

ATTACHMENT YELLOW ZONE ORDERING PROCESS (YZP)

1. INTRODUCTION

- 1.1 This Attachment YZP sets forth terms and conditions for the Yellow Zone Process ("YZP"), an ordering process which, at CLEC's option, applies to xDSL Loops, and the High Frequency Portion of the Loop ("HFPL") as applicable, which are central office DSLAM-based only with an Actual Loop Length of 17,500 feet or less, as provided in more detail below. YZP is not available for facilities that are provisioned via a Remote Terminal (RT) in conjunction with AT&T ILLINOIS's hybrid copper/fiber architecture (e.g., AT&T's Broadband Service offering(s) or any successor offering(s).
- 1.2 Intentionally Omitted.
- 1.3 CLEC may use AT&T ILLINOIS's Removal of All and Non-Excessive Bridged Tap ("RABT") set forth in Attachment RABT YZP of this Appendix xDSL in conjunction with the Yellow Zone Process ("YZP").
- 1.4 AT&T ILLINOIS shall provide CLEC with access to the YZP ordering process on a non-discriminatory basis and at parity with the YZP ordering process it provides to itself, or any of its affiliates in ILLINOIS providing advanced services and other CLECs.

2. DEFINITIONS

In addition to the definitions in Appendix xDSL, Line Sharing, and Definitions, the following definitions shall apply to this Attachment YZP.

- 2.1 "Non-excessive bridged tap" as used herein shall refer to bridged taps less than 2,500 feet in total length.
- 2.2 "Sync Test" as used herein shall refer to the procedures used by CLEC, when CLEC's provided test equipment, verifies there is communication, or "sync", from CLEC's collocated DSLAM to the last cable pair leaving the AT&T ILLINOIS Central Office to the End-User premises.

3. YZP OFFERING

- 3.1 Provisioning Process:
 - 3.1.1 CLEC will provide AT&T ILLINOIS with the type of technology it seeks to deploy at the time of ordering, including the PSD of the xDSL technology CLEC intends to deploy. If the technology does not fall within an existing PSD mask, then the YZP process set forth in this Attachment shall not apply.
 - 3.1.2 CLEC will order eligible HFPL, or xDSL Loops, using the Loop Specification Code (SPEC code) or Loop Modification Type (LMT) designated for the YZP process.
 - 3.1.3 CLEC may choose to do a mechanized loop qualification prior to placing an initial order via the YZP process, but no manual loop qualification requests shall be submitted when CLEC is utilizing the YZP process.
 - 3.1.4 AT&T ILLINOIS shall provision orders submitted using the YZP process within three (3) business days for HFPL and five (5) business days for xDSL Loops.

3.2 Maintenance Process

3.2.1 The initial YZP service order must have completed and closed prior to the opening of a YZP trouble ticket as a result of CLEC experiencing a situation in which its DSLAM will not communicate with the end user customer premises. In such event, CLEC shall choose one of the two options set forth below:

3.2.1.1 OPTION 1: Trouble Ticket

3.2.1.1.1 CLEC may generate a trouble ticket with AT&T ILLINOIS's Local Operations Center (LOC) identifying the reason why CLEC is experiencing a situation in which its DSLAM will not communicate with the end user customer premises based on maintenance assurance procedures set forth elsewhere in this Agreement, and subject to the terms and conditions set forth herein. Based on CLEC's own testing, the YZP trouble ticket may be conditioning related. The AT&T ILLINOIS LOC will analyze CLEC provided test results and try to determine why CLEC's DSLAM is not communicating with the end user customer premises and will attempt to resolve the trouble by addressing any non-conditioning related reason (to the extent one exists) on AT&T ILLINOIS's side of the network, and/or by conditioning the facility as needed. On YZP-related trouble tickets, AT&T ILLINOIS will offer a five (5) business day interval from the time CLEC submits the trouble ticket.

3.2.1.1.2 AT&T ILLINOIS's LOC may elect to perform Line Station Transfers ("LSTs") in lieu of conditioning when conditioning is not available. The rates for LSTs are set forth in Appendix Pricing of this Agreement.

