

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 SBC MISSOURI to MCIIm.
- 1.2 Intentionally Omitted.
- 1.3 Intentionally Omitted.
- 1.4 Intentionally Omitted.
- 1.5 Intentionally Omitted.
- 1.6 The prices at which SBC MISSOURI agrees to provide MCIIm Inward Assistance Operator Services are contained in Appendix Pricing

2. SERVICES

- 2.1 Where technically feasible and available, SBC MISSOURI'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 MCIIm is not purchasing SBC MISSOURI'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 MCIIm decides to order this optional service, it is the responsibility of MCIIm to order the necessary facilities to interconnect with SBC MISSOURI's Operator assistance switches in the various locations throughout the SBC MISSOURI territory.
- 4.2 Initial and/or additional interconnection trunking requirements for INW are described in Appendix NIM.
- 4.3 MCIIm will furnish request for service in writing to SBC MISSOURI, thirty (30) calendar days in advance of the date when the Inward Assistance Operator Services are to be undertaken, unless otherwise agreed to by SBC MISSOURI.

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

5. TOLL CENTER CODES

- 5.1 Toll Center Codes will be used by MCI Operators for routing and connecting to the SBC MISSOURI Operator assistance switches. These codes are listed in the LERG and are specific to the various SBC MISSOURI LATA's where SBC MISSOURI Operator assistance switches are located.
- 5.2 SBC MISSOURI Operator Services will require a Toll Center Code for MCI Operator Services assistance switches that are listed in the LERG. This code will be the routing code used for connecting the SBC MISSOURI Operator to the MCI Operator on an Inward basis.
- 5.3 If MCI requires establishment of a new Toll Center Code, MCI shall do so by referencing the Local Exchange Routing Guide (LERG).

6. PRICING

- 6.1 SBC MISSOURI - 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 SBC MISSOURI will accumulate and provide MCI such data as necessary for MCI 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 MCI terminates this Appendix prior to the expiration of the term of this Appendix, MCI shall pay SBC MISSOURI, within thirty (30) days of the issuance of any bills by SBC MISSOURI, 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.