinct sub-processes. Listed below are the Ordering sub-processes and descriptions.

Term	Definition
Order Process Submission:	The Carrier submits an LSR electronically through ezLocal®.
Order Process Validation :	ezLocal® validates compliance with OBF guidelines.
Order Process Clarification:	LSR may be returned to the Carrier for clarification as necessary for incomplete, incorrect, or conflicting information.
Order Process Confirmation:	Order Process Confirmation occurs when the service request has been validated and is entered into CenturyTel's Ordering System for provisioning. At this point, an FOC is posted to the initiator's ezLocal® account.

Detailed ezLocal® order entry processes are outlined in the ezLocal® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

[http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocal User Guide.pdf](http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocal_User_Guide.pdf)

▪ **Firm Order Confirmation (FOC)**

FOC is confirmation from CenturyTel to the Carrier that its order has been received and is in the process of being worked. CenturyTel will post FOC notification to the initiator's ezLocal® account. ezLocal® provides the initiator the ability to view any status changes to the order including FOC status. It is the carrier's responsibility to check ezLocal® for order status updates.

The FOC will include:

- Telecommunications Carrier's Purchase Order Number
- Due Date for the service request
- End User's telephone number
- Circuit Identification Number
- Remarks

Upon receipt of a valid LSR, an FOC will typically be sent out for each LSR within 48 hours. However, order complexity may require additional time to process the order and post the FOC.

Standard intervals will apply to a maximum number of 50 orders (LSR, DSR, Porting) per day, per CLEC. Any CLEC with orders exceeding 50 per day may be subject to project management and will be worked on a best effort basis.



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■ **Due Date Intervals**

Unless specifically stated, the Intervals begin at the start of the Business Day following the day the order or request is submitted by the Carrier, for purposes of calculating compliance with the Provisioning Interval.

Due date is calculated based **upon receipt of a valid LSR**

PRODUCT	QUANTITY	INTERVALS
POTS (includes installation, moves, add/delete Features & PIC changes)	1-20	4 Business Days*
POTS (includes installation, moves, add/delete Features & PIC changes)	21 or more	Negotiate
KEY/PBX	1-5	4 Business Days*
KEY/PBX	6 or more	Negotiate
CENTREX (new system installation)	1-5	15 Business Days
CENTREX (new system installation)	6 or more	Negotiate
DID	1-5	4 Business Days*
DID	6 or more	Negotiate

*To cancel or make a change, LSRs must be received by 12 PM CT on the scheduled due date. Note: occasionally an influx of orders occurs, causing delays in order entry and FOC receipts. Complex order due dates may vary. To obtain due date information, please contact the Customer Service Support Group. Orders received after 3 PM will be processed as if received next business day.

■ **Due Date Modifications**

The Carrier may request a change in due date prior to the originally scheduled due date. Additional charges may apply. The new service date must be requested during normal business hours (8:00 AM-5:00 PM, M-F CT) and no additional work force can be required to complete the modification in order for the change request to be accepted.

- If the requested due date is earlier than the normal due date intervals, expedited order charges may apply. **NOTE: Local Number Portability (LNP) orders may not be expedited.**
- If the request for modification of the service date occurs within 4 hours of the scheduled date and time of coordinated hot cuts, the Carrier may be subject to charges for work already completed. These charges will apply on a per occurrence basis.
- A charge may be applied to the Carrier's Master Account when the Carrier submits a supplemental LSR to reschedule an order.



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▪ **Coordinated Hot Cuts**

All Coordinated Hot Cuts must be requested on the LSR. Please provide as much time as possible to ensure a smooth transition. Additional charges are associated with coordinated hot cut orders.

▪ **Expedited Order Charges**

Tariff charges will apply, in absence of a contractual agreement, to the Carrier's Master account any time a request for service is made in a shorter window of time than the published due date guidelines.

NOTE: Local Number Portability (LNP) orders may not be expedited.

To access the ASR Expedite Process, please click the following link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ASR_Expedite_Process.pdf

▪ **Individual Case Basis (ICB)**

Any request for an ICB will be referred to Account Manager for Special Processing.

▪ **Primary Inter-Exchange Carrier (PIC) Assignments**

Where a Reseller desires its End User Customer to have access to InterLATA/IntraLATA Long Distance Services, a PIC assignment must be designated. CenturyTel will not accept PIC change requests from any party other than the Reseller.

The Reseller is responsible for all Toll charges incurred by their End User Customer. CenturyTel will not bill long distance charges directly to a subscriber of a Reseller.

If the Reseller does not request Toll, the LSR must specify "NONE".

▪ **Master Street Address Guide (MSAG)**

The Master Street Address Guide (MSAG) is a database that contains a list of county streets, roads and number ranges within a geographical area. The respective state, county or other agencies designate these names of streets, roads and number ranges. The MSAG is the foundation of the E-911 emergency service process.

The MSAG can be made available at the County and Community level. Access to our online MSAG look up site called MSAG View is also available for use. MSAG View is available at no charge and allows the LEC, CLEC, or Reseller to view the streets, street ranges and street attributes as CenturyTel has them loaded in our E911 database. For questions and site access concerning MSAG View the carrier should contact the E911 database group at 1-800-788-1907.

If your end user does not have service with CenturyTel, you must obtain and validate your customer's address using the MSAG Website. Please contact Customer Support for access to this Website.

