

Local Wholesale Resale Guidelines

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Resale Guidelines

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Resale Guidelines

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	04/18/2002	- Original Release
2	09/23/2002	- Consolidated all sections into one document.
3	12/09/2002	- Updated Contact Numbers for Misdirected Sprint End Users.
4	05/28/2003	- Updated IVR Options in Trouble Reporting Section. - Font and format change.
5	07/29/03	- Updated discount percentages for Ohio and Minnesota

Resale Guidelines

Introduction

Purpose

The purpose of this handbook is to provide guidelines to Competitive Local Exchange Carrier (CLEC) for ordering service(s) from Sprint. A CLEC is a telecommunications carrier that offers telecommunications services directly to the public for a fee.

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 Sprint provides services may be set forth in the Company's 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 states' respective tariffs.

CLEC National Negotiation Team

The CLEC should first complete the Negotiation Request Form and return to Sprint via e-mail at clec.request@mail.sprint.com or fax to the return phone number on the form.

A downloadable form is available at www.sprint.com/localwholesale or a copy may be requested by contacting the CLEC National Negotiation team at 913-315-7833.

After an agreement is negotiated, the account will be assigned to an appropriate local manager based 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 Sprint local account management team serves as your point of contact and acts as your advocate within Sprint. Your Sprint local account manager provides numerous services including:

- Customer Education (i.e., how to do business with Sprint Local Wholesale)
- General problem resolution
- Assistance in understanding Tariffs
- Major project coordination
- Customer notification (i.e., new services, system enhancements, etc.)

Resale Guidelines

Service Centers

Purpose

The National Exchange Access Center (NEAC) located in Decatur, Indiana and the National Vendor Access Center (NVAC) located in Leesburg, Florida are the Wholesale Markets Service Centers (WMSC) serving as the central point of contact for CLEC orders for Sprint services. The local account manager will notify the CLEC of their assigned center.

Responsibility

The WMSC is 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.
- Handle billing inquiries, payment arrangements, dispute resolution, and general questions and assistance.

Hours of Operation: Monday – Friday 8:00 a.m. to 8:00 p.m. EST

Decatur, Indiana

Contact Numbers:

Online Assistance	800-578-8169
Fax	800-540-7156 or 260-728-2131

Mailing Address:

Sprint NEAC
Mail Stop: INDECA0101
248 West Monroe Street
Decatur, IN 46733

Leesburg, Florida

Contact Numbers:

Online Assistance	1-877-398-2036 (toll free)
Fax	352-326-1703

Mailing Address:

Sprint NVAC
Mail Stop: FLLSBB0112
425 N. 3rd Street
P. O. Box 490048
Leesburg, FL 34748

Resale Guidelines

Contact Numbers for Misdirected Sprint End Users

CLECs may refer misdirected Sprint end users seeking assistance to the following toll-free numbers.

Table 1 – Contact Numbers

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

Note: Small Business is four B1 lines or less. Complex Business is five or more B1 lines and/or all other business complex services (Centrex, Key/Rotary, PBX and Special Services)

Resale Guidelines

Getting Ready to Resell Sprint Local Services

Required Steps

The following steps are required before Sprint will process an order from a Competitive Local Exchange Carrier (CLEC):

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

Each required step is detailed below.

CLEC contacts the Sprint National Negotiation Team

To conduct business with Sprint, the CLEC must first contact the Sprint CLEC account negotiation team. The Negotiation Request Form must be completed and returned to Sprint via e-mail at clec.request@mail.sprint.com or faxed to the return phone number on the form. A downloadable form is available at www.sprint.com/local_wholesale, or a copy may be requested by contacting the CLEC national account team at 913-315-7833.

Upon receipt of the completed CLEC Negotiation Request Form, the CLEC will receive the 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 has been finalized, 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 *Resale Guidelines* from the Sprint Local Wholesale Web site.

Resale Guidelines

Required Information and Forms are Completed

The CLEC Start-Up forms package, provided by your local account manager or downloadable from the Sprint Local Wholesale 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.

Summary of information required prior to processing orders for local service:

- 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 Sprint (In the absence of an approved Sprint state tariff)
- G. Credit Policy/Deposits
- H. CLEC Implementation Checklist
- I. Local Services Forecast

No orders can be processed until all above requirements are satisfied.

A. Proof of Certification

The CLEC must provide proof of certification to Sprint account management. A copy of the letter received from the appropriate state commission will suffice. 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. Sprint will be unable to provide service to any company not meeting 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. Exemption forms are included in the Start-Up forms package. If proof of tax exemption is not provided, the CLEC will be billed the applicable taxes.

C. Operating Company Number (OCN)

The CLEC must provide Sprint with the four-digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). It is the responsibility of the CLEC 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 NECA at: www.necaservices.com

Resale Guidelines

Required Information and Forms are Completed (Continued)

D. Blanket Agency Agreement Letter

The CLEC must complete the Blanket Agency Agreement Letter prior to processing Local Service Requests (LSR) by the WMSC involving existing Sprint end users. Refer to Start-Up forms on the Sprint Local Wholesale Web site.

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

E. CLEC Contact Numbers

Sprint requires Business Office and Repair Center numbers, which may be used by Sprint for referring misdirected end users to a CLEC. If an end user calls a Sprint Business Office or Repair Center in error, the end user will be referred to the numbers provided by the CLEC.

The form should be used to submit these numbers to the appropriate local account manager. (Refer to Start-Up Forms on the Local Wholesale Web site.) In addition, the name, title, address, and telephone number of the person providing the information should be included.

F. Signed Contract

Once the Interconnection/Resale contract 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 for local resale services can be processed. In addition, all documentation and required start-up forms must be completed and submitted and approved by the local account manager prior to submitting orders. The WMSC will not process orders without prior authorization from the local account manager.

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 the Start-Up forms package. The CLEC may be required to provide proof of satisfactory credit with Sprint or pay a deposit and/or an advance payment prior to processing service requests. Sprint 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 Sprint to assure payment of an account. Deposits may be requested in connection with either new or existing services as deemed necessary by Sprint. Accounts will be reviewed routinely and, where appropriate, increased deposit amounts will be required.

Resale Guidelines

Required Information and Forms are Completed (Continued)

A deposit may be required if:

- The CLEC has no services provided by Sprint in the past year, or
- The CLEC has service provided by Sprint, 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. Sprint reserves the right to apply all or a portion of the deposit amounts against any amounts owed by the CLEC to Sprint. Deposits will be credited to the CLEC account at the sole discretion of Sprint. 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 Sprint by making twelve consecutive timely payments of the full amount due Sprint.

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

Cash Deposit

If a check is received to fulfill the deposit requirement, no service or additional service will be provided by Sprint until the funds are made available to Sprint by Sprint's bank.

Irrevocable Letter of Credit

The letter of credit must be obtained from a financial institution acceptable to Sprint (i.e., the issuing bank must be a recognized financial institution), and must:

- state that it is irrevocable
- have an expiration date no earlier than one year from the date the letter of credit is accepted by Sprint
- be accepted by the Sprint legal department
- be in the amount equal to the deposit requirement as calculated above
- allow Sprint to draw on the letter unconditionally (i.e., Sprint merely providing a written statement to the issuing bank that the CLEC is in default of a payment obligation to Sprint, without requiring evidence of such nonpayment).

