

# OPERATIONS SUPPORT SYSTEM

TABLE OF CONTENTS

1 INTRODUCTION ..... 3

2 GENERAL CONDITIONS..... 3

3 PRE-ORDER ..... 5

4 ORDERING/PROVISIONING ..... 8

5 MAINTENANCE/REPAIR..... 9

6 BILLING..... 9

7 REMOTE ACCESS FACILITY ..... 10

8 DATA CONNECTION SECURITY REQUIREMENTS ..... 11

9 OPERATIONAL READINESS TESTING (ORT) FOR ORDERING/PROVISIONING AND  
REPAIR/MAINTENANCE INTERFACES..... 15

10 TRAINING ..... 15

11 SERVICE BUREAU PROVIDER ARRANGEMENTS FOR SHARED ACCESS TO OSS ..... 17

12 OSS CHARGES FOR SYSTEM ACCESS AND CONNECTIVITY *INTENTIONALLY OMITTED* 17

## 1 INTRODUCTION

- 1.1 This Appendix sets forth the terms and conditions under which SBC ILLINOIS provides access to SBC ILLINOIS's Operations Support System (OSS) "functions" to MCI<sub>m</sub> for pre-ordering, ordering, provisioning, and maintenance/repair, and billing as provided by SBC ILLINOIS.
- 1.2 With respect to all matters covered by this Appendix, the Parties will comply with the SBC Plan of Record (POR) final version for Uniform and Enhanced OSS ("Uniform POR") as approved by the FCC on 9/22/00 and the SBC-13STATE Change Management Process "CMP" Document, subject to applicable state law or Commission orders. If specific performance under this Appendix is not detailed in the Uniform POR or CMP, it will then be governed by the terms and conditions of this Appendix.
- 1.3 Definitions
- 1.3.1 "LSC" Local Service Center for SBC ILLINOIS.
- 1.3.2 "LOC" means the Local Operations Center for SBC ILLINOIS.

## 2 GENERAL CONDITIONS

- 2.1 Performance Standards. SBC ILLINOIS shall comply with the service guarantees and Performance Standards, measurements, and reporting regarding OSS Functions, set forth in Appendix Performance Measurements. Further, SBC ILLINOIS will compensate MCI<sub>m</sub> in accordance with Appendix Performance Measurements for any OSS Function-related Performance Standards SBC ILLINOIS fails to meet.
- 2.2 MCI<sub>m</sub> agrees to utilize SBC ILLINOIS electronic interfaces, as described herein, for the purposes of establishing and maintaining Resale Services, Lawful UNEs, local number portability, or local Interconnection trunking through SBC ILLINOIS. In addition, MCI<sub>m</sub> agrees that for SBC ILLINOIS such use will comply with SBC ILLINOIS' Security Policies and Guidelines incorporated in Section 8. Notwithstanding anything in this Appendix to the contrary, failure to comply with such security guidelines may result in forfeiture of electronic access to OSS functionality. ***In addition, MCI<sub>m</sub> agrees to indemnify and hold SBC ILLINOIS harmless against any claim made by an end user customer of MCI<sub>m</sub> or other third party against SBC ILLINOIS caused by or related to MCI<sub>m</sub>'s use of any SBC ILLINOIS OSS. In addition, MCI<sub>m</sub> shall be responsible for and indemnifies SBC ILLINOIS against any cost, expense or liability relating to any demonstrated incident of unauthorized entry or access into, or use or manipulation of SBC ILLINOIS's OSS from MCI<sub>m</sub> systems, workstations or terminals or by MCI<sub>m</sub> employees or agents or any third party gaining access through information and/or facilities obtained from or utilized by MCI<sub>m</sub> and shall pay SBC ILLINOIS for any and all damages that SBC ILLINOIS can demonstrate are caused by such unauthorized entry or use.*** SBC ILLINOIS shall be permitted to audit all activities by MCI<sub>m</sub> using any SBC ILLINOIS OSS not more than once annually, upon written notice to MCI<sub>m</sub>. Such written notice shall specify the type of information SBC ILLINOIS is seeking and shall also specify the reason SBC ILLINOIS is seeking the audit, including any alleged "misuse" of the OSS by MCI<sub>m</sub>. MCI<sub>m</sub> shall provide the requested information within fourteen (14) days of receiving notice from SBC ILLINOIS. All such information obtained through an audit shall be deemed proprietary and shall be covered by the General Terms and Conditions.

**KEY:*****Bold italic*** font represents MCI<sub>m</sub> proposed language.**Bold underlined** font represents SBC proposed language.