<http://www.centurytel.com/msag>



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▪ **Directory Listings**

There are two ways directory listings can be entered – via an LSR or via a one-time file that is provided annually.

a. LSR - Directory Service Request (DSR) process, (daily service order activity)

CenturyTel will maintain the CLEC's listings in its database for publishing purposes.

Orders must be submitted on the ezLocal® web site in order to have listings or porting information updated in CenturyTel's system. Normally, CLEC support representatives will enter any LSR or DSR information into CenturyTel's system within 48 hours of receiving the order. However, any orders exceeding 50 per day may be subject to project management and will be worked on a best effort basis. Once the information has been successfully entered into the system, a confirmation along with a service order number is sent back to the CLEC who submitted the order.

* CenturyTel is not responsible for meeting Business Office Close (BOC) dates for orders (LSRs, DSRs, Porting) greater than 50 per day per CLEC. Any orders exceeding 50 per day may be subject to project management and will be worked on a best effort basis. CLEC is responsible for submitting orders in the priority they wish to be worked. Orders not specified will be worked in the order they were received.

Tips for submitting a DSR:

- A DSR must be submitted with an LSR or separately as a Directory Only order type in order to set up a directory listing for the customer.
- Please ensure the DSR is populated according to LSOG Guidelines in order to avoid confusion as to whether a customer is published, non-published or non-listed.
- If no address is submitted on the directory listing, no address will be provided.
- Please submit only customers who are local to CenturyTel's ILEC areas for directory purposes.

The listings will be included along with CenturyTel's own listings to independent publishers for purposes of publishing other directories.

A file of listings will be extracted for each CLEC approximately 2 weeks before BOC (Business Office Close date) in order to verify the accuracy of the CLEC listings before submitting them to CenturyTel's publisher. The CLEC will be given 5 business days to verify and respond with any corrections. (If a CLEC requests a proof of its listings before the extract is scheduled, CenturyTel requires at least 2 weeks' notice.)

- A charge of \$1.50 will be assessed on each change to the listings except when the error is CenturyTel's.
- The tariffed DSR charge will be assessed per standalone DSR processed except in the case of carriers with contract rates. Contract rates will be assessed per DSR in accordance with contract terms.

To view the newest BOC schedule, click below:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Director-y-BusinessOfficeCloseSchedule.pdf>



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To sign up for notifications of updates to the schedule, click here and sign up for General Notifications:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/AlertsAndNotifications/>

The ezLocal® order entry process is outlined in the ezLocal® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocalUser_Guide.pdf

For questions about the LSR/DSR process, contact **CLEC Provisioning at 1-877-477-1747** or via email at centurytel.clec@centurytel.com.

- b. One time file (provided annually per directory) for all CLEC customer listings.

CLEC provides the file of its customers for each individual directory prior to business close date (also available on this site). The CLEC is to notify CenturyTel at least 45 days before business close to ensure that CenturyTel and its designated publisher is prepared to accommodate the file. The file must be supplied in MS Excel or another format that is mutually agreed upon by CenturyTel and CLEC. The listings should include Yellow pages headings for each business customers to be included in the Yellow Pages. If CenturyTel is made aware that the CLEC is providing a one time file, before 45 days prior to business close, a publisher representative may request the listings directly from the CLEC on behalf of CenturyTel when EAS listings from other telephone companies are obtained.

With the one time file process, CenturyTel does not enter the CLEC data into its database. As a result, listings are not provided to the CLEC for review or directly to third party publishers upon request. In the event that DSRs were previously submitted by the CLEC for a particular directory, CenturyTel will direct its support group to remove the CLEC listings from its database to ensure that listings are not duplicated. CenturyTel will also request that a separate distribution file be sent in order to ensure that each CLEC's customer receives a copy of the local CenturyTel directory. **For more information on supplying a one time file, please contact our Directory Services Department,**

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#directory>

All orders submitted are subject to application of Service Order Charges.



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■ **Special Access**

Access Service is ordered out of the various Access Service Tariffs filed with Interstate and Intrastate commissions.

When an IXC Carrier, CLEC or Wireless Service Provider requests that CenturyTel provide access service to be used in conjunction with its authorized telecommunications services, they should prepare and forward the appropriate access service request order forms (ASRs).

Special Access is comprised of a facility configuration provided between two or more locations. These locations may be the customer terminal or that of another customer terminal, an end user premises or a provider location

To view the process on how to submit a Special Access order, click on the following link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Special_Access_Process.pdf

● **Access Service Request-Disconnects**

A customer may discontinue Facilities for Intrastate Access (FIA) that is in service at any time. The request for discontinuance of service must be received by CenturyTel at least two business days prior to the date on which service is to be disconnected and billing discontinued. The request may be verbal or written; however, a verbal request must be followed, within ten days, by written confirmation. The written confirmation serves as a confirmation of the verbal request rather than a request itself. The customer must notify CenturyTel of a delay or cancellation in the discontinuance request prior to the disconnect date. CenturyTel, where possible, will establish the disconnect date in accordance with such request. Billing and service will then continue until the new requested disconnect date. If a service is discontinued prior to the expiration of the Minimum Period the Minimum Period Charges may apply. For Switched Access Service, the capacity discontinued may be subject to the Minimum Capacity Requirements.

■ **Provisioning Process**

The Provisioning process includes all of the activities necessary for CenturyTel to provide telecommunications services on a Carrier order. Provisioning begins once a complete and accurate service order is produced by Carrier into CenturyTel's Ordering System (COS). The provisioning process includes facilities assignment, software changes, circuit design, and issuance of technician work orders, service coordination/installation and testing /activation procedures. Provisioning is considered complete once the completion information is received by COS and routed to the appropriate systems.