Upon expiration of a letter of credit supplied to secure payment, the CLEC will be required to secure a new letter of credit, or pay the cash deposit. Should Sprint 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.

Sprint may agree to other forms of security acceptable to Sprint.

Resale Guidelines

Required Information and Forms are Completed (Continued)

H. CLEC Implementation Checklist

The Implementation Checklist 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 with instructions is included in the Start-Up forms package on the Local Wholesale Web site.

Once submitted, if future changes are required, the checklist may be downloaded and updated with the required changes for forwarding 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 such information 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. The forecast is included in the Start-Up forms package.

4. Account is Established

Once all the Start-Up forms are completed and submitted to the local account manager, the information will be routed to the appropriate WMSC. Once all documentation is submitted and completed, the assigned WMSC will establish the CLEC account within two business days.

5. Implementation Meeting is Held

After the CLEC has completed and submitted the forms along with the Implementation Checklist and Local Services Forecast outlined in item 3 above, the local account manager will schedule an implementation meeting. This meeting must be held prior to the CLEC processing orders with Sprint for resale services. 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 Sprint.

6. CLEC May Begin Ordering Service

Sprint expects the CLEC to use the Local Service Request (LSR) as agreed upon by the Ordering and Billing Forum (OBF) or a mutually agreed upon ordering document. The LSR may be obtained from the Alliance for Telecommunications Industry Solutions (ATIS). For more information visit: www.atis.org

Orders can be issued using the following methods:

- Paper LSR can be completed and faxed to the WMSC.
- Electronic processing of LSR through the Sprint Integrated Request Entry System (IRES).

Sprint will offer for resale telecommunications services as required by the FCC rules and regulations. Sprint does not offer for resale, non-telecommunications services (e.g., CPE).

Resale Guidelines

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 Sprint Local Company)

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

Resale Guidelines

Products and Services Offered

Service Restrictions

This section is not intended to be, nor does it constitute, an all-inclusive list of service restrictions. The state tariffs and the Competitive Local Exchange Carrier (CLEC) specific contracts are the ultimate source of service/feature availability.

Tariff Resources

Sprint offers all regulated telecommunications services required by the Federal Communications Commission's (FCC) rules and regulations or the state commission for resale. Tariffs can be viewed online at www.sprint.com/tariffs

911 Public/Emergency Services

All telecommunications service providers and individual counties within a state must share the responsibility of providing Public Emergency services. It is the responsibility of the CLEC entering the marketplace to provide the same level of 911 service that the end user and county have previously enjoyed and relied upon.

Basic 911 Telecommunications Service

Basic 911 Telecommunications Service is a telephone exchange service whereby a Public Service Answering Point (PSAP), designated by the Emergency Telephone System Board (ETSB), may receive and answer emergency telephone calls placed by dialing 911. Basic Service provides for routing of voice reported 911 calls to the PSAP. If all circuits are busy, the calls will receive a busy signal. If no 911 service exists at all for a central office entity, the end user dialing 911 is routed to a recording that states that 911 service is not available. The CLEC is responsible for payment of the 911 surcharges to the county.

Enhanced 911 Telecommunications Service

Enhanced 911 (E911) Telecommunications Service provides additional electronically controlled features such as Automatic Number and Location Identification as well as Selective Routing. Enhanced service calls encountering a busy signal at the primary PSAP are routed to an alternate PSAP designated by the county. The CLEC is responsible for payment of the 911 surcharges to the county.

Blocking Services

If it is desired that certain services be blocked on a per-line basis, the following blocking services are offered, where available. If you have questions concerning these services, contact your local account manager.

Resale Guidelines

Blocking Services (Continued)

Billed Number Screening (BNS) service when the originating toll carrier validates the Sprint Line Information Data Base (LIDB) prevents third number and collect calls from being billed to a telephone line. BNS is available to residential, single line business and Public Access Telephone Service (PATs) lines subscribing to a flat-rate option, which utilizes the public switched network for long distance calling.

The Sprint General Exchange Tariff and/or Telecommunications Services Catalog states that BNS is not guaranteed and that any charges for collect, third number, and international collect calls shall be the responsibility of the customer.

BNS is available to block collect only; third number only; or both collect and third number. When BNS is ordered, LIDB is updated with the blocking requested. Rates and service order charges vary per state.

Toll or Custom Code Restrictions offer customers the ability to block certain types of calls which otherwise would result in charges to the calling phone line. The type of restrictions offered, monthly charges, and service order charges vary per state. Local calls (unless otherwise selected where available) are permitted as well as nonchargeable calls such as 911.

Services that may be blocked, where permitted, may include 411, N11, 1+, 1+555-1212, 1+NPA+555-1212, IDDD, 0-, 0+, 01+, 011+, 500, 700, 800/888, 900/976, ECS/Message Rate, EAC, Community Connected calling, etc.

Usage-Sensitive Blocking may be ordered for the following usage-sensitive services: Return Call, Repeat Dial, Three Way Calling, Sprint Personal Messenger Service, and Call Trace.

Calling Cards

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

Customer Name and Address Information

Sprint will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to Sprint end users. The CLEC will require a special telephone number and unique access code to utilize the service. The phone number and an access code will be provided by the WMSC. Check with your local account manager for any applicable charges.

Directory Information Pages Listing Information

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

Resale Guidelines

Directory Information Pages Listing Information (Continued)

A separate agreement must be negotiated with Sprint 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 Sprint Publishing & Advertising Corporation contact, please 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/Carrier Account Record Exchange (PIC/CARE) records.

“Grandfathered Services”

“Grandfathered” (or obsolete) services/features are those which have been removed from the applicable tariffs, but were allowed to remain in service with the subscribed end users. Sprint will offer for resale such grandfathered services for the purpose of the CLEC serving the grandfathered customers.

Line Information Database

Phone numbers assigned by Sprint for CLEC end users will be entered into the Sprint Line Information Database (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. Also, the current network architecture will not allow call processing on telephone numbers formerly assigned to an Incumbent Local Exchange Company (ILEC) if those numbers are not still resident in the ILECs LIDB.

Resale Digital Subscriber Line (DSL)

DSL is a technology that allows data to be transmitted over a digital signal that uses ordinary copper phone lines of under 18K cable feet. DSL transmits at much higher speeds than traditional analog technology allowing the end user to make or receive a phone call while transmitting data over the same line. Resale DSL enables the CLEC to provide both the resale voice and DSL to their end-user customer. The CLEC will be responsible for establishing a business relationship with an Internet Service Provider (ISP) of their choice. Sprint will connect the CLEC end user to the CLEC ISP of choice. For additional information on this service, please contact your local account manager.

Unbundled Network Element-Platform (UNE-P)

UNE-P is a combination of dedicated Unbundled Network Elements which provide a voice or digital grade (measured) port, switching functionality, shared interoffice transport, tandem switching, and a voice grade or digital loop, creating an end-user transmission path providing local exchange service. Vertical features may be ordered where available and pricing varies per state. For additional information on this service, please contact your local account manager.

