

**INWARD ASSISTANCE OPERATOR SERVICE
(INW)**

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1. INTRODUCTION

- 1.1 This Appendix sets forth terms and conditions for Inward Assistance Operator Services provided by AT&T ILLINOIS to CLEC.
- 1.2 Intentionally Omitted.
- 1.3 Intentionally Omitted.
- 1.4 Intentionally Omitted.
- 1.5 Intentionally Omitted.
- 1.6 The prices at which AT&T ILLINOIS agrees to provide CLEC Inward Assistance Operator Services are contained in Appendix Pricing

2. SERVICES

- 2.1 Where technically feasible and available, AT&T ILLINOIS's Inward Assistance Operator will provide the following assistance or services when reached by an operator dialing the appropriate Toll Center Code in addition to the Inward Code:
 - 2.1.1 General Assistance on calls where an attempt to connect the call is required by a local operator.
 - 2.1.2 Busy Line Verification (BLV) service and Busy Line Verification/Interrupt (BLVI) service.
- 2.2 Inward Assistance Operator Service is an optional service and is applicable when CLEC is not purchasing AT&T ILLINOIS's Operator Services.

3. DEFINITIONS

- 3.1 "General Assistance" - A service in which an operator calls the Inward Assistance operator seeking assistance in dialing a number. The assistance could be required, for example, for attempting to dial a number where a 'no ring' condition has been encountered.

4. RESPONSIBILITIES OF THE PARTIES

- 4.1 If CLEC decides to order this optional service, it is the responsibility of CLEC to order the necessary facilities to interconnect with AT&T ILLINOIS's Operator assistance switches in the various locations throughout the AT&T ILLINOIS territory.
- 4.2 Initial and/or additional interconnection trunking requirements for INW are described in Appendix NIM.
- 4.3 CLEC will furnish request for service in writing to AT&T ILLINOIS, thirty (30) calendar days in advance of the date when the Inward Assistance Operator Services are to be undertaken, unless otherwise agreed to by AT&T ILLINOIS.
- 4.3 The requester of this Inward Assistance Operator Services service agreement must provide one Carrier Identification Code (CIC) for its CLEC or Independent Exchange Carrier business operation and one for its InterExchange Carrier (IXC) business

operation if the requesting company wishes to receive billing data in a format that separates the service provided to the two business operations.

- 4.4 AT&T ILLINOIS - When utilizing the services of CLEC Inward Assistance, AT&T ILLINOIS and CLEC agree that AT&T ILLINOIS will pay CLEC at the same rate CLEC compensates AT&T ILLINOIS pursuant to the terms of this Appendix.
- 4.5 Intentionally Omitted.
- 4.6 AT&T ILLINOIS shall offer operator-to-operator BLV/BLVI to CLEC on a nondiscriminatory basis.

5. TOLL CENTER CODES

- 5.1 Toll Center Codes will be used by CLEC Operators for routing and connecting to the AT&T ILLINOIS Operator assistance switches. These codes are listed in the LERG and are specific to the various AT&T ILLINOIS LATA's where AT&T ILLINOIS Operator assistance switches are located.
- 5.2 AT&T ILLINOIS Operator Services will require a Toll Center Code for CLEC Operator Services assistance switches that are listed in the LERG. This code will be the routing code used for connecting the AT&T ILLINOIS Operator to the CLEC Operator on an Inward basis.
- 5.3 If CLEC requires establishment of a new Toll Center Code, CLEC shall do so by referencing the Local Exchange Routing Guide (LERG).

6. PRICING

- 6.1 AT&T ILLINOIS - Pricing for Inward Assistance Operator Services shall be based on the rates specified in Appendix Pricing.

7. MONTHLY BILLING

- 7.1 For information regarding billing, non-payment, disconnection, and dispute resolution, see the General Terms and Conditions and the Invoicing Appendix of this Agreement.
- 7.2 AT&T ILLINOIS will accumulate and provide CLEC such data as necessary for CLEC to bill its end user customers.

8. LIABILITY

- 8.1 The provisions set forth in the General Terms and Conditions of this Agreement, including but not limited to those relating to limitation of liability and indemnification, shall govern the Parties' performance under this Appendix.

9. TERM OF APPENDIX

- 9.1 This Appendix will continue in force for the length of the Interconnection Agreement, but no less than twelve (12) months.
- 9.2 If CLEC terminates this Appendix prior to the expiration of the term of this Appendix, CLEC shall pay AT&T ILLINOIS, within thirty (30) days of the issuance of any bills by AT&T ILLINOIS, all amounts due (subject to Appendix Invoicing) for actual services provided under this Appendix.

- 9.3 The rates applicable for determining the amount(s) under the terms outlined in this Section are those specified in Appendix Pricing.