The process for Provisioning is determined by various factors such as the type of service(s) order (designed or non-designed), the service(s) being requested, features, and number of new connects. The complexity of the service(s) ordered may dictate additional activities to ensure accurate provisioning of the order.

The Provisioning process can be divided into four logical sub-processes. Listed below are the Provisioning sub-processes and descriptions.

Term	Definition
Order Assignment:	This sub-process begins at COS and includes all assignment activities. Once the service order information is received by COS, it is transmitted to the necessary downstream systems based on the information contained in the service order. These systems provide assignment information back to COS.



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Order Design:	This sub-process includes all circuit design activities. If circuit design is needed (designed orders only), the order will be sent to the Access Ordering Design Center (AODC).
Service Work:	This sub-process begins once the order assignment and design information is received by the various CenturyTel service centers via the appropriate systems, depending on service type. This may/may not include a premise visit. Installation occurs during this sub-process. Service work ends when all appropriate centers have completed their portion of the provisioning process.
Provisioning Completion:	This sub-process begins once service completion information is received by the appropriate CenturyTel systems. Provisioning is complete once completion notice information is sent to the appropriate systems and billing information has been sent to CenturyTel's billing systems. Depending upon the Carrier's billing period, a bill may not be generated for 20-30 days after completion.



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■ **Local Number Portability Ordering Process**

The Local Number Portability (LNP) allows end-users to retain their telephone number when switching local exchange carriers at the same address location. This particular form of local number portability is known as service provider portability.

The Carrier must provide the OCN that's registered with NPAC, also known as the NPAC "SPID," prior to placing orders for LNP.

The LNP ordering process begins when a Carrier submits an LNP LSR to CenturyTel. Activations are limited: DID, Type I, and Type II, to 100 per Carrier per day; POTS 50 per Carrier per day. Upon receipt and validation of a LSR, CenturyTel issues a FOC to the Carrier with a due date and service orders are issued, if applicable. It is the Carrier's responsibility to send a "Create Subscription Version (SV)" to the Number Portability Administration Center (NPAC) upon receiving a FOC. This indicates the Carrier's intent to port the number. CenturyTel then sends a "Concur SV" to NPAC. The Carrier then sends an "Activate SV" to NPAC on the due date, indicating that the number has been ported.

After receiving notification from NPAC about the Carrier's "Activate SV," CenturyTel issues or completes a Disconnect service order, and listing order if applicable, depending on the type of request. CenturyTel then sends an E-911 Unlock message to, a neutral third party responsible for the E-911 database administration. The Carrier sends an E-911 Migrate message.

It is important to note that a supplemental LSR is needed to modify the due date or add or remove phone numbers from the request. CenturyTel will return a FOC for the supplemental LSR. The Carrier must modify the SVs for each telephone number impacted.

The LNP ordering process can be divided into four sub-processes:

Term	Definition
Order Submission:	Carrier sends an LNP LSR to the CenturyTel Support Center via electronic interface through CenturyTel Ordering System (COS).
Order Validation:	CenturyTel validates the Carrier LSR for errors, and requests clarification when necessary.
Order Administration:	CenturyTel issues service orders for LNP requests, if applicable. CenturyTel sends a FOC to the Carrier, if clarification is not needed. The Carrier receives the FOC and immediately sends a "Create SV" to NPAC. CenturyTel then sends a "Concur SV" to NPAC. The Carrier sends the "Activate SV" to NPAC on the due date, porting the number.
Order Completion:	CenturyTel issues or completes the Disconnect order, and listing order if applicable, and sends E-911 Unlock message to the E-911 database provider. The Carrier sends E-911 Migrate message.

LSRs to cancel or make a changes to any port order must be received by 5:00 PM CT on the scheduled due date. Note: occasionally an influx of orders occurs, causing delays in order entry and FOC receipts. To obtain due date information, please contact the Customer Service Support Group. Orders received after 3 PM will be processed as if received next business day.

NOTE: Local Number Portability (LNP) orders may not be expedited. The standard LNP provisioning interval will apply to all LNP orders with limited exception - a) those volumes of orders that exceed 50 per day per CLEC and are thereby subject to project management terms, or b) orders that have CLEC requested intervals longer than the standard interval.



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■ **Number Portability Using the Ten-Digit Trigger Method:**

When requested by a Competitive Local Exchange Carrier (CLEC) and/or Commercial Mobile Radio Service (CMRS) provider pursuant to its agreement with CenturyTel, CenturyTel will use the "ten-digit trigger method" (TDT) to implement number portability via the Federal Communications Commission (FCC) mandated Local Routing Number process, but only to the extent such method is technically feasible. CenturyTel has identified a narrow set of circumstances when the use of TDT is not technically feasible. Specifically, when a CLEC/CMRS provider requests that a number be ported from a Nortel DMS10 or Siemens DCO switch, and the traffic associated with that number currently is routed over an Internet Service Provider (ISP)- or Direct Inward Dialing (DID)-type trunk group, or similar trunk group, TDT is not technically feasible due to inherent technical limitations in these two types of switches. In this situation, the parties must effect the porting of the number using a Coordinated Hot Cut (CHC) process.

■ **Service Order Charges**

All orders submitted (ASRs and LSRs) are subject to application of Service Order Charges.