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Usage-Based Services

All Sprint services are sold on a flat-rate basis. However, some of these services are also offered on a usage-sensitive or pay-per-use basis. The following services are also offered on a pay-per-use basis: return call, repeat dial, personal messenger and three-way calling can be used without subscribing to them monthly. These services will be accessible on all lines where they are technically available and billed only if the end user accesses the service. Rates vary per state. **If access to usage-based services is not desired, you must specifically request on the order, which services are to be blocked.** Requesting toll restrictions will not affect these services.

Vertical Features

Descriptions for service features are listed below:

Note: Features are not available in all areas. Check with your local account manager for availability.

Anonymous Call Rejection allows you to block any incoming calls from parties who have blocked their telephone numbers from being sent to you for display on your Caller ID telephone or adjunct device. When this feature is on, calling parties are redirected to an announcement that states, “The party you dialed does not accept blocked calls. Please hang up and call back with your caller identification unblocked.”

Call Forwarding automatically transfers calls to a destination that you select. There are several options within Call Forwarding that include:

Call Forward Universal automatically transfers all calls to a specified number.

Call Forward No Answer automatically transfers calls to a specified number if you do not answer within a pre-determined number of rings.

Call Forward Busy automatically transfers calls to a specified number if your line is busy.

Call Forward Remote Activation allows customers to call forward their phone number from a remote location.

Call Trace allows a trace of the last call you received. Trace results are only provided to an authorized agency. Call Trace should only be used to trace threatening or obscene calls. This is a usage-sensitive service and rates and restrictions vary per state.

Call Waiting provides a tone, while on a call, alerting you of a second incoming call. This allows you to answer the second call while already on the phone. The ability to cancel call waiting is also available. This allows call waiting to be canceled when uninterrupted conversations are required.

Caller ID and/or Caller ID with Name allows subscribers to view the phone number and/or the phone number and name of an incoming call. By using a special phone or display unit, the name and number of the calling party is displayed and stored along with a day and time stamp.

Resale Guidelines

Vertical Features (Continued)

Caller ID Block allows a customer to prevent their phone number from appearing on a Caller ID device when making a call. This service is used on a per-call basis at no charge and is available on all lines.

Personal Messenger allows the calling party to leave a message for the called party which the Sprint network will attempt to deliver every 30 minutes for up to eight hours on a "busy" or "no answer" condition. This is a pay-per-use service offered where available. This service does not work on international calls.

Repeat Dialing allows a customer to continue to retry a busy number by automatically redialing the called number for up to 30 minutes until the line is free. When the line is free, the phone rings the user back with a special ring and the call is completed. Offered as flat-rate feature, packaged-feature offering or usage-sensitive service.

Return Call allows a customer to automatically return a call from the last caller. Even if you don't know the number or who called, return call will provide the number and allow you to return the call. Offered as flat-rate feature, packaged-feature offering or usage-sensitive service.

Selective Call Acceptance is a service that allows customers to select the phone numbers they wish to accept calls from.

Selective Call Forwarding allows customers to select certain phone numbers that they would like to forward to another location.

Selective Call Rejection is a service that allows customers to reject the phone numbers they do not want to receive calls from. The rejected callers are sent to a recording.

Selective Ring provides a distinctive ring to a particular set of numbers to provide ring differentiation for those callers.

Signal Ring allows you to assign up to four different phone numbers to a single line. Each number has a distinctive ring so you can differentiate which number is being called.

Speed Dial allows a preprogrammed group of numbers to be dialed, either local or long distance, with just one or two keystrokes.

Three-Way Calling allows simultaneous conversations between the caller and two other parties by conferencing all the parties together. This is offered as a flat-rated feature, packaged-feature offering or usage-sensitive service.

Toll Restriction allows customers to specify the types of calls used on a line. The line will only allow outgoing calls to be local.

Resale Guidelines

Nonregulated Products and Services

The following nonregulated products and services are available to the CLEC.

Inside Wire Installation and Maintenance is available via a separate contract for residential and simple business. For additional information, please refer to the Agreements located at www.sprint.com/localwholesale

Voice Mail as a nonregulated product will be offered for resale at established retail prices in all states. No contract is required for this month-to-month service.

Traffic Measurement Report Service (TMRS) is a nonregulated product offering available to CLECs that are reselling Sprint retail services to end users. The CLEC end user may request to have a traffic study performed on their network facilities for purposes of network design and administration. Since the Sprint network is used and resold to the end user by the CLEC, facility traffic measurement can be performed by Sprint from the Central Data Collection Center.

The service provides a printed summary of the traffic data on network facilities that the CLEC has purchased from Sprint for resale. TMRS will be provided by the Sprint Central Data Collection Centers (CDC Centers) and is limited to those resale facilities that can be measured.

TMRS will be provided on the CLEC end user's local exchange access lines or trunk groups from the serving central office. Reports are available on a one-week basis consisting of seven consecutive days beginning Sunday and ending the following Saturday, or a monthly report that contains a minimum four consecutive weeks of data. The reports disclose minutes, attempts, overflow and number of lines required information. TMRS is intended to assist customers in designing and administering their communications needs associated with their business activities.

CLEC's should contact their local account manager to initiate a traffic study request. A lead-time of one week is required to process the request and schedule the study.

Resale Guidelines

Ordering Resold Services from Sprint

Local Service Request (LSR)

The LSR is the vehicle that the CLEC will use to request resold local service from Sprint, i.e., install, and change or disconnect. The document reflects the information required for order generation and processing.

Industry guidelines for completing the LSR can be obtained from the Alliance for Telecommunications Industry Solutions (ATIS). For additional information on the Local Service Ordering Guidelines (LSOG), please visit: www.atis.org

Process Overview

1. Customer contacts Competitive Local Exchange Carrier (CLEC) for service.
2. CLEC takes order information from their customer and prepares Local Service Request (LSR).
3. CLEC transmits LSR to the WMSC. The CLEC may order service via the Sprint Integrated Request Entry System (IRES).
4. The WMSC provides an Acknowledgement Record to the CLEC when an order has been received and entered into IRES for manual or a non-IRES user CLEC.
5. The WMSC enters the order into the Sprint Service Order Entry (SOE) System. Firm Order Confirmation (FOC) or a Reject Notification is provided to the CLEC.
6. Completion Notification is provided to the CLEC when the order has been completed.

Submitting a Service Request

Orders can be issued using the following methods:

1. Electronic submission of the LSR through the Sprint Integrated Request Entry System (IRES) is the preferred method. IRES will provide online order submission and editing of orders which reduces reject conditions prior to submitting the LSR. In addition, IRES enables the CLEC to determine the status of LSRs, perform address validations, inquire on available services, interLATA and intraLATA carriers, and perform customer service inquiries on Sprint accounts, as well as the CLEC end-user accounts. For more information about IRES, please refer to the User's Guide section located at <http://www.sprint.com/localwholesale>.
2. Paper submission of the LSR via fax or mail to the WMSC.

Resale Guidelines

Scheduling Due Dates

Basic Telephone Service due dates for CLEC end users will be assigned using the same (Business and Residential) guidelines as used for Sprint 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 Firm Order Confirmation (FOC) will be provided to the CLEC via IRES or facsimile. The confirmation will provide the Sprint order number, purchase order number (PON), the due date, phone numbers (as applicable to the service), and the Sprint Service Representative employee ID and contact phone number. Additional service specific data may also be provided in remarks.