3.2.1.1.3 On loops with Actual Loop Lengths between 12,000 and 17,500 feet, if the xDSL Loop, HFPL has been ordered using the YZP process, AT&T ILLINOIS will use that YZP designation and CLEC's opening of a trouble ticket as authorization from CLEC for AT&T ILLINOIS to perform the requested conditioning on the xDSL Loop, the HFPL or the HFPCL, including whatever work AT&T ILLINOIS believes is necessary to make the loop work utilizing applicable industry standards, including ANSI T1.417. No separate, loop specific authorization to condition a loop will be required by AT&T ILLINOIS from CLEC, after the initial YZP trouble ticket is opened. MCI will then be billed and shall pay the applicable conditioning charges pursuant to the rates, terms and conditions set forth elsewhere in this Agreement.

3.2.1.2 OPTION 2: Disconnect

3.2.1.2.1 CLEC may cancel an order by issuing an LSR requesting a disconnect prior to submitting any trouble ticket (i.e., when CLEC is utilizing the YZP process and wishes to avail itself of this Option 2, CLEC shall request a disconnect at the time it determines its DSLAM will not communicate with the end user customer premises on a completed service order). In the event that CLEC submits an Option 1 trouble ticket but subsequently decides to request an Option 2 disconnect, CLEC shall pay applicable charges for work actually performed by AT&T ILLINOIS, (including without limitation, the loop conditioning charges set forth elsewhere in this Agreement to the extent

that AT&T ILLINOIS has performed any preparatory work for the loop conditioning and/or has performed any loop conditioning work in response to CLEC's trouble ticket) prior to the issuance of the disconnect order.

3.3 Maintenance /Service Assurance

3.3.1 AT&T ILLINOIS will provide resolution of CLEC-referred YZP trouble tickets for xDSL Loops, the HFPL in parity with the repair intervals AT&T ILLINOIS provides to itself, any of its affiliates in Texas providing advanced services affiliates and other CLECs.

3.3.2 Prior to opening a YZP trouble ticket, CLEC shall verify the DSLAM is built properly, check the logical translations, perform a loop back test from its DSLAM, ensure proper routing, profile, and modem settings and shall confirm that the problem is not CLEC-related.

3.3.3 CLEC shall pay Maintenance of Service charges on a time and material basis, in 30-minute increments, associated with any YZP-related trouble ticket dispatch pursuant to the FCC tariffed rates set forth in Section 5 below, if:

3.3.3.1 the YZP trouble ticket is opened, and it is later determined by AT&T ILLINOIS to be a 'No Trouble Found' (NTF) in AT&T ILLINOIS's portion of the network; or

3.3.3.2 the loop specific inhibitor information provided by CLEC to AT&T ILLINOIS requires a dispatch by AT&T ILLINOIS but is found to be incorrect upon subsequent investigation by AT&T ILLINOIS during the trouble ticket resolution process; or

3.3.3.3 a retrip is involved with a YZP trouble ticket (when CLEC notifies AT&T ILLINOIS that the loop is not working properly after initial trouble resolution), and there is NTF by AT&T ILLINOIS in AT&T ILLINOIS's portion of the network; or

3.3.3.4 the need for a vendor meet is agreed upon by AT&T ILLINOIS and the CLEC technician is not equipped properly at the vendor meet site or CLEC's Technician is not at the site at the scheduled time or within ten (10) minutes thereafter.

3.3.3.5 AT&T ILLINOIS shall pay Time and Material Charges (maintenance of service charges/additional labor charges) when, in the course of resolving a YZP trouble ticket, AT&T ILLINOIS requires CLEC to dispatch personnel to the end user customer's premises or a Central Office and the trouble was not caused by CLEC's facilities or equipment. Such Time and Material Charges will include all technicians dispatched, including technicians dispatched to other locations for purposes of testing. Rates of Time and Material charges will be billed at amounts equal to those contained in Appendix Pricing.