Carriers shall place order for number porting by submitting a local service request (LSR) to CenturyTel. A service order charge will be applicable when submitting a Local Service Request (LSR) for porting. The Service Ordering Charge covers the administrative order processing costs and is not associated with the recovery of any technical or materials costs that may be recovered through other charges. The rate charged will either be the contracted rate from the Agreement or a tariffed service order charge. The Purchase Order Number (PON) will be the identification for an individual LSR for billing purposes. CenturyTel will bill the service order charge for an LSR regardless if the LSR is later supplemented, clarified, or cancelled.

Tariffed service order charges are referenced on the Technical References page of this Website:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/technicalReferences.jsp>

■ **Network Interface Device (NID) Procedures**

A NID is a device or connection point that connects the network to the inside wire of a customer's premises, which provides a test point for the end user.

To view the procedures associated with NIDs, click on the following link:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/nidProcedures.jsp>



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▪ **Unbundled Network Element (UNE)**

To the extent that there may be any conflict between a definition below and a definition in the Telecom Act of 1996, or its implementing orders or rules, the definition in the Act or orders and rules will be the controlling definition.

UNE (Unbundled Network Element) is a term that describes various network components which can only be ordered under the terms of applicable Section 251 (c) Agreements with non-rural ILECs. Where such Agreements exist, CLECs must adhere to the terms and conditions of their signed Interconnection Agreement, which includes all necessary conditions related to Unbundled Loops.

2-Wire Analog Loop

A 2-Wire Analog Loop is a transmission facility which supports analog voice frequency, voice band services with loop start or ground start signaling within the frequency spectrum of approximately 300 Hz and 3000 Hz.

4-Wire Analog Loop

A 4-Wire Analog Loop is a transmission facility that provides a non-signaling voice band frequency spectrum of approximately 300 Hz to 3000 Hz. The 4-Wire Analog Loop provides separate transmit and receive paths.

2-Wire Digital Loop

A 2-Wire Digital Loop 160 Kbps is a transmission facility which supports Basic Rate ISDN (BRI) digital exchange services. The 2-Wire Digital Loop 160 Kbps supports usable bandwidth up to 160 Kbps.

4-Wire Digital Loop

A DS1 4-Wire Digital Loop 1.544 Mbps is a transmission facility from the CenturyTel Central Office to the end user premises that will support DS1 service (*i.e.*, usable bandwidth up to 1.544 Mbps) including Primary Rate ISDN (PRI). The 4-Wire Digital Loop 1.544 Mbps supports usable bandwidth up to 1.544 Mbps.

DS1 Loop

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/DS1_Loop_Revision.doc

DS3 Loop

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/D3.doc>

Commingling

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Commingling.doc>

UNE- Conversion

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Special_Access_UNE%20Conversion_Process.pdf



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XIII. Billing and Payment Information

Billing Process

The Billing process includes daily processing of service orders for account creation and updating, collection of usage to be applied to an account, calculation of charges for usage and services to be applied to an account, and issuance of a bill to the Carrier. The Billing process is a continuous cycle, but a billing period can be viewed as a completion of one cycle of the entire billing process. The billing period begins with the aggregation and calculation of usage charges, recurring charges, and non-recurring charges. The Carrier will be assigned a billing period, which will remain constant.

Carrier billing takes place in either the Ensemble Billing System or the Carrier Access Billing System (CABS).

Click the following link to view how to read an Ensemble Bill:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Files/QuickLinks/htrb_bus.pdf

CABS processes billing information for access services sold to Interexchange Carriers (IXCs) and Central Office Access Services.

Billing can be divided into six, distinct sub-processes; however, from a high level it is helpful to categorize the billing sub-processes into Daily Processing and Bill Period Processing. Daily Processing is a continuous process and functions independently of bill periods and customers. Daily Processing includes Daily Service Order Processing and Message Processing. Bill Period Processing is account-specific and is the set of processes that occurs during an actual billing period, including Bill Calculation, Bill Format, Bill Verification, and Bill Distribution.

Examine the descriptions below for a better understanding of each sub-process.

Term	Definition
Daily Service Order Processing:	This sub-process receives and processes completed service orders on a daily basis from CenturyTel's Ordering System (COS) and updates customer accounts in Ensemble and CABS with the appropriate services and billing indicators.
Message Acquisition and Processing:	This sub-process collects usage data, edits and validates the usage, then packages and routes the usage to the appropriate billing system (Ensemble or CABS) for processing and guiding to the appropriate account.
Bill Calculation:	This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service on the account, fractional month charges when appropriate, usage, surcharges, and taxes. This sub-process also applies aggregation rules and discounting.
Bill Format:	This sub-process produces variable sized and formatted invoices (e.g., face page, bill messages) based on specific customer criteria or industry standards.
Bill Verification:	This sub-process checks for accuracy of bill content and format in order to catch billing problem trends. Bill Verification occurs daily and problem trends that are detected are investigated and corrected.
Bill Distribution:	This sub-process prints and distributes billing invoices through electronic media and paper.



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Billing Formats

Billing is available in two different formats:

- Paper format – is mailed to the service provider on a monthly basis.
- EDI (Electronic Data Interchange) – is an application-to-computer exchange of business documents in a standard format over a communications path. EDI requires the industry guidelines that define the format and the data content of the business transaction. This permits computers to clearly understand the transaction expected and the data necessary to conduct that transaction. Trading partners (e.g., CenturyTel and the Carrier) must define the business information and supported standards that are necessary to transact business. This information is then encoded to fit a standard EDI transaction set for data transmission. EDI requires the use of industry guidelines that define the format and the data content of the business transaction. For more information about ordering EDI, contact Customer Service. When EDI format is requested, a set up fee is required.