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

Service Request Changes and Cancellations

Sprint should be notified as soon as possible of any 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 the order properly reflects all requested service and appropriate billing.

Changes and cancellations should be submitted through IRES or facsimile for non-IRES users.

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 facsimile 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 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 facsimile notification.

Resale Guidelines

Customer Service Record Requests

If a CLEC desires a copy of a Customer Service Record (CSR) prior to submitting an LSR, the Sprint end-user information can be viewed using the Integrated Request Entry System (IRES). If the CLEC does not use IRES, a Preordering Request form may be faxed to the WMSC. Please contact your local account manager for a copy of the form.

Note: If the CLEC wants a telephone number assigned prior to submitting an LSR, they should fax the request (via the Preordering Request Form) to the WMSC. The service center 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. Both residence and business telephone numbers may be included on one LSR. Suspend requests must be received in the WMSC no later than 12 p.m. and restore requests must be received by 3 p.m. 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 LSRs are completed by the CLEC and transmitted to the WMSC for processing. A Firm Order Confirmation will be provided as notification 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) selected 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 Sprint, or if a PIC change is requested at the same time as other service changes for the end user, the WMSC will process the change.

CLECs wishing to obtain additional information on Carrier Selection Subscription or copies of the Carrier Account Record Exchange (CARE) Industry Support Interface (ISI) documentation may contact the Alliance for Telecommunications Industry Solutions (ATIS) - Ordering and Billing

Resale Guidelines

Long Distance Carrier Selection (Continued)

Forum (OBF) Subscription Committee. For additional information, please refer to:
www.atis.org/atis/clc/obf/sc/schom.htm

Military Reservations

Sprint has contracts with federal entities that limit or prohibit the ability of the CLEC to provide resale services within those Federal Enclaves. If the contract with the federal entity provides for the resale of services, then Sprint will provide the CLEC with information regarding the provision of service on the Federal Enclave.

The following is a summary of steps required for a CLEC to place orders on a military reservation that allows resale of service and is within the local operating territory of Sprint:

1. CLEC makes the request to a local account manager.
2. Local account manager obtains appropriate contact at the military reservation and informs the CLEC of the contact name at the military reservation.
3. CLEC contacts the identified military reservation personnel to obtain written authorization to place orders for service on the base/post. CLEC then forwards copy of authorization to appropriate local account manager.
4. CLEC includes a copy of the written authorization (letter or form) to the WMSC with the LSR.
5. The WMSC processes LSR with proper written authorization from the military reservation.

Resale Guidelines

Trouble Reporting

Process Overview

1. End user reports the trouble to Competitive Local Exchange Carrier (CLEC).
2. CLEC prescreens and completes trouble ticket.
3. CLEC contacts the National CLEC Repair Center.
4. National CLEC Repair Center opens a trouble ticket for resolution.
5. National CLEC Repair Center notifies CLEC when trouble is cleared.

Reporting Trouble

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

Sprint will not accept trouble reports directly from a CLEC end-user customer. End users contacting Sprint will be requested to contact their CLEC. If the CLEC has provided Sprint with an appropriate contact number for the CLEC Repair Center, Sprint will provide that number to the end user. On-line transfer to the CLEC will not be 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 the CLEC has been provided at the end of this section.

After gathering the required information, the CLEC will report the trouble. The Center will open a trouble ticket, which will be worked in the same manner as Sprint trouble reports. To expedite trouble reporting, the National CLEC Repair Center will accept trouble reports for three different end users per call.

The National CLEC Repair Center will notify the CLEC once the trouble has been cleared via a faxed Trouble Completion Report. Trouble Completion Reports are faxed to the number identified on the CLEC Implementation Checklist.

Resale Guidelines

Prescreening Repair Questionnaire for Resellers

1. Telephone number or circuit ID being reported: _____
2. End-user name: _____
3. End-user premises address: _____
4. Is this service located in a casino, college, government building, hotel, airport, and hospital 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: _____
- 9A. Access time: _____
10. Do you consider yourself without telephone service? Yes/No ____ (FL Only)
11. 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 telephone number: _____
 - b. Is Calling a telephone number? Yes/No ____
12. Is the Trouble on all the end-user telephones? Yes/No ____
If no, which telephone has the trouble? _____

13. 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 CLECs without an Inside Wire Maintenance Agreement)

Resale Guidelines

Point of Contact

Sprint 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 accessed through www.sprint.com/localwholesale Online Services section. 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**.

Interactive Voice Response (IVR) Options

When reporting troubles to the National CLEC Repair Center, please ensure that the correct option is selected for the appropriate service type, i.e., for Digital Subscriber Line (DSL), Asymmetric Digital Subscriber Line (ADSL), Integrated Services Digital Network (ISDN), Enhanced Extended Link (EEL) select option 1. For resale lines select option 3 or 4 based on the trouble type. For options 3 and 5, your Operating Company Number (OCN) will be required. When reporting circuit troubles, please include the block and pin information along with the circuit identification, if applicable.

Resale Guidelines

Interactive Voice Response (IVR) Options (Continued)

IVR menu options and prompts are listed below:

Option 1 – “If you are calling to report trouble on regular loops, DSL, ADSL, ISDN, EEL or Line Sharing, Press 1.” The trouble will go to the National CLEC 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 Sprint Network Operation Center.

Option 3 – “For Resale lines, to report no dial tone or noise on the line, Press 3.” The IVR will provide additional prompts for submitting trouble tickets for no dial tone and noise. Be prepared to enter the ten-digit phone number that you are reporting and your OCN.
Note: This option will provide the ticket number when you select the option to submit.

Option 4 – “All other resale troubles, Press 4.”

Option 5 – “For Resale lines and Unbundled loops, to check on a problem already reported or when work is scheduled to begin, Press 5.” To obtain the status of an existing ticket or to determine when work will be scheduled, be prepared to enter the ten-digit phone number that was reported or the ticket number and your OCN. The status includes tickets completed, open, incomplete, missed due date or on hold. Note: Status can be checked by the ticket number or the phone number.

Option 6 – “To hear your choices again, press 9.”

Resale Guidelines

Invoicing

Sprint currently supports an industry-standard billing output for reseller invoicing. The invoice is formatted as required by Telcordia Billing Output Specifications (BOS).

Invoicing will be provided at a state and company level. An example of the invoice and Customer Service Record (CSR) follow the Invoice Sections explanations. The reseller organization will receive separate invoices for access services.

Invoice Media

The customer shall select the primary media for its invoices and customer service records will be provided. 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 invoice media will be provided as requested on the checklist, and charged based on the company/state and media selection. The CLEC Implementation Checklist Resale may be downloaded from www.sprint.com/local_wholesale

The current media offerings are as follows:

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

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

Paper: Invoicing processed on paper. Refer to the paper invoice examples that follow these definitions for additional information.

As the Telcordia BOS documentation is copyrighted, for more information about the BDT records and output specifications or ordering the documentation please visit the Telcordia at www.telcordia.com

Resale Guidelines

Invoice Sections

For reference, the sample invoice page numbers follow the invoice section discussed.

Return Document (Invoice page 1)

The first page of every invoice is the return document. This document is returned along with payment to the address shown on the return document.