- 2.3 The Dispute Resolution (DR) process set forth in the ICA shall apply to any issues, which arise under this Appendix, including any alleged non-compliance with these security guidelines.
- 2.4 To the extent Resale Lawful Unbundled Network Elements (UNE), local number portability and interconnection trunking, pre-ordering, ordering, provisioning and maintenance/repair, and billing functions as provided herein are available electronically, they will be accessible via OSS interfaces as described herein. Manual access remains available via the Local Service Center (LSC) and the Local Operations Center (LOC) to the extent described below. Should SBC ILLINOIS develop electronic interfaces for these functions for itself, its affiliates and/or other CLECs, SBC ILLINOIS will offer electronic access to these functions to MCI at parity. The Parties agree that electronic order processing is more efficient than manual order processing. During implementation or upon SBC ILLINOIS' request, the Parties will negotiate a threshold volume of orders after which electronic ordering is required. Once MCI is submitting more than the agreed to threshold amount, but not later than twelve (12) months from the Effective Date of this Agreement, MCI will no longer submit orders manually. Provided, however, when the electronic order processing is unavailable for a substantial period of time, or where a given order cannot be processed electronically, SBC ILLINOIS shall accept manual orders.
- 2.5 Within SBC ILLINOIS, and other SBC regions, MCI's access to pre-order functions described in Section 3 will only be utilized to view Customer Proprietary Network Information (CPNI) of MCI's end user customer accounts and any other end user customer accounts where MCI has obtained an authorization for release of CPNI from the end user customer **and has obtained an authorization to become the end user customer's Local Service Provider**. The authorization for release of CPNI shall comply with state and federal rules or guidelines concerning access to such information. MCI's obligation to obtain authority prior to accessing CPNI electronically, as set forth in the preceding provisions, is subject to modification in accordance with any governing regulatory decisions expressly addressing this subject matter.
- 2.6 MCI will obtain **prior to viewing information in ILEC OSS** authorization for change in local exchange service and release of CPNI that adheres to all requirements of state and federal law, as applicable CPNI, includes customer name, billing and service address, billing telephone number(s), any and all exemption status or current status of eligibility for reduced charges, and identification of features and services subscribed to by customer.
- 2.7 Intentionally Omitted.
- 2.8 ***Intentionally Omitted. Throughout the SBC ILLINOIS region, MCI is solely responsible for determining whether proper authorization has been obtained and holds SBC ILLINOIS harmless from any loss on account of MCI's failure to obtain proper CPNI consent from an end user customer.***
- 2.9 By utilizing any electronic interfaces, MCI agrees not to knowingly alter any applicable Resale rates and charges where they are subject to the terms of this Agreement and applicable tariffs dependent on region of operation, or SBC ILLINOIS' UNE rates and charges, dependent upon region of operation, per the terms of this Agreement.
- 2.10 MCI agrees to use reasonable business efforts to submit orders that are correct and complete. SBC ILLINOIS will use reasonable business efforts to process MCI's orders before rejecting MCI orders for accuracy and completeness. The Parties agree to

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conduct internal and independent reviews for accuracy. MCIIm is also responsible for all actions of its employees using any of SBC ILLINOIS' OSS systems. As such, MCIIm agrees to accept and pay all reasonable costs or expenses, including labor costs, incurred by SBC ILLINOIS caused by any and all inaccurate ordering or usage of the OSS, if such costs are not already recovered through other charges assessed by SBC ILLINOIS to MCIIm

- 2.11 Work Center for OSS Single Point of Contact. SBC ILLINOIS has a single help desk, called the Information Services Call Center (ISCC), which provides technical support as MCIIm's single point of contact (SPOC) for all of SBC ILLINOIS electronic OSS interfaces involved in the pre-ordering, ordering, provisioning, and maintenance/repair and billing of Network Elements and Local Resale services. MCIIm will also provide a single point of contact for technical support issues related to the electronic interfaces.
- 2.12 Within a commercially reasonable time, if such does not already exist between the Parties, SBC ILLINOIS and MCIIm will establish interface contingency plans and disaster recovery plans for the pre-order, ordering and provisioning and maintenance/repair, and billing for Resale services, Lawful UNEs, local number portability, or interconnection trunking.
- 2.13 The Parties will follow the final adopted guidelines of SBC Competitive Local Exchange (CLEC) 13-State Interface Change Management Process as may be modified from time to time in accordance with the Change Management principles. Certain OSS interfaces described in this Appendix may be modified, temporarily unavailable or may be phased out after execution of this Appendix. SBC ILLINOIS shall provide proper notice of interface phase out as required by the Change Management process. The Parties acknowledge that Change Management processes may be affected by the Uniform POR once approved by FCC.
- 2.14 SBC ILLINOIS and MCIIm agree to participate in and abide by resolutions of the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry guidelines for electronic interfaces for pre-order, ordering, and provisioning. Neither Party waives its rights as participants in such forums or in the implementation of the guidelines. To achieve system functionality as quickly as possible, the Parties acknowledge that SBC ILLINOIS may deploy these interfaces with requirements developed in advance of industry guidelines. Thus, subsequent modifications may be necessary to comply with emerging guidelines consistent with requirements of this Appendix.
- 2.15 MCIIm and SBC ILLINOIS are individually responsible for evaluating the risk of developing their respective systems in advance of guidelines and agree to support their own system modifications to comply with new requirements. In addition, SBC ILLINOIS has the right to define LSR Usage requirements according to the practices in the OBF Local Service Ordering Guidelines (LSOG).
- 2.16 MCIIm is responsible for obtaining operating system software and hardware to access SBC ILLINOIS OSS functions as specified in the document "Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures", or any other documents or interface requirements subsequently generated by SBC for any of its regions.