Billing Disputes

General Information

The Carrier is responsible for full payment of all CenturyTel undisputed services billed monthly prior to the next billing date.

A billing dispute results when a Carrier submits a claim that supports its belief that an error condition exists on a bill. The Carrier is required to submit the billing dispute to the appropriate service center to begin this process. Should a Carrier's end-user submit a dispute to CenturyTel, the Carrier's end-user will be referred to the serving Carrier.

Typical claims include:

- Service connected in error (e.g., features were not ordered, but the Carrier was billed)
- Service not installed (e.g., blocks omitted from order from the Carrier's LSR)
- Service billed at incorrect rate (e.g., discount not applied to the Carrier's bill)

Resolution of Dispute

Generally, the disputes are resolved within 60 days from receipt of the claim and the Carrier is notified of the resolution via e-mail:


Dispute Resolution Follow-Through

If it is determined that an adjustment to the Carrier's bill needs to be made, typically the adjustment will appear on the following bill period after resolution.

As defined in the Tariff or Agreement, the Carrier will be responsible for all charges that are billed on each account. The Carrier will be required to submit documentation to substantiate billing dispute claims (as exhibited by the Billing Dispute Form supporting document) prior to the payment due date or payment in full must be remitted. CenturyTel will only address dispute claims that are filed within 90 calendar days of the date of the Carrier bill unless otherwise provided for in the Carrier agreement. Billing disputes should be submitted using the Website address below and choosing the section titled Billing Disputes.

<https://centurytelorderprocessing.centurytel.net/>



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CenturyTel will not become involved in disputes between the Carrier and the Carrier's end user customers. If a dispute does arise that cannot be settled without the involvement of CenturyTel, the Carrier shall contact the designated CenturyTel's Support Center for resolution. CenturyTel will make every effort to assist in the resolution of the dispute and will work with Reseller to resolve the matter in as timely a manner as possible.

Credits for Service Outages

To submit requests for credit due to an outage please follow the Billing Dispute process.

Submitting a Dispute Claim

The Processes for submitting Dispute Claims are found on our wholesale Website. Please click the following link to find those processes:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/QuickLinks/filingDisputeClaims.jsp>



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Billing Dispute Guidelines (Resale, UNE, Porting)

Following are guidelines for Carriers to use if disputing charges on their bill from CenturyTel.

Item	Description
1	The dispute must be <i>in writing</i> on a <i>Billing Dispute Form</i> , and submitted to CenturyTel via the Website, https://centurytelorderprocessing.centurytel.net/ . The dispute must list a specific dollar amount(s) and must list specific reasons for the dispute(s). Such disputes must be in sufficient detail for CenturyTel to identify the charge being disputed and the basis for the dispute.
2	Disputes on Feature Errors CenturyTel will need to review each order to confirm what was ordered. Carriers must provide a copy of the ordering LSR proving that the features were not requested. Failure to provide copies of LSRs to support your claim will invalidate your dispute and require payment of amounts immediately.
3	Disputing an entire bill is not considered a valid dispute by CenturyTel. A dispute of "NOT MY CUSTOMER" is also not a valid dispute. Provide additional information such as whether or not the customer was ever a customer of yours or the dates in which the customer was yours (i.e., between the dates of mm\dd\yy and mm\dd\yy). Provide the install date and disconnect date as well as the PON# for the disconnect.
4	Timely Submission of Claims Dispute Claims must be filed timely for consideration. CenturyTel will only address dispute claims that are filed within 90 calendar days of the date of the Carrier bill unless otherwise provided for in the Carrier agreement.
4a	Carriers are required to make timely payment of undisputed billed amounts. Thus, if a Carrier customer identifies a billing dispute and plans to withhold payment of the disputed amount, the dispute must be filed either <u>before</u> payment is rendered <u>or at the same time</u> payment is submitted. Otherwise, CenturyTel will consider any unpaid charges a default of payment .
4b	If a Carrier customer identifies a possible billing error after submitting payment of a bill, the Carrier customer should file a dispute claim with CenturyTel within the time allowance for filing dispute claims. Dispute claims that are subsequently deemed valid will be credited back to the Carrier's account once the review of the claim has been finalized.
4c	Billing dispute claims not filed within the time allowance described in this Section will be rejected .
5	Carrier dispute claims must be filed in accordance with these procedures to be considered. Claims not filed in accordance with these procedures will be rejected without consideration.
6	The Carrier Relations (CR) Collections department will notify the call center when future Carrier orders should be refused due to account not paid or deposit not paid. The CR Collections department will also notify the call center when a Carrier has restored their payment history and new orders can again be accepted.
7	Dispute claims are submitted via the Website, https://centurytelorderprocessing.centurytel.net/
8	Process for filing dispute claims: http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Billing_Disputes_Process.pdf
9	CenturyTel will provide Carrier with responses to each dispute claim via the Website, https://centurytelorderprocessing.centurytel.net/ <ul style="list-style-type: none"> Any initially invalid dispute amounts not paid within 10 business days may be considered past due and eligible for the application of late payment charges or other applicable treatment remedies. The Carrier will have 10 business days from the receipt of CenturyTel's dispute response letter to submit a Billing Re-Dispute Form for any item that the Carrier would like to appeal. (See Carrier Billing Dispute Appeal Guidelines)



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Billing Dispute Appeal Guidelines (Resale, UNE, Porting)

Following are guidelines for Carriers to use when appealing the validity of a response provided by CenturyTel to an initial billing dispute filed by a Carrier.