Face Page (Invoice page 1)

The Return Document and the Face Page are both labeled as page 1. There are two sections to the Invoice Face Page. The first section, Balance Due Information, summarizes how the account balance due was calculated.

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

Detail of Payments (Invoice page 2)

The detail of payments page is generated if at least one payment has been applied since the last invoice. The page provides an itemization of payments that must equal the total payments applied amount, which displays in the Balance Due Information on invoice face page. Payments are sequenced by date of payment.

Detail of Adjustments (Invoice page 3)

The Detail of Adjustments page is generated if at least one or more adjustments have been applied since the last invoice. The page provides an itemization of adjustments that must equal the total adjustments applied amount displayed in the Balance Due Information on the invoice Face Page. Telephone number and date of the adjustment determine the sequence in the Adjustments section.

Detail of Other Charges and Credits (Invoice page 4)

The Detail of Other Charges and Credits displays recurring and nonrecurring charges and credits for service added or disconnected, or rate change. The sort sequence depends on the type of activity that created the Other Charges and Credits.

Resale Call Detail (Invoice pages 5, 8)

The Resale Call Detail page lists individual toll calls billable to the CLEC. The page heading is the telephone number where call detail appears. This could be the fictitious telephone number for Optional Calling plans or Local Measured Service, or the individual telephone number for each end user. The sort sequence is Business/Residence, jurisdiction, type of service, call plan type, and service element. Usage rate is not included on this page, but the rate type indicator is defined as:

- 1) Day Customer Dialed (DCD)
- 2) Night/Weekend Customer Dialed (NCD)
- 3) Evening Customer Dialed (ECD)

Resale Guidelines

Resale Usage Discount (Invoice page 6)

The Usage Discount page displays the detail information to support and substantiate any discounts applied to the usage charges. This section appears only when usage discounts are applicable, such as optional calling plans. The page heading is the fictitious telephone number that is associated with each grouping of telephone numbers. The sort sequence is Business/Residence, jurisdiction, service type, call plan type, and discount type.

Resale Summary (Invoice pages 7, 9)

The Resale Summary section summarizes the usage detail information. This can include Optional Calling Plans (OCP), Local Measured Service (LMS), intraLATA toll, directory assistance, or WATS. The page heading is the telephone number where usage charges are grouped. This could be a fictitious grouping number for OCP or LMS, or the individual telephone number. The sort sequence is Business/Residence, jurisdiction, type of service, call plan type, and service element.

Detail of Taxes (Invoice page 10)

This page provides an itemization of applicable taxes at the account level.

Detail of Surcharges (Invoice page 11)

This page provides an itemization of applicable surcharges.

Customer Service Record

The Customer Service Record (CSR) provides an inventory of the customer's ordered services and features. It also provides a summary that includes a glossary of the Field Identifiers (FID) and Universal Service Order Codes (USOC) that are used within the CSR. When a customer invoice is rendered, the customer will receive a CSR detailing monthly recurring activities, even if service order activity has not occurred. CSR totals will tier up to the Monthly Access Charges displayed on the Face Page. CSR examples follow the sample invoice pages.

1. Account Identification

The Customer's ACNA, OCN, and invoice address are provided in the Account Identification portion of the CSR. The ACNA will follow the same format throughout the invoice, beginning with the letter C followed by the customer's OCN.

2. Service and Features

This portion of the CSR provides detail sorted by Telephone Number. USOCs are used to describe an item of service or a feature ordered by the customer. In addition, USOCs are used for rating and/or provisioning of a service. Field Identifiers (FIDs) are used to describe the data necessary for provisioning and invoicing.

The Service and Features format is:

- SVC ESTBL: The date the service was installed.
- QTY: Identifies the quantity for USOCs.
- CODE: Displays retained left-handed FIDs and USOCs.

Resale Guidelines

Customer Service Record (Continued)

Some examples of FIDs are:

- /CS = Class of Service
- /PICL = Primary interexchange carrier (PIC) of local Toll

FIDs are defined in the CSR Glossary located at the end of the invoice.

DESCRIPTION: Identifies the descriptive data associated with entries following FIDs and USOCs.

TAX: This column provides the code(s) for the applicable tax jurisdiction(s) of monthly rated USOCs. A one-character numeric code has been developed for each tax jurisdiction. Refer to the CSR Tax Legend for a listing of the codes and values.

AMOUNT: This column will display amounts associated with each USOC for that Telephone Number. The amounts will be local amounts, subtotals, and totals. The 100% figure identified in the second column will always be 100% since jurisdictional factoring (Inter or Local) does not apply for resale.

ACTIVITY DATE: This date reflects the date the most recent activity affecting each item took place. Activity includes service order, rate, and miscellaneous changes.

3. Summary

The summary information located at the end of the invoice contains the Tax Legend and English Language Glossary. FIDs and USOCs that appear on the invoice are listed in the glossary with definitions.

Resale Guidelines

SAMPLE INVOICE

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION
P.O. BOX 2994
SHAWNEE MISSION, KS 66201-1394

BILL NO 248 D00-9876 444
INVOICE NO D00987644497091
BILL DATE JAN 1, 2002
ACNA C9876 PAGE 1

The header information will be displayed on every page. The ACNA is formatted beginning with the letter C followed by the OCN.

Payment Options:

US Mail:

SPRINT
P.O. BOX 219489
KANSAS CITY, MO 64121-9489

OVERNIGHT:

SPRINT
WHOLESALE LOCK BOX 219489
1008 OAK STREET
KANSAS CITY, MO 64106

ELECTRONIC PAYMENTS:
FOR A WIRE OR ACHPAYMENT, PLEASE CALL YOU SPRINT REPRESENTATIVE FOR ASSISTANCE

CLEC COMPANY
111 ANYWHERE STREET
SOMEWHERE, ST 11111

* * * * *
* PLEASE *
* RETURN THIS *
* PAGE WITH *
* YOUR PAYMENT *
* * * * *

RETURN DOCUMENT

TOTAL CURRENT INVOICE:
D00987644497091NV 100.78

AMOUNTS ENCLOSED: _____

DUE BY * JAN 21, 2002 *

OVERDUE BALANCE
150.00

The overdue balance will be shown in a 'lump sum' amount and will not be itemized by Invoice Number.

TOTAL AMOUNT DUE 250.78

TOTAL _____

Invoice tracking information is displayed under each sub-total.

EX: D00987644497091NV

The first ten characters are the same as the first ten characters of the Invoice No. Identified in the header followed by five-digit Julian Date followed by the two-character state code.

*****The customer is requested to return this page with their payment*****

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248 D00-9876 444
 INVOICE NO D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 **PAGE 1**

CLEC COMPANY
 111 ANYWHERE STREET
 SOMEWHERE, ST 11111

BILLING INQUIRIES CALL (800) 578-8169

FOR TELCO USE:
 ICSC OFC IPOC/NEAC

RESALE SERVICES

*** BALANCE DUE INFORMATION ***

TOTAL AMOUNT OF LAST BILL	362.40
PAYMENTS APPLIED - SEE DETAIL	362.40CR
ADJUSTMENTS APPLIED - SEE DETAIL	150.00
LOCAL 150.00	
TOTAL BALANCE DUE.	150.00

Adjustments apply to previous invoices; OC&Cs apply to current invoice.