3.4 CLEC can open a YZP-related Trouble Ticket by one of the following methods:

3.4.1 Via Live Call: CLEC can call AT&T ILLINOIS's LOC and open a manual ticket through the call center and in such case, shall identify that the original order was YZP related and whether the trouble ticket is a conditioning related trouble ticket or not; or

- 3.4.2 Via an Electronic Bonding Ticket: CLEC can open an electronic bonding ticket and in opening such a ticket, shall note in the 'Remarks' field that the ticket is an YZP-related trouble ticket.
- 3.5 Trouble Tickets where CLEC Identifies Possible Conditioning-Related Trouble:
- 3.5.1 In those instances where CLEC's test results indicate (which, in accordance with Section 4.5 below, should include the quantity and location of the number of load coils, repeaters and excessive bridged tap), that the cause of a trouble ticket may be conditioning related, irrespective of whether CLEC submits its YZP trouble ticket to AT&T ILLINOIS via live call or an electronic bonding ticket, then CLEC shall note on its trouble ticket that the cause of the trouble is possibly conditioning related. The identification by the CLEC of a possible conditioning-related trouble on its trouble ticket will allow the AT&T ILLINOIS LOC or to convert it to a YZP conditioning type ticket immediately after checking for potential non-conditioning causes of physical fault on the xDSL Loop, the HFPL and for AT&T ILLINOIS to perform loop conditioning which may be needed to resolve the reported trouble. Ticket conversions to YZP type may include opening a new ticket if AT&T ILLINOIS physical faults were found and cleared on the original trouble report, and CLEC testing indicates conditioning is still required.
- 3.5.2 Loops less than 12,000 feet in Actual Loop Length: Irrespective of whether the trouble ticket is opened via live call or an electronic bonding ticket, if CLEC opens the trouble ticket as a possible conditioning related trouble ticket associated with an xDSL Loop, HFPL that was ordered via the YZP process with an Actual Loop Length less than 12,000 feet, AT&T ILLINOIS will contact and provide CLEC with status after any necessary loop conditioning has been performed by AT&T ILLINOIS. AT&T ILLINOIS shall not charge CLEC for conditioning loops with an actual loop length of less than 12,000 feet.
- 3.5.3 Conditioning. If CLEC issues a YZP trouble ticket for an xDSL Loop, HFPL loop between 12,000 and 17,500 feet, AT&T ILLINOIS will use that YZP designation and the initiation of the trouble ticket by CLEC as authorization to perform any Loop conditioning for that Loop. CLEC will then be billed and shall pay the applicable conditioning charges pursuant to the rates, terms and conditions set forth in Appendix Pricing of this Agreement.
- 3.5.4 If CLEC requests removal of all or non-excessive bridged taps, such request shall be made pursuant to the terms and conditions of the Removal of All or Non-Excessive Bridged Tap ("RABT") Attachment of this Agreement.
- 3.5.5 If CLEC requests that AT&T ILLINOIS perform any loop Conditioning beyond that which is covered under this Attachment or elsewhere in the Agreement, the Parties shall meet to negotiate rates, terms and conditions for any such Conditioning. If there are any disputes between the parties as to the provisions for any additional type(s) of Conditioning after negotiations, then any outstanding disputes will be resolved in accordance with the Dispute Resolution Procedures set forth elsewhere in this Agreement.
- 3.6 Trouble Tickets where CLEC Does Not Identify Conditioning as a Possible Source of the Trouble:
- 3.6.1 If CLEC opens a YZP trouble ticket that does not identify conditioning as the source of the trouble, the AT&T ILLINOIS LOC will handle the ticket pursuant to the method applicable to other repair tickets and will look for physical faults. If no fault is found, the LOC will contact CLEC so that CLEC can conduct its own Sync test. If CLEC's DSLAM does not communicate with the end user customer premises, CLEC shall

open another trouble ticket to address any conditioning that CLEC believes may be required on the xDSL Loop, HFPL, subject to the provisions set forth herein.