### 3 PRE-ORDER

- 3.1 SBC ILLINOIS will provide access to pre-order functions at parity with what it provides to

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itself, its affiliate(s) and/or any other CLEC, to support MCI ordering of services via electronic interfaces. Real time access to pre-order functions that may be developed in the future will be offered to MCI to the extent and on the same basis as SBC ILLINOIS provides to itself or its affiliates and/or any other CLEC. The Parties acknowledge that ordering requirements necessitate the use of current, real time pre-order information to accurately build service orders. The following lists represent pre-order functions that are available to MCI so that MCI order requests may be created to comply with SBC's region-specific ordering requirements.

- 3.2 Pre-ordering information either manually or electronically for Resale and Lawful\_UNEs includes:
- 3.2.1 Feature/Service Availability
- 3.2.1.1 Feature Inquiry provides SBC ILLINOIS with feature and service availability by WTN, NPA/NXX, and CLLI Code (as applicable).
- 3.2.1.2 PIC/LPIC Inquiry provides SBC ILLINOIS Primary Interexchange Carrier (PIC) options for intraLATA toll and interLATA toll.
- 3.2.2 Customer Service Information - CSI Inquiry
- 3.2.2.1 Access to SBC ILLINOIS retail or resold CPNI and account information for pre-ordering will include: billing name, service address, billing address, service and feature subscription, directory listing information, long distance carrier identity, and pending service order activity. CLEC agrees that CLEC's representatives will not access the information specified in this subsection until after the End User requests that his or her Local Service Provider be changed to CLEC, and an End User authorization for release of CPNI complies with conditions as described in section 3.2 of this Appendix.
- 3.2.3 Telephone Number Inquiry
- 3.2.3.1 SBC ILLINOIS provides a Telephone Number Reservation Inquiry and a Cancel Reservation function. With the rollout of the Uniform Pre-Order Interfaces, SBC ILLINOIS also provides a Telephone Number Confirmation Inquiry function.
- 3.2.4 Scheduling Inquiry/Availability
- 3.2.4.1 Due Date Inquiry provides next available dates for the End User (where available).
- 3.2.4.2 Dispatch Inquiry provides information to indicate whether dispatch is required.
- 3.2.5 Address Validation Inquiry
- 3.2.5.1 SBC ILLINOIS provides address validation function.
- 3.3 The following are Pre-Order functions specific to Lawful\_UNEs

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- 3.3.1 Loop Pre-Qualification and Loop Qualification Inquiry
  - 3.3.1.1 SBC ILLINOIS provides pre-order loop qualification information specific to DSL capable and Line Shared UNE loops consistent with the XDSL and Advanced Services OSS Plan of Record filed 4/3/00 and approved by FCC on 12/22/00.
- 3.3.2 Common Language Location Indicator (CLLI) Inquiry
  - 3.3.2.1 SBC ILLINOIS provides CLLI code inquiry function.
- 3.3.3 Connecting Facility Assignment (CFA) Inquiry
  - 3.3.3.1 SBC ILLINOIS provides a CFA inquiry function.
- 3.3.4 Network Channel/Network Channel Interface (NC/NCI) Inquiry
  - 3.3.4.1 SBC ILLINOIS provides a NC/NCI inquiry function.
- 3.4 Electronic Access to Pre-Order Functions
  - 3.4.1 Resale and UNE Pre-order Interface Availability
    - 3.4.1.1 Enhanced Verigate is the 13-state uniform pre-order GUI interface available in SBC ILLINOIS to provide the pre-ordering functions listed in section 4.2. Enhanced Verigate is accessible via a web-based Toolbar.
    - 3.4.1.2 An industry standard EDI/CORBA Pre-ordering Gateway is provided by SBC ILLINOIS. This pre-ordering gateway supports two structural protocols, EDI and CORBA, as recommended by the technical industry committees. EDI/CORBA, is the 13-state uniform pre-order application-to-application interface that can be integrated with the CLEC's own negotiation system and that supports both Resale services and Lawful UNEs.
  - 3.5 Other Pre-order Function Availability
    - 3.5.1 Where pre-ordering functions are not available electronically, CLEC will manually request this information from the LSC, dependent on operating region, for inclusion on the service order request.
    - 3.5.2 Data Validation Files are available for the purpose of providing requesting CLECs with an alternate method of acquiring pre-ordering information that is considered relatively static. Upon request, SBC ILLINOIS will provide CLECs with any of the following Data Validation Files via Connect: Direct, CD-ROM, or downloadable via the pre-order GUI – Enhanced Verigate. Due to its size, the Street Address Guide (SAG) will be available only via Connect:Direct, and CD-ROM.
      - 3.5.2.1 Data Validation Files:
        - 3.5.2.1.1 SAG (Street Address Guide)

- 3.5.2.1.2 Feature/Service Availability by Switch
- 3.5.2.1.3 Directory Names
- 3.5.2.1.4 Class of Service Codes
- 3.5.2.1.5 USOC (Universal Service Order Codes)
- 3.5.2.1.6 Community Names
- 3.5.2.1.7 Yellow Page Headings
- 3.5.2.1.8 PIC/LPIC (InterLATA/IntraLATA).