*** DETAIL OF CURRENT CHARGES ***

TOTAL - NV	
MONTHLY ACCESS CHARGES	
FROM DEC 1 THRU DEC 31	94.99
LOCAL 53.29	
INTERSTATE 41.70	
OTHER CHARGES AND CREDITS - SEE DETAIL	1.08CR
LOCAL 1.08CR	
USAGE CHARGES - SEE DETAIL	25.07
INTERSTATE .00	
INTRASTATE 17.10	
INTRASTATE/INTRALATA 3.32	
LOCAL 4.60	
TAXES - SEE DETAIL	4.50
SURCHARGES - SEE DETAIL	1.50
TOTAL CURRENT CHARGES * DUE BY JAN 27, 2002 *	124.98

Monthly access charges by jurisdiction will tie to the total activity from the CSR.

 TOTAL AMOUNT DUE 274.98

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248 D00-9876 444
INVOICE NO D009876444-97091
BILL DATE JAN 1, 2002
ACNA C9876 **PAGE 2**

* * * DETAIL OF PAYMENTS APPLIED * * *

DEC 06 01 PAYMENT APPLIED	302.00CR
DEC 06 01 PAYMENT APPLIED	60.40CR

TOTAL PAYMENTS APPLIED	362.40CR
------------------------	----------

This page lists all payments and totals them. The TOTAL PAYMENTS APPLIED matches the entry on the Face Page.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248 D00-9876 444
 INVOICE NO D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 **PAGE 3**

* * * DETAIL OF ADJUSTMENTS APPLIED * * *

TELEPHONE NUMBER 702-555-4567

DEC 02 01 ADJUSTMENT OF ONE-TIME SPECIAL ACCESS CHARGE ON DEC 02 01			52.00

TOTAL ADJ AMT	LOCAL	NV-2348	52.00

TELEPHONE NUMBER 702-555-7890

DEC 15 01 ADJUSTMENT OF ONE-TIME SPECIAL ACCESS CHARGES ON DEC 15 01			98.00

TOTAL ADJ AMT	LOCAL	NV-2348	98.00

TOTAL CREDIT ADJUSTMENTS APPLIED			0.00CR
TOTAL DEBIT ADJUSTMENTS APPLIED			150.00
TOTAL ADJUSTMENTS APPLIED			150.00

On this page, Telephone Number sorts adjustments, then by jurisdiction and state. Credit adjustments and debit adjustments are sub-totaled. The TOTAL ADJUSTMENTS APPLIED correspond to amount reflected on the Face Page.

Example:

Dec 02 01: Date of the adjustment
Adjustment of One-Time Special Access Charges: An adjustment phrase code
Local: Jurisdiction of adjustment
NV-2348: State abbreviation followed by NECA company code (Four-character BOS required code)

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248 D00-9876 444
 INVOICE NO D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 PAGE 4

 * * * DETAIL OF OTHER CHARGES AND CREDITS * * *

TELEPHONE NUMBER 702-555-6789

This is an example of a USOC (R1234) being removed from the Account and the subsequent fractional charges that are generated.

DEC 16, 01 SO C767551 PON 903

CREDIT FOR LOCAL SERVICE REMOVED
 FROM DEC 16 01 THRU DEC 31 01
 RESIDENCE

R1234 1 ACCESS LINE - 1 PARTY
 LOCAL - NV - 2348 - LA

4.33CR

NET EFFECT OF SO C0767551 PON 903

PER MONTH	FRACTIONAL	ONE-TIME	BILLED AMOUNT
.00	4.33CR	.00	4.33CR

TELEPHONE NUMBER 702-555-7890

DEC 16, 01 SO C767551 PON 905

CHARGE FOR LOCAL SERVICE ADDED
 FROM DEC 16 01 THRU DEC 31 01
 RESIDENCE

From Dec 16 01 through Dec 31 01: identifies the period fractional charges are applied.

R4321 CCF CALL WAITING B
 LOCAL - NV - 2348 - LA

2.25

NET EFFECT OF SO C0767551 PON 905

PER MONTH	FRACTIONAL	ONE-TIME	BILLED AMOUNT
.00	2.25	.00	2.25

TOTAL OTHER CHARGES AND CREDITS.....1.08CR

Other Charges and Credits (OC&C) are sorted by Telephone Number, Date of activity, Phrase Code, Period Covered, USOC & Description, Jurisdiction, State, NECA Company Code and BOS Required Field.

Example:
Date of OC&C, Service Order Number and PON
Dec 16, 01 SO C767551 PON 903
Credit for Local Service Provided: OC&C Phrase Code
From Dec 16 01 through Dec 31 01: OC&C Period Covered
R12341 Access Line - 1 Party: USOC & Description

Most OC&C are service-driven. Late Payment Charges (LPC), however, are an example of an OC&C that is not service-driven. Both types of OC&C are displayed under the same Telephone Number and then totaled by separate Net Effect Amount lines.

The Total of all Net Effect Amounts is displayed as Total Other Charges and Credits and corresponds to the Face Page amount. Local - NV - 2348 - LA: Jurisdiction, State, LTD Company Code & two-character Telcordia Required Field (LA = Local Access).

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248-D00-9876-444
 INVOICE D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 PAGE 5

*** RESALE CALL DETAIL FOR TN 702-182-9999-001 DEC 1 01 THRU DEC 31 01 ***

RATE CATEGORY

 BUSINESS
 INTRASTATE
 TOLL CALL PLAN
 OPTIONAL CALLING PLAN #1
 LOCAL USAGE
 CALLS FROM 702-555-1234

NO	DATE	CALLED FROM	CALLED TO	TIME	RATE	MIN:SEC	AMOUNT
1	DEC 1	LSVG NV 702-555-1234	TIMBUCK2 NV 702-221-1234	7:53A	NCD	2:00	1.75
2	DEC 12	LSVG NV 702-555-1234	TIMBUCK2 NV 702-221-1235	6:00P	ECD	10:00	5.00
SUBTOTAL OCP #1							6.75

OPTIONAL CALLING PLAN #6
 ITEMIZED CALL
 CALLS FROM 702-555-3456

NO	DATE	CALLED FROM	CALLED TO	TIME	RATE	MIN:SEC	AMOUNT
1	DEC 1	LSVG NV 702-555-3456	TIMBUCK2 NV 702-221-1238	9:33A	NCD	7:00	4.00
CALLS FROM 702-555-4567							

NO	DATE	CALLED FROM	CALLED TO	TIME	RATE	MIN:SEC	AMOUNT
1	DEC 3	LSVG NV 702-555-4567	TIMBUCK2 NV 702-221-1239	5:45A	NCD	15:00	6.50
2	DEC 18	LSVB NV 702-555-4567	TIMBUCK2 NV 702-221-1240	2:30P	DCD	5:35	2.80
SUBTOTAL OCP #6							13.30

TOTAL TOLL PLAN CHARGES 13.30

TOTAL INTRASTATE CHARGES 20.05
 TOTAL CALL DETAIL 20.05

Telephone Number, Type of Rate Category (Residential or Business) sorts resale Call Detail, then by Jurisdiction, Type of Service and Call Plan Type. In this example, the Resale Call Detail is at the Main Account Level because of the OCP call aggregation, but usually it is done at the Telephone Number level. The period covered will be displayed next to the Telephone Number.