Item	Description
1	Dispute Appeal Process Once a response from CenturyTel of dispute invalidity has been received by a Carrier, they may choose one of two options to appeal CenturyTel's decision.
1a	Option 1 The Carrier may choose to engage in the CenturyTel dispute appeal process. If this option is chosen, the Carrier may submit in writing a Billing Re-Dispute Form via https://centurytelorderprocessing.centurytel.net/ <ul style="list-style-type: none">• The Billing Re-Dispute Form must contain complete information for every dispute decision being appealed, and must be in sufficient detail for CenturyTel to identify the charge being redisputed and the basis for the redispute for each response being appealed.• The Carrier will have 10 business days from the receipt of CenturyTel's response to the original dispute to submit a Billing Re-Dispute Form for any item that the Carrier would like to appeal.• If the Billing Re-Dispute Form is submitted later than 10 business days from the date of the original response notification letter, CenturyTel will reject the claim.
1b	Option 2 The Carrier may choose to engage in formal arbitration proceedings to aid in the evaluation and resolution of the validity of the dispute claim. The arbitration process will be used as a means of remedy as agreed to in the contract between the Carrier and CenturyTel.
2	Payment of Disputed Amounts During Appeal Process Whether the Carrier chooses Option 1 or Option 2, the CenturyTel dispute appeal process or formal arbitration, the Carrier is responsible for payment to CenturyTel of the disputed amount for initially invalid claims. Payment of these invalid dispute claims is due within 10 business days of the receipt of CenturyTel's response to the original dispute.
2a	Any initially invalid claims amounts not paid by 10 business days following CenturyTel's response to the claims will be considered past due. They will then be subject to late payment penalties or other applicable treatment remedies.
2b	Dispute claims that are subsequently deemed valid in the dispute appeal process will be credited back to the Carrier's account once the appeal has been finalized.
3	Filing billing re-dispute claims are submitted via the Website https://centurytelorderprocessing.centurytel.net/
4	Process for filing re-dispute claims: http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Billing_Disputes_Process.pdf



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Customer Payment Services

Remit Payments to:

P. O. Box 4300
Carol Stream, IL 60197-4300

Methods of Payment Available:

Connect Check (bank draft)
MasterCard/VISA
Cash (at payment locations) or Check

Telephone Numbers:

CLEC Provisioning– 888-477-1747
Financial Services – 888-646-0004
Payment or Account Balance 24 Hours/7 Days a Week – 866-486-8528

Temporary Suspend and Restores

The following will apply to Temporary Suspend & Restore of an End User of a Reseller

- Reseller will submit a Suspend & Restore form (see link)
- Financial Services will submit a service order to suspend or restore service
- Financial Services will submit a Suspend or Restore form with the order number and action taken to the Reseller

NOTE:

Line Connection charges will apply to restored line(s) after temporary suspend. Service order charges will apply to restore service after permanent disconnect.

To access the Suspend and Restore process, please click the following link:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Suspend_Restore_Process.pdf

Fax #:

318-213-7500

Due Date Intervals:

Requests received prior to 12:00 PM/ CST will be processed same day. Requests received after 12:00 PM/ CST may be subject to next day processing.



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XIV. E-911

- **E911 Data Exchange:** E911 record data exchange takes place between LECs, CLECs, and Resellers. Data exchange is an electronic process between the CenturyTel E911 database and the LEC, CLEC, or Reseller involved in the data exchange. The CenturyTel E911 Database is provisioned through Connect Enterprise. CenturyTel will create a mailbox in Connect Enterprise for connectivity upon request from a LEC, CLEC, or Reseller. Connect Enterprise is a secure firewall protected platform for data exchanged between CenturyTel and participating LECs, CLECs, and Resellers. A NENA 2 standard format structure is used for data exchange. For questions and information for initiating data exchange sessions the Carrier should contact the E911 database group at 1-800-788-1907 to initiate the contact with the I/T department.
 - **Manual Entry** NENA 2 standard file sharing is the accepted format for data exchange. Manual data entry is not the preferred method, but is necessary when the E-911 database records can not be sent electronically or if there is a problem with the electronic process.
- **System Access and Security:** The Reliance Database is CenturyTel's internal E-911 front end database system and is proprietary and copyrighted by CenturyTel. Access to this database is limited to CenturyTel users with secure accesses. Secure passwords and user ID's are assigned only through CenturyTel and approved through the Reliance E-911 Database Team in Monroe Louisiana.
- **Error Resolution:** Where CenturyTel is the lead database provider, error reports are made available for LECs, CLECs, and Resellers on a daily basis. Options for this process include dial-up, email, and server-to-server. Daily record transactions are processed in the E-911 database and the exceptions (errors) are made available for the LECs, CLECs, and Resellers within 24 hours. CenturyTel will create this electronic process by coordinating with the participating LEC, CLEC, or Reseller.
- **MSAG:** The Master Street Address Guide (MSAG) is a database that contains a list of county streets, roads and number ranges within a geographical area. The respective state, county or other agencies designate these names of streets, roads and number ranges. The MSAG is the foundation of the E-911 emergency service process.