#### 4 ORDERING/PROVISIONING

- 4.1 SBC ILLINOIS shall provide, through electronic interfaces, provisioning and premises visit installation support for coordinated scheduling, status, and dispatch capabilities as provided in the Uniform POR.
- 4.2 SBC ILLINOIS will provide electronic access to ordering functions to support MCI<sup>m</sup> provisioning of services provided herein as described below. Real time access to ordering functions will be made available to MCI<sup>m</sup> at parity with what SBC ILLINOIS provides to itself or its affiliate(s) and/or any other CLEC. Intervals for Performance Measurements will be as defined in Appendix Performance Measurements. To order Resale services and Lawful UNEs, MCI<sup>m</sup> will format the service request to identify what features, services, or elements it wishes SBC ILLINOIS to provision in accordance with SBC ILLINOIS ordering requirements.
- 4.3 Resale and UNE Service Order Request Ordering System:
  - 4.3.1 SBC ILLINOIS makes available to MCI<sup>m</sup> an Electronic Data Interchange (EDI) interface for transmission of MCI<sup>m</sup> Local Service Requests (LSR) formats as defined in the SBC 13-STATE Local Service Order Requirements (LSOR). In ordering and provisioning of Resale Services or Lawful UNEs, MCI<sup>m</sup> and SBC ILLINOIS will utilize industry guidelines developed by OBF and TCIF to transmit data based upon SBC ILLINOIS Resale ordering requirements in accordance with Uniform POR. In addition, Local Number Portability (LNP) will be ordered consistent with the OBF LSR and EDI process.
  - 4.3.2 For SBC ILLINOIS, web-based LEX is the new 13-state uniform ordering GUI interface that provides access to the uniform ordering functions for Resale Services and Lawful UNEs. Web-based LEX is accessible via a web-based Toolbar.
  - 4.3.3 In ordering and provisioning Unbundled Dedicated Transport and local interconnection trunks, MCI<sup>m</sup> and SBC ILLINOIS will utilize industry ASR guidelines developed by OBF based upon SBC ILLINOIS ordering requirements.
- 4.4 Provisioning for Resale Services and Lawful UNEs in SBC ILLINOIS: SBC ILLINOIS will provision Resale services and Lawful UNEs as detailed in MCI<sup>m</sup> order requests. Electronic access to status on such orders will be provided via the following electronic

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interfaces:

- 4.4.1 For EDI ordering, SBC ILLINOIS provides MCI<sub>m</sub>, and MCI<sub>m</sub> uses, an EDI interface for transferring and receiving orders, Firm Order Confirmation (FOC), Service Order Completion (SOC), and, as available, other provisioning data and information (e.g., jeopardies and rejects) as described in the Uniform POR.
- 4.4.2 For SBC ILLINOIS, Order Status and Provisioning Order Status functionality is provided through the Enhanced Verigate interface which will allow CLEC to check service order status.
- 4.5 "As is migrations" (meaning, a Local Service Request that seeks to convert the End User Customer with whatever array of services he or she currently has) shall only be permitted for Resale.

## 5 MAINTENANCE/REPAIR

- 5.1 Real time electronic interfaces are accessible in SBC ILLINOIS to place and check the status of trouble reports for both Resale and UNE. Upon request, MCI<sub>m</sub> may access these functions via the following methods:
  - 5.1.1 In SBC ILLINOIS, Electronic Bonding for Trouble Administration-GUI (EBTA-GUI) allows MCI<sub>m</sub> to issue trouble tickets, view status, and view trouble history on-line. SBC ILLINOIS shall provide an Estimated Time To Repair (ETTR) on all trouble reports at parity with what it provides its affiliates, its retail customers and other CLECs.
  - 5.1.2 In SBC ILLINOIS, Electronic Bonding Trouble Administration (EBTA) is an interface that is available for trouble report submission and status updates. This EBTA conforms to ANSI guidelines T1:227:1995 and T1.228:1995, Electronic Communications Implementation Committee (ECIC) Trouble Report Format Definition (TFRD) Number 1 as defined in ECIC document ECIC/TRA/95-003, and all guidelines referenced within those documents, as mutually agreed upon by MCI<sub>m</sub> and in SBC ILLINOIS. Functions currently implemented will include Enter Trouble, Request Trouble Report Status, Add Trouble Information, Modify Trouble Report Attributes, Trouble Report Attribute Value Change Notification, and Cancel Trouble Report, as explained in 6 and 9 of ANSI T1.228:1995. MCI<sub>m</sub> and SBC ILLINOIS will exchange requests over a mutually agreeable X.25-based network.