The Resale Call Detail amount corresponds to the Resale Summary pages (Invoice page 7). Rate Periods (not actual rates) are displayed in the Rate column. Call Detail items are numbered and dated for easy reference.

Each telephone number within the OCP will display the associated amount.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248-D00-9876-444
 INVOICE # D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 **PAGE 6**

*** RESALE DISCOUNT AMOUNTS FOR TN 702-182-9999-001 DEC 1 01 THRU DEC 31 01 ***

RATE CATEGORY

- - - - -

	BASE AMOUNT	DISCOUNT AMOUNT	BILLED AMOUNT
BUSINESS INTRASTATE TOLL CALL PLAN OPTL CALLING PLAN #1 LOCAL USAGE TOLL	6.75	1.15	5.60
	_____	_____	_____
SUBTOTAL OCP #1	6.75	1.15	5.60
OPTL CALLING PLAN #6 ITEMIZED CALL LARGE VOLUME	13.30	1.75	11.55
	_____	_____	_____
SUBTOTAL OCP #6	13.30	1.75	11.55
	_____	_____	_____
TOTAL TOLL PLAN CHARGES	20.05	2.90	17.15
	_____	_____	_____
TOTAL INTRASTATE	20.05	2.90	17.15
TOTAL DISCOUNT CHARGES	20.05	2.90	17.15

The Discount Amount is the usage discounts resulting from the Optional Calling plan and will display when applicable.

Usage-sensitive discounts for Toll and Local Calling Plans are displayed on the Resale Discount Amounts page.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248-D00-9876-444
 INVOICE # D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 PAGE 7

*** RESALE SUMMARY FOR TN 702-182-9999-001 DEC 1 01 THRU DEC 31 01 ***

RATE CATEGORY	QUANTITY	TYPE	AMOUNT

BUSINESS			
INTRASTATE			
TOLL CALL PLAN			
OPTL CALLING PLAN #1			
LOCAL USAGE			
DOLLAR RANGE			
			6.75
OPTL CALLING PLAN #6			
ITEMIZED CALL			
DAY	6	MOU	2.80
EVENING	0	MOU	0.00
NIGHT	22	MOU	10.50

SUBTOTAL BASE AMOUNT-----			20.05
TOTAL DISCOUNT AMOUNT-----			2.90
TOTAL TCP CHARGES-----			17.15
TOTAL INTRASTATE CHARGES-----			17.15
TOTAL RESALE SUMMARY CHARGES-----			17.15

Telephone Number, Type of Rate Category (Residential or Business) Jurisdiction and Toll Call Plan sorts the Resale Summary. Optional Calling Plan Sub-Totals and Total Discounts are sorted by Telephone Number and relate to the Resale Detail Page Amounts.

Example: Intrastate Optional Calling Plans #1 and #6 Sub-Total \$20.05 corresponds to Invoice page 5.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

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 BILL DATE JAN 1, 2002
 ACNA C9876 **PAGE 8**

*** RESALE CALL DETAIL FOR TN 702-555-1234-001 DEC 1 01 THRU DEC 31 01 ***

RATE CATEGORY
 - - - - -

BUSINESS
 INTRASTATE / INTRALATA
 CALLING SERVICES
 TOLL - TOLL CALLS
 ITEMIZED CALL

CALLS FROM 702-555-1234

NO	DATE	CALLED FROM	CALLED TO	TIME	RATE	MIN:SEC	AMOUNT
1	DEC 1		TIMBUCK2 NV 702-220-1242	1:25A	NCD	1:03	.22
2	DEC 2		TIMBUCK2 NV 702-220-1242	3:15P	NCD	1:23	.22
3	DEC 2		TIMBUCK2 NV 702-220-1230	9:05A	DCD	1:18	.22

SUBTOTAL .66

TOTAL CALLING SERVICE CHARGES .66

TOTAL INTRASTATE / INTRALATA .66

LOCAL
 LOCAL CALL PLAN
 LMS - 2 SUMMARY / DETAIL
 LOCAL USAGE

NO	DATE	CALLED FROM	CALLED TO	TIME	RATE	MIN:SEC	AMOUNT
1	DEC 6		702-221-7512	8:53A	N/A	3:00	.00
2	DEC 17		702-221-7513	7:00P	N/A	11:00	.00
3	DEC 18		702-221-7513	5:09P	N/A	10:01	.00
4	DEC 20		702-221-7522	3:10A	N/A	2:00	.00
5	DEC 21		702-221-7533	4:20A	N/A	5:00	.00

SUBTOTAL LMS - 2 S/D .00

TOTAL LOCAL CALL PLAN CHARGES .00

TOTAL LOCAL .00

TOTAL CALL DETAIL CHARGES .66

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

BILL NO 248-D00-9876-444
 INVOICE # D009876444-97091
 BILL DATE JAN 1, 2002
 ACNA C9876 **PAGE 9**

*** RESALE SUMMARY FOR TN 702-555-1234-001 DEC 1 01 THRU DEC 31 01 ***

RATE CATEGORY	QUANTITY	TYPE	AMOUNT
BUSINESS			
INTRASTATE / INTRALATA			
DIRECTORY ASSISTANCE			
CALL ALLOWANCE	3	CALLS	.00
DIRECTORY ASSISTANCE	5	CALLS	2.66
TOTAL DIRECTORY ASSISTANCE CHGS			2.66
CALLING SERVICES			
TOLL - TOLL CALLS			
ITEMIZED CALL			
DAY	1	MOU	.22
NIGHT	2	MOU	.44
TOTAL CALLING SERVICE CHARGES			.66
TOTAL INTRASTATE / INTRALATA			3.32
LOCAL			
LOCAL CALL PLAN			
LMS - 2 SUMMARY / DETAIL			
LOCAL USAGE			
INITIAL	7	MOU	1.15
ADDITIONAL	24	MOU	3.45
TOTAL LOCAL CALL PLAN CHARGES			4.60
TOTAL LOCAL			4.60
TOTAL RESALE SUMMARY CHARGES			7.92

Call Allowances differ according to state regulations but allow for the end user to call Directory Assistance free of charge.

In the example above, the end-user took advantage of the three call allowances and placed five additional Directory Assistance calls that are chargeable.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

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ACNA C9876 **PAGE 10**

* * * DETAIL OF TAXES * * *

NEVADA

TYPE	MONTHLY ACCESS	USAGE	OTHER	TOTAL
STATE	4.50	.00	.00	4.50
TOTAL	4.50	.00	.00	4.50

Taxes are displayed at the Account level, not the individual Telephone Number level. This TOTAL corresponds to the TAXES detail on the Face Page.

Resale Guidelines

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION

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ACNA C9876 **PAGE 11**

* * * DETAIL OF SURCHARGES * * *

NEVADA

TYPE	MONTHLY ACCESS	USAGE	OTHER	TOTAL
GROSS RECEIPTS	.00	1.50	.00	1.50
TOTAL	.00	1.50	.00	1.50

The TOTAL corresponds to the SURCHARGES amount on the Face Page.