- 3.6.2 If CLEC opens a YZP trouble ticket that does not identify conditioning on the xDSL Loop, HFPL loop as the source of the trouble's but AT&T ILLINOIS later determines that there is a conditioning-related problem, AT&T ILLINOIS shall convert the ticket to a YZP conditioning ticket and the process set forth in Section 3.5 above shall apply, depending upon the actual loop length. A five (5) business day interval will apply to complete the conditioning on the loop, which shall begin the day after it is determined to be a conditioning related problem by AT&T ILLINOIS.
- 3.7 If a physical fault is found and resolved in response to the initial YZP trouble ticket, the trouble ticket will be closed and CLEC notified, unless the ticket was initially classified as a conditioning related YZP ticket.
- 3.8 Trouble ticket status will be provided to CLEC by AT&T ILLINOIS as follows:
 - 3.8.1 Trouble Tickets Opened via Live Call: If the YZP trouble ticket is opened with a live call (as provided for in Section 3.4.1 above) by CLEC to AT&T ILLINOIS. AT&T Texas will not provide ticket status until the trouble has been resolved.
 - 3.8.2 Trouble Tickets Opened Via an Electronic Bonding Ticket: If the YZP trouble ticket is opened via an electronic bonding ticket (as provided for in Section 3.4.2 above) where CLEC's DSLAM does not communicate with the end user customer premises, an electronic status/acknowledgement will be provided by AT&T ILLINOIS to CLEC within eight (8) business hours from receipt of the trouble ticket. If AT&T ILLINOIS determines that the trouble is conditioning related, AT&T ILLINOIS shall convert the straight xDSL Loop, HFPL YZP trouble ticket to a YZP conditioning-related trouble ticket.
 - 3.8.3 In all cases, the AT&T ILLINOIS LOC will notify CLEC as soon as the trouble is isolated, resolved and closed, whether conditioning has been performed or not.
- 3.9 Post Trouble Resolution Sync Testing By CLEC:
 - 3.9.1 After CLEC is notified that the trouble has been resolved, with or without loop conditioning, CLEC shall repeat its Sync Test between its DSLAM and the end user customer premises. If the Loop does not sync, due to undetermined reasons, a second trouble ticket shall be opened by CLEC which will be governed by the same provisions set forth above.
- 3.10 When CLEC escalates a YZP trouble ticket, the Parties shall follow existing repair escalation procedures set forth elsewhere in this Agreement and to the extent not outlined in this Agreement, the standard escalation processes outlined on AT&T ILLINOIS's CLEC online website shall apply.

4. TESTING

- 4.1 AT&T ILLINOIS will not perform a Line Sharing Turn-Up Test prior to the completion of an HFPL ordered using the YZP process.
- 4.2 CLEC may not request, and AT&T ILLINOIS will not perform, Acceptance Testing in association with any xDSL Loops, HFPLs which are ordered by CLEC via the YZP process.

- 4.3 For xDSL Loops only, CLEC has the option of requesting Cooperative Testing pursuant to the rates, terms and conditions set forth in Appendix xDSL of this Agreement, at the time it opens the YZP trouble ticket. CLEC may not request and AT&T ILLINOIS will not perform a Cooperative Test on an HFPL for which CLEC has opened a trouble ticket via the YZP Process.
- 4.4 CLEC shall assist in trouble isolation on trouble tickets for the YZP by obtaining and providing to AT&T ILLINOIS disturber information on the Loop at the time of opening the trouble ticket. For best results, CLEC is encouraged to provide its field technician with appropriate test sets that can detect and detail the presence of the following: the number and location of load coil(s), repeater(s) and of sections of bridged tap (including the lengths of such section(s)).
- 4.5 AT&T ILLINOIS will not specify to CLEC the type of test equipment or the specific tests to use for determining the presence of inhibitors. CLEC will determine its own test requirements and capabilities.

5. PRICING

- 5.1. CLEC shall pay Maintenance of Service charges on a time and material basis, in 30-minute increments, associated with any YZP-related trouble ticket dispatch pursuant to Section 13.2.6 of the FCC No. 2 tariff; provided, however, the referenced tariff rates shall be deemed to be automatically revised and updated in the event that the referenced tariffed rates are modified during the term of this Agreement.

6. INTENTIONALLY OMITTED