## 6 BILLING

- 6.1 For Resale Services in SBC ILLINOIS, MCI<sub>m</sub> may elect to receive its bill on CD. Electronic access to billing information for Resale Services will also be available via the following interfaces:
  - 6.1.1 MCI<sub>m</sub> may receive a Usage Extract Feed electronically in SBC ILLINOIS. On a daily basis, this feed provides information on the usage billed to its accounts for resale services in the industry standardized Exchange Message Interface (EMI) format.
  - 6.1.2 SBC ILLINOIS shall provide local disconnect report records via the EDI 836 transaction set.

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- 6.1.3 In SBC ILLINOIS, MCIIm may receive a mechanized bill via the SBC ILLINOIS Electronic Billing System (AEBS) transaction set. Additional mechanized billing options will be forthcoming as described in the Uniform POR.
- 6.2 Electronic access to billing information for Lawful UNEs will also be available via the following interfaces:
- 6.2.1 SBC ILLINOIS makes available to MCIIm a local bill data tape to receive data in an electronic format from its CABS database. The local bill data tape contains the same information that would appear on MCIIm's paper bill.
- 6.2.2 MCIIm may receive a Usage Extract Feed electronically in SBC ILLINOIS. On a daily basis, this feed provides information on the usage billed to its accounts for UNE in the industry standardized Exchange Message Interface (EMI) format.
- 6.3 SBC ILLINOIS shall provide timely notice of customer migrations of MCIIm to SBC ILLINOIS or from MCIIm to another carrier. In the event that SBC ILLINOIS fails to provide timely notice of such migrations, and such failure results in improper billing by MCIIm, SBC ILLINOIS shall, upon MCIIm's request, notify the affected customer(s) that continued billing after the migration was the fault of SBC ILLINOIS, not MCIIm or, if applicable, the other carrier.

## 7 REMOTE ACCESS FACILITY

- 7.1 MCIIm must access OSS interfaces via a MCIIm Remote Access Facility. For SBC ILLINOIS, the LRAF, located in Dallas, TX, will be used. Connection to these remote access facilities will be established via a "port" either through dial-up or direct connection as described in Section 7.2. MCIIm may utilize a port to access SBC's OSS interfaces to perform the supported functions in any SBC states where MCIIm has executed an Appendix OSS. OSS applications that are accessible through the Internet will also go through a secured Remote Access Facility.
- 7.2 For SBC ILLINOIS, MCIIm may use three types of access: Switched, Private Line, and Frame Relay. For Private Line and Frame Relay "Direct Connections," MCIIm shall provide its own router, circuit, and two Channel Service Units/Data Service Units (CSU/DSU). The demarcation point shall be the router interface at the LRAF, SRAF, ARAF, and/or PRAF. Switched Access "Dial-up Connections" require MCIIm to provide its own modems and connection to the LRAF, PRAF, SRAF and ARAF. MCIIm shall pay the cost of the call if Switched Access is used. Connections via the Public Internet require CLEC to connect to an ISP of their choice and use one of the HTTPS URLs associated with access to SBC ILLINOIS OSS via the public internet.
- 7.3 For SBC ILLINOIS, MCIIm shall use TCP/IP to access SBC ILLINOIS OSS via the LRAF, ARAF, SRAF, and the PRAF. In addition, MCIIm shall have at a minimum of one valid Internet Protocol (IP) network address per region. MCIIm shall maintain user-ids/passwords for accessing an SBC ILLINOIS OSS on MCIIm's behalf under the SBC block ID program.
- 7.4 For SBC ILLINOIS, MCIIm shall attend and participate in implementation meetings to discuss MCIIm LRAF/PRAF/ARAF/SRAF access plans in detail and schedule testing of such connections.

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**8 DATA CONNECTION SECURITY REQUIREMENTS**

- 8.1 MCIIm agrees that interconnection of MCIIm data facilities with SBC ILLINOIS data facilities for access to OSS will be in compliance with SBC's Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures document current at the time of initial connection to a RAF. The following additional terms in this Section govern direct and dial up connections between MCIIm and the PRAF, LRAF, ARAF and SRAF for access to OSS Interfaces.
- 8.2 Joint Security Requirements
- 8.2.1 Both Parties will maintain accurate and auditable records that monitor user authentication and machine integrity and confidentiality (e.g., password assignment and aging, chronological logs configured, system accounting data, etc.)
- 8.2.2 Both Parties shall maintain accurate and complete records detailing the individual data connections and systems to which they have granted the other Party access or interface privileges. These records will include, but are not limited to, user ID assignment, user request records, system configuration, time limits of user access or system interfaces. These records should be kept until the termination of this Agreement or the termination of the requested access by the identified individual. Either Party may initiate a compliance review of the connection records to verify that only the agreed to connections are in place and that the connection records are accurate.
- 8.2.3 Each Party shall notify the other party immediately, whenever its current user id or system access request is no longer approved or considered authorized for access.
- 8.2.4 Both Parties shall use an industry standard virus detection software program at all times. The Parties shall immediately advise each other by telephone upon actual knowledge that a virus or other malicious code has been transmitted to the other Party.
- 8.2.5 All physical access to equipment and services required to transmit data will be in secured locations. Verification of authorization will be required for access to all such secured locations. A secured location is where walls and doors are constructed and arranged to serve as barriers and to provide uniform protection for all equipment used in the data connections which are made as a result of the user's access to either the MCIIm or SBC ILLINOIS network. At a minimum, this shall include: access doors equipped with card reader control or an equivalent authentication procedure and/or device, and egress doors which generate a real-time alarm when opened and which are equipped with tamper resistant and panic hardware as required to meet building and safety standards.
- 8.2.6 Both Parties shall maintain accurate and complete records on the card access system or lock and key administration to the rooms housing the equipment utilized to make the connection(s) to the other Party's network. These records will include management of card or key issue, activation or distribution and deactivation.
- 8.3 Additional Responsibilities of Both Parties