The MSAG can be made available at the County and Community level. Access to our online MSAG look up site called MSAG View is also available for use. MSAG View is available at no charge and allows the LEC, CLEC, or Reseller to view the streets, street ranges and street attributes as CenturyTel has them loaded in our E-911 database. For questions and site access concerning MSAG View the carrier should contact the E-911 database group at 1-800-788-1907.

If your end user does not have service with CenturyTel, you must obtain and validate your customer's address using the MSAG website. Please contact Customer Support for access to this website.

<http://www.centurytel.com/msag/>

- **NPA Splits:** Data exchange during the event of an NPA split is coordinated internally as well as with participating TELCOs in the serving area of the split. For accepting records from participating TELCOs in areas where CenturyTel is the lead E-911 database provider, the new NPA table will be programmed in the E-911 database for data transactions. Once created, it will be necessary for the LEC, CLEC, and Reseller to electronically send delete records on the old record (old NPA) and insert records on the new record (new NPA). Coordination for this data exchange involving large data files during an NPA split can occur with CenturyTel by contacting the E-911 database group at 1-800-788-1907.



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- **Record Charges** Database charges on a per record basis are included in the PSAP/County's bill where CenturyTel is the E-911 Database provider or Lead Database provider for the county.



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XV. Directory

CenturyTel offers a Directory Services Agreement to those companies with fully executed Interconnection or Traffic Exchange Agreements. CenturyTel's Directory Services Agreement is also filed in several states' wholesale tariffs.

Carriers may choose to:

1. Enter into a Directory Services Agreement

Contact our Directory Services Department to discuss a new Directory Services Agreement.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#directory>

2. Add a Directory Services Agreement to their current ICA

Contact your regional Carrier Relations Director to discuss adding the Directory Services Agreement to your ICA.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#carrier>

3. Adopt the tariff language (where available)

You may contact either the Directory Services Department or your regional Carrier Relations Director if you choose to adopt the language from CenturyTel's wholesale tariff.

The standard directory services agreement template is available on the page below:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/DIRECTORY_SERVICES_AGREEMENT.pdf

The standard Directory Services Agreement includes:

1. A standard listing for each CLEC customer in the white pages section of the directory located in CenturyTel's directory coverage area.
2. Distribution of a directory to CLEC customers at the time of publication
3. A standard listing for the CLEC in the Information Pages section of each directory in which the CLEC operates. This includes a logo along with three critical contact telephone numbers for the company, such as customer service billing and repair numbers. Please note that CLEC must be operating in the market area for each directory and contact numbers must be in service at the time of publication.
4. Details about the alternate ways for provisioning CLEC customer listings:
 - a. LSR-DSR process, (daily service order activity)

CenturyTel will maintain the CLEC's listings in its database for publishing purposes.

Orders must be submitted on the ezLocal® web site in order to have listings or porting information updated in CenturyTel's system. Normally, CLEC support representatives will enter any LSR or DSR information into CenturyTel's system within 48 hours of receiving the order. However, any orders exceeding 50 per day may be subject to project management and will be worked on a best effort basis. Once the information has been successfully entered into the system, a confirmation along with a service order number is sent back to the CLEC who submitted the order.

* CenturyTel is not responsible for meeting Business Office Close (BOC) dates for orders (LSRs, DSRs, Porting) greater than 50 per day per CLEC. Any orders exceeding 50 per day



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may be subject to project management and will be worked on a best effort basis. CLEC is responsible for submitting orders in the priority they wish to be worked. Orders not specified will be worked in the order they were received.

Tips for submitting a DSR:

- A DSR must be submitted with an LSR or separately as a Directory Only order type in order to set up a directory listing for the customer.
- Please ensure the DSR is populated according to LSOG Guidelines in order to avoid confusion as to whether a customer is published, non-published or non-listed.
- If no address is submitted on the directory listing, no address will be provided.
- Please submit only customers who are local to CenturyTel's ILEC areas for directory purposes.

The listings will be included along with CenturyTel's own listings to independent publishers for purposes of publishing other directories.

A file of listings will be extracted for each CLEC approximately 2 weeks before BOC (Business Office Close date) in order to verify the accuracy of the CLEC listings before submitting them to CenturyTel's publisher. The CLEC will be given 5 business days to verify and respond with any corrections. (If a CLEC requests a proof of its listings before the extract is scheduled, CenturyTel requires at least 2 weeks' notice.)

- A charge of \$1.50 will be assessed on each change to the listings except when the error is CenturyTel's.
- The tariffed DSR charge will be assessed per standalone DSR processed except in the case of carriers with contract rates. Contract rates will be assessed per DSR in accordance with contract terms.

To view the newest BOC schedule, click here:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Directory-BusinessOfficeCloseSchedule.pdf>

To sign up for notifications of updates to the schedule, click here and sign up for General Notifications:

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/AlertsAndNotifications/>

The ezLocal® order entry process is outlined in the ezLocal® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocalUser_Guide.pdf

For questions about the LSR/DSR process, contact **CLEC Provisioning at 1-877-477-1747** or via email at centurytel.clec@centurytel.com.

- b. One time file (provided annually per directory) for all CLEC customer listings.