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- 8.3.1 Modem/DSU Maintenance And Use Policy: To the extent the access provided hereunder involves the support and maintenance of MCI<sup>m</sup> equipment on SBC ILLINOIS' premises, such maintenance will be provided under the terms of the Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures document cited above.
- 8.3.2 Monitoring: Each Party will monitor its own network relating to any user's access to the Party's networks, processing systems, and applications. This information may be collected, retained, and analyzed to identify potential security risks without notice. This information may include, but is not limited to, trace files, statistics, network addresses, and the actual data or screens accessed or transferred.
- 8.3.3 Each Party shall notify the other Party's security organization immediately upon initial discovery of actual or suspected unauthorized access to, misuse of, or other "at risk" conditions regarding the identified data facilities or information. Each Party shall provide a specified point of contact. If either Party suspects unauthorized or inappropriate access, the Parties shall work together to isolate and resolve the problem.
- 8.3.4 In the event that one Party identifies inconsistencies or lapses in the other Party's adherence to the security provisions described herein, or a discrepancy is found, documented, and delivered to the non-complying Party, a corrective action plan to address the identified vulnerabilities must be provided by the non-complying Party within thirty (30) calendar days of the date of the identified inconsistency. The corrective action plan must identify what will be done, the Party accountable/responsible, and the proposed compliance date. The non-complying Party must provide periodic status reports (minimally monthly) to the other Party's security organization on the implementation of the corrective action plan in order to track the work to completion.
- 8.3.5 In the event there are technological constraints or situations where either Party's corporate security requirements cannot be met, the Parties will institute mutually agreed upon alternative security controls and safeguards to mitigate risks.
- 8.3.6 All network-related problems will be managed to resolution by the respective organizations, MCI<sup>m</sup> or SBC ILLINOIS, as appropriate to the ownership of a failed component. As necessary, MCI<sup>m</sup> and SBC ILLINOIS will work together to resolve problems where the responsibility of either Party is not easily identified.
- 8.4 Information Security Policies And Guidelines For Access To Computers, Networks and Information By Non-Employee Personnel:
- 8.4.1 Information security policies and guidelines are designed to protect the integrity, confidentiality and availability of computers, networks and information resources. This Section summarizes the general policies and principles for individuals who are not employees of the Party that provides the computer, network or information, but have authorized access to that Party's systems, networks or information. Questions should be referred to MCI<sup>m</sup> or SBC ILLINOIS, respectively, as the providers of the computer, network or information in question.
- 8.4.2 It is each Party's responsibility to notify its employees, contractors and vendors

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who will have access to the other Party's network, on the proper security responsibilities identified within this Attachment. Adherence to these policies is a requirement for continued access to the other Party's systems, networks or information. Exceptions to the policies must be requested in writing and approved by the other Party's information security organization.

## 8.5 General Policies

8.5.1 Each Party's resources are for approved business purposes only.

8.5.2 Both Parties will monitor access to OSS systems and will promptly notify the other Party's designated personnel if it discovers any unauthorized access for security breach to the OSS systems. In the event of such unauthorized access or breach the Parties will work cooperatively to investigate, minimize and take corrective actions. Each Party will be responsible for paying its own cost of investigation. Each Party may exercise at any time its right to take appropriate action should unauthorized or improper usage be discovered.

8.5.3 Individuals will only be given access to resources that they are authorized to receive and which they need to perform their job duties. Users must not attempt to access resources for which they are not authorized.

8.5.4 Authorized users must not develop, copy or use any program or code which circumvents or bypasses system security or privilege mechanism or distorts accountability or audit mechanisms.

8.5.5 Actual or suspected unauthorized access events must be reported immediately to each Party's security organization or to an alternate contact identified by that Party. Each Party shall provide its respective security contact information to the other.

## 8.6 User Identification

8.6.1 SBC ILLINOIS will utilize a process whereby blocks of user-ids will be established by SBC ILLINOIS and then self-administered by MCI. MCI will follow the user id processes and guidelines as outlined in the Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures.

8.6.2 Intentionally Omitted.

8.6.3 User ids will be revalidated on a periodic basis, as required. Revalidation will also be necessary as business needs change.

## 8.7 User Authentication

8.7.1 Users will usually be authenticated by use of a password. Strong authentication methods (e.g. one-time passwords, digital signatures, etc.) may be required in the future.

8.7.2 Passwords must not be stored in script files.

8.7.3 Passwords must be entered by the user in real time.

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- 8.7.4 Passwords must be at least 6-8 characters in length, not blank or a repeat of the user id; contain at least one letter, and at least one number or special character must be in a position other than the first or last one. This format will ensure that the password is hard to guess. Most systems are capable of being configured to automatically enforce these requirements. Where a system does not mechanically require this format, the users must manually follow the format.
- 8.7.5 Systems will require users to change their passwords regularly (usually every 31 days).
- 8.7.6 Systems are to be configured to prevent users from reusing the same password for 6 changes/months.
- 8.7.7 Personal passwords must not be shared. A user who has shared his password is responsible for any use made of the password.
- 8.8 Access and Session Control
  - 8.8.1 Destination restrictions will be enforced at remote access facilities used for access to OSS Interfaces. These connections must be approved by each Party's corporate security organization.
  - 8.8.2 Terminals or other input devices must not be left unattended while they may be used for system access. Upon completion of each work session, terminals or workstations must be properly logged off.
- 8.9 User Authorization
  - 8.9.1 On the destination system, users are granted access to specific resources (e.g. databases, files, transactions, etc.). These permissions will usually be defined for an individual user (or user group) when a user id is approved for access to the system.
- 8.10 Software And Data Integrity
  - 8.10.1 Each Party shall use a comparable degree of care to protect the other Party's software and data from unauthorized access, additions, changes and deletions as it uses to protect its own similar software and data. This may be accomplished by physical security at the work location and by access control software on the workstation.
  - 8.10.2 Unauthorized use of copyrighted software is prohibited on each Party's corporate systems that can be access through the direct connection or dial up access to OSS Interfaces.
  - 8.10.3 Proprietary software or information (whether electronic or paper) of a Party shall not be given by the other Party to unauthorized individuals. When it is no longer needed, each Party's proprietary software or information shall be returned by the other Party or disposed of securely. Paper copies shall be shredded. Electronic copies shall be overwritten or degaussed.
- 8.11 Monitoring And Audit

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- 8.11.1 To deter unauthorized access events, a warning or no trespassing message will be displayed at the point of initial entry (i.e., network entry or applications with direct entry points). One example of this end user customer warning banner message may be:

"This is a (SBC ILLINOIS or MCI) system restricted to Company official business and subject to being monitored at any time. Anyone using this system expressly consents to such monitoring and to any evidence of unauthorized access, use, or modification being used for criminal prosecution."

- 8.11.2 After successful authentication, each Party will track the last logon date/time and the number of unsuccessful logon attempts. The user is responsible for reporting discrepancies.

## 9 OPERATIONAL READINESS TESTING (ORT) FOR ORDERING/PROVISIONING AND REPAIR/MAINTENANCE INTERFACES

- 9.1 At either Party's request and prior to live access to interface functionality, the Parties must conduct Operational Readiness Testing (ORT), which will allow for the testing of the systems, interfaces, and processes for the OSS functions. ORT will be completed in conformance with agreed upon processes and implementation dates.

## 10 TRAINING

- 10.1 SBC ILLINOIS shall train MCI's trainers in the use of SBC ILLINOIS' OSS systems and processes. Training will be provided for all preordering, ordering and provisioning, maintenance and repair, billing, miscellaneous services, and any other area function or support system as provided for elsewhere in this Appendix, as requested by MCI. Charges as specified below will apply for each class. Information and materials provided to MCI must include, at a minimum, operational and procedural information, and SBC ILLINOIS specific system access/interface instruction. Classes are train-the-trainer format to enable MCI to devise its own course work for its own employees. Course descriptions for all available classes by region are posted on the CLEC web site (<http://clec.sbc.com>) in the Customer Education section. CLEC Training schedules by region are also available on the CLEC web site and are subject to change, with class lengths varying. Prior to live GUI or other system usage by MCI, MCI must complete user education classes for any SBC ILLINOIS provided interfaces that affect the SBC ILLINOIS network.