CLEC provides the file of its customers for each individual directory prior to business close date (also available on this site). The CLEC is to notify CenturyTel at least 45 days before business close to ensure that CenturyTel and its designated publisher is prepared to accommodate the file. The file must be supplied in MS Excel or another format that is



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mutually agreed upon by CenturyTel and CLEC. The listings should include Yellow pages headings for each business customers to be included in the Yellow Pages. If CenturyTel is made aware that the CLEC is providing a one time file, before 45 days prior to business close, a publisher representative may request the listings directly from the CLEC on behalf of CenturyTel when EAS listings from other telephone companies are obtained.

With the one time file process, CenturyTel does not enter the CLEC data into its database. As a result, listings are not provided to the CLEC for review or directly to third party publishers upon request. In the event that DSRs were previously submitted by the CLEC for a particular directory, CenturyTel will direct its support group to remove the CLEC listings from its database to ensure that listings are not duplicated. CenturyTel will also request that a separate distribution file be sent in order to ensure that each CLEC's customer receives a copy of the local CenturyTel directory. **For more information on supplying a one time file, please contact our Directory Services Department,**

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#directory>

All orders submitted are subject to application of Service Order Charges.



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XVI. Repair/Trouble Reporting

The Maintenance and Repair process involves the procedures in place to receive and resolve service trouble issues. Typically, this will involve a CLEC (i.e., Facility-Based or Reseller) reporting a problem with its customer's local service. CenturyTel will follow a set of standard procedures to locate the trouble, identify the correct course of action, and resolve the problem in the minimal amount of time possible.

CLECs are responsible for the retention and administration of records and end-user communications related to all repair and maintenance activities.

The process begins when a CLEC's customer calls his/her local service provider to report a service problem.

Facility-based carriers are required to first check their own facilities to see if the problem resides within their own or customer provided equipment. If the trouble is related to CenturyTel's equipment, the CLEC will then call either the CenturyTel Trouble Maintenance Center (CTMC).

Depending upon the type of service, a CTMC center agent will enter the trouble ticket into CenturyTel's trouble management systems. After the trouble ticket is entered, the equipment and facilities are tested to locate the source of the trouble. Based on the type of service, a center agent tests the circuit and interfaces by utilizing mechanized and non-mechanized testing systems to locate the trouble.

Upon locating the trouble, the trouble ticket is electronically dispatched to a technician to make the repair.

The technician makes the repair and restores service to the customer.

As described above, the Maintenance and Repair process can be divided into four distinct sub-processes:

Term	Definition
Trouble Ticket Reporting:	This sub-process includes the collection and entry of all relevant trouble information into CenturyTel's Trouble Management Systems.
Testing and Analyzing the Trouble:	This sub-process involves testing to determine the location of the trouble (Facilities, Equipment, Customer Provided Equipment, and Software).
Correcting the Trouble:	This sub-process involves the procedures followed to restore service. This may or may not involve dispatching a trouble ticket to a technician; however, in either case, the service provider's (i.e., CenturyTel) agent is assigned a trouble ticket and is responsible for restoring service to the customer.
Closing the Trouble Ticket:	This sub-process includes closing of the trouble ticket in CenturyTel's Trouble Management System.

Repair Contact Information

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#repair>

Repair Center Hours:

Open 24 hours per day, 7 days per week

The service provider must submit all requests for repair or maintenance. End users requesting repair or maintenance will be referred back to their service provider. Exception is CPE provided by CenturyTel.



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Carrier and CenturyTel will employ the following procedures for handling misdirected repair calls:

- a. Carrier and CenturyTel will provide their respective customers with the correct telephone numbers to call for access to their respective repair bureaus.
- b. Customers of Carrier shall be instructed to report all cases of trouble to Carrier. Customer of CenturyTel shall be instructed to report all cases of trouble to CenturyTel.
- c. To the extent the correct provider can be determined, misdirected repair calls will be referred to the proper provider of Basic Exchange Telecommunications Service.

Trouble Ticket Required Information:

Trouble Ticket Required Information
Working Telephone Number and/or Circuit ID
Name of Person Reporting the ticket
Verify Service Address – city and state
Description of Trouble
If access to premise will be available
Contact name and telephone number for Reseller
On-site contact name and telephone number
Owner of circuit
Carrier ticket number



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XVII. SAFETY

The CenturyTel Corporate Safety and Environmental Department consists of one Corporate Manager and three Region Safety Managers. The Corporate staff member provides Occupational, Safety, and Health Administration (OSHA) and Environmental Protection Agency (EPA) compliance and support as it pertains to all CenturyTel operations. The Region Managers provide local safety support which includes policies, training, and resources. The CenturyTel safety program includes a Safety Manual containing all policies, procedures and recordkeeping forms required to maintain our operational safety compliance. Additionally, we have several Telecommunications Operating Policies (TOP) and CenturyTel Service Practices (CSP) with guidelines for specific procedures for complying with environmental requirements. You may contact the Manager of Corporate Safety and Environmental directly 24 x 7 at 318-340-5110 for questions or to report concerns or emergencies.

XVIII. DISASTER RECOVERY

During a disaster, CenturyTel will make every effort to keep Carriers updated on the status of our network. CenturyTel provisioning and maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any provisioning and maintenance center from service, another geographical center would assume provisioning and maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.

CenturyTel will have a group of employees that will act together as a Contact for Carriers during a disaster. This group will be fully accessible to CLECs and will quickly investigate any parity concerns that CLECs raise in the aftermath of a disaster. Because the severity of damage and devastation associated with each disaster is unique, CenturyTel will communicate with CLECs as necessary based upon the particular facts of each natural disaster. Should a natural disaster occur, CenturyTel will issue Notification via the Website providing disaster contact information.