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Training Rates	5 day class	4.5 day class	4 day class	3.5 day class	3 day class	2.5 day class	2 day class	1.5 day class	1 day class	1/2 day class
1 to 5 students	\$4,050	\$3,650	\$3,240	\$2,835	\$2,430	\$2,025	\$1,620	\$1,215	\$810	\$405
6 students	\$4,860	\$4,380	\$3,890	\$3,402	\$2,915	\$2,430	\$1,945	\$1,455	\$970	\$490
7 students	\$5,670	\$5,100	\$4,535	\$3,969	\$3,400	\$2,835	\$2,270	\$1,705	\$1,135	\$570
8 students	\$6,480	\$5,830	\$5,185	\$4,536	\$3,890	\$3,240	\$2,590	\$1,950	\$1,300	\$650
9 students	\$7,290	\$6,570	\$5,830	\$5,103	\$4,375	\$3,645	\$2,915	\$2,190	\$1,460	\$730
10 students	\$8,100	\$7,300	\$6,480	\$5,670	\$4,860	\$4,050	\$3,240	\$2,430	\$1,620	\$810
11 students	\$8,910	\$8,030	\$7,130	\$6,237	\$5,345	\$4,455	\$3,565	\$2,670	\$1,780	\$890
12 students	\$9,720	\$8,760	\$7,780	\$6,804	\$5,830	\$4,860	\$3,890	\$2,920	\$1,945	\$970

- 10.2 A separate agreement will be required as a commitment to pay for a specific number of MCIm students in each class. MCIm agrees that charges will be billed by SBC ILLINOIS and MCIm payment is due in accordance with the billing provisions in the General Terms and Conditions. MCIm agrees that personnel from other competitive Local Service Providers may be scheduled into any SBC ILLINOIS offered-class, to fill any additional seats for which any CLEC has not contracted. Class availability is first-come, first served with priority given to CLECs who have not yet attended the specific class.
- 10.3 Class dates will be based upon MCIm requests and SBC ILLINOIS availability.
- 10.4 If MCIm cancels a scheduled class less than two weeks' prior to the scheduled start date, MCIm shall pay a cancellation fee consisting of the cost of the class less the cost of teaching materials. Should SBC ILLINOIS cancel a class for which MCIm is registered less than one week prior to the schedule start date of that class, SBC ILLINOIS will waive the charges for the rescheduled class for the registered students. MCIm agrees to provide to SBC ILLINOIS completed registration forms for each student no later than one week prior to the scheduled training class.
- 10.5 MCIm agrees that MCIm personnel attending classes are only to utilize training databases presented to them in class. Attempts to access any other SBC ILLINOIS or SBC system are strictly prohibited.
- 10.6 MCIm further agrees that training material, manuals and instructor guides can be duplicated only for internal use for the purpose of training employees to utilize the capabilities of SBC ILLINOIS' OSS in accordance with this Appendix and are "Confidential Information" subject to the terms, conditions and limitations of General Terms and Conditions.

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**11 SERVICE BUREAU PROVIDER ARRANGEMENTS FOR SHARED ACCESS TO OSS**

- 11.1 The Parties agree that MCI's use of a Service Bureau Provider to access SBC ILLINOIS' OSS shall be subject to the requirements of this Section. For purposes of this Section, Service Bureau Provider means a third party that has been engaged by MCI to act on MCI's behalf for purposes of providing a means of access to SBC ILLINOIS' OSS application-to-application interfaces via a dedicated connection over which multiple CLECs' local service transactions are transported.
- 11.2 SBC ILLINOIS shall allow MCI to access its OSS via a Service Bureau Provider under the following terms and conditions.
- 11.3 Notwithstanding any language in this Agreement regarding access to OSS to the contrary, MCI shall be permitted to access SBC ILLINOIS OSS via a Service Bureau Provider as follows:
- 11.3.1 MCI shall be permitted to access SBC ILLINOIS application-to-application OSS interfaces, via a Service Bureau Provider where MCI has entered into a relationship with such Service Bureau Provider and the Service Bureau Provider has entered into an appropriate arrangement acceptable to SBC ILLINOIS to allow Service Bureau Provider to establish access to and use of SBC ILLINOIS' OSS.
- 11.3.2 MCI's use of a Service Bureau Provider shall not relieve MCI of the obligation to abide by all terms and conditions of this Agreement. MCI must ensure that its Service Bureau Provider properly performs all OSS obligations of MCI under this Agreement which MCI delegates to Service Bureau Provider.
- 11.3.3 MCI shall provide notice in accordance with the notice provisions of the general terms and conditions of this Agreement whenever it intends to use a Service Bureau Provider to access SBC ILLINOIS' application-to-application OSS interfaces or when MCI intends to cease using a Service Bureau Provider to access SBC ILLINOIS' application-to-application OSS interfaces. Provided that SBC ILLINOIS has not previously established a connection with a particular Service Bureau Provider, SBC ILLINOIS shall have a reasonable transition time, not to exceed sixty (60) days to establish a connection to a Service Bureau Provider once MCI provides notice.
- 11.4 When MCI accesses SBC ILLINOIS' OSS using a Service Bureau Provider, the measurement of SBC ILLINOIS' performance shall not include Service Bureau Provider's processing, availability or response time.

**12 OSS CHARGES FOR SYSTEM ACCESS AND CONNECTIVITY**

- 12.1 Any Commission approved rates to recover costs associated with OSS system access and connectivity shall be incorporated in this Agreement in accordance with the process established in Section 1.5 of Appendix Pricing.

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