Resale Guidelines

Sample Customer Service Record

CUSTOMER SERVICE RECORD
 (CSR) 248 D00-9876 444
 01-01-02 PAGE 1

BILLING INQUIRIES CALL (800) 578-8169 BILL DAY 1ST ACCT DATE 04-01-97 FOR TELCO USE ICSC OFC IPOC/NEAC

---ACCOUNT IDENTIFICATION---

FOR TELCO USE: ACNA C9876 OCN 9876

BILLED TO: CLEC COMPANY
 111 ANYWHERE STREET
 2ND ADDRESS LINE
 SOMEWHERE, ST 11111

--- SERVICE AND FEATURES---

SVC	ESTBL:	QTY:	CODE:	DESCRIPTION	TAX:	AMOUNT	ACTVTY	DATE
110196	MCTN			702 182-9999				120101
				/CS BUS				
				/PICL 7567				
				/TAR 0000				
012297	TN			702-555-1234			012297	
				/CS BUS				
				/PICL 7567				
				/SN DORIS J. COOPER				
				/SA 999 SUNSET BLVD				
				/TAR 8622				
012297	1	R0000					012297	
		INTER 100%	X	1	X	8.34		
012297	1	R1230					012297	
		LOCAL 100%	X	1	X	.97		
012297	1	R1231					012297	
		LOCAL 100%	X	1	X	.00	2	
012297	1	R1232					012297	
		LOCAL 100%	X	1	X	.00	2	
012297	1	R1233					012297	
		LOCAL 100%	X	1	X	.00		
012297	1	R1234					012297	
		LOCAL 100%	X	1	X	7.33	2	
012297	1	R1235					012297	
		LOCAL 100%	X	1	X	.00		
012297	1	R1236					012297	
		LOCAL 100%	X	1	X	.00		
		LOCAL SUBTOTAL						8.30
		INTERSTATE SUBTOTAL						8.34
		TELEPHONE NUMBER SUBTOTAL						16.64

Refer to the CSR descriptive information on pages 30 and 31 for explanation of each field.

Resale Guidelines

CUSTOMER SERVICE RECORD
 (CSR) 248 D00-9876 444
 01-01-02 PAGE 3

--- SERVICE AND FEATURES---

SVC	ESTBL:	QTY:	CODE:	DESCRIPTION	TAX:	AMOUNT	ACTVTY	DATE
112596	TN			702-555-4567 /CS BUS /PICL 7567 /SN GILBERT SMITH /SA 49001 KELLEY CT /TAR 8622			112596	
112596	1	R0000					112596	
		INTER	100%	X 1 X		8.34		
112596	1	R1230					112596	
		LOCAL	100%	X 1 X		.97		
112596	1	R1231			2		112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1232			2		112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1233					112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1234			2		112596	
		LOCAL	100%	X 1 X		7.33		
112596	1	R1235					112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R4321					112596	
		LOCAL	100%	X 1 X		2.25		
						LOCAL SUBTOTAL		10.55
						INTERSTATE SUBTOTAL		8.34
						TELEPHONE NUMBER SUBTOTAL		18.89
112596	TN			702-555-5678 /CS BUS /PICL 7567 /SN SANDI AND JACK KENNEDY /SA 51541 GREENE ST /TAR 8622			112596	
112596	1	R0000					112596	
		INTER	100%	X 1 X		8.34		
112596	1	R1230					112596	
		LOCAL	100%	X 1 X		.97		
112596	1	R1231			2		112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1232			2		112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1234			2		112596	
		LOCAL	100%	X 1 X		7.33		
112596	1	R1235					112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R1236					112596	
		LOCAL	100%	X 1 X		.00		
112596	1	R4321					112596	
		LOCAL	100%	X 1 X		2.25		
						LOCAL SUBTOTAL		10.55
						INTERSTATE SUBTOTAL		8.34
						TELEPHONE NUMBER SUBTOTAL		18.89
						LOCAL TOTAL		53.29
						INTERSTATE TOTAL		41.70
						ACCOUNT TOTAL		94.99

LOCAL, INTERSTATE and ACCOUNT TOTAL match amounts on the Face Page.

Resale Guidelines

CUSTOMER SERVICE RECORD
(CSR) 248 D00-9876 444
01-01-02 **PAGE 4**

---SUMMARY---

TAX LEGEND

1 - FEDERAL TAX APPLICABLE	B - FEDERAL TAX EXEMPT
2 - STATE TAX APPLICABLE	C - STATE TAX EXEMPT
3 - CITY TAX APPLICABLE	D - CITY TAX EXEMPT
4 - COUNTY TAX APPLICABLE	E - COUNTY TAX EXEMPT
5 - STATE SALES TAX APPLICABLE	J - STATE SALES TAX EXEMPT
6 - LOCAL SALES TAX APPLICABLE	H - LOCAL SALES TAX EXEMPT
7 - SURCHARGE TAX APPLICABLE	G - SURCHARGE TAX EXEMPT
8 - FRANCHISE TAX APPLICABLE	F - FRANCHISE TAX EXEMPT

ENGLISH LANGUAGE GLOSSARY

ACNA ACCESS CUSTOMER NAME ABBREVIATION
CS CLASS OF SERVICE
MCTN MISCELLANEOUS CHARGES TELEPHONE NUMBER
OCN OPERATING COMPANY NUMBER
PICA NUMERIC INTRALATA CARRIER ID
PICL NUMERIC LOCAL CARRIER ID
PICX NUMERIC INTEREXCHANGE CARRIER ID
SN SERVICE NAME
SA SERVICE ADDRESS
TAR TAX AREA
TAX TAX APPLICATION
TN TELEPHONE NUMBER

R0000 INTERSTATE SINGLE LINE CHARGE
R1230 ELC SURCHARGE
R1231 BILL NBR SCREEN 3/COL
R1232 TOUCH-TONE LINE FEATURE
R1233 REPEAT DIALING OFF
R1234 ACCESS LINE - 1 PARTY
R1235 RETURN CALL OFF
R1236 CALL SCREENING
R4321 CCF CALL WAITING B
R4353 TOTAL TOLL RESTRICTION

The Glossary details only those FIDS and USOCs that appears on the invoice.

Resale Guidelines

Delinquent Account Process

1. The billed party must notify Sprint in writing of any billing disputes within 30 days of its receipt of the invoice containing such disputed amount and prior to the invoice due date if possible. Notification must include specific details and reasons for disputing each item. The Billing Dispute Form may be downloaded at www.sprint.com/localwholesale
2. Monthly invoices from Sprint are due and payable within 30 days of the Invoice 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 Sprint intent 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 Sprint, with a copy to the state utility commission, informing the billed party that Sprint 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, Sprint will work with the state utility commission to determine necessary further action involving the billed party and affected end users.

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

Resale Guidelines

Discount Percentage Categories

State / Company	All Other Discount CATEGORY I	Op Assist/ DA Discount CATEGORY II
Ohio	13.85%	16.07%
Indiana	15.00%	15.00%
Pennsylvania	10.87%	15.26%
New Jersey	13.72%	13.72%
North Carolina-Centel	17.2%	17.2%
North Carolina	17.3%	17.3%
South Carolina	9.78%	6.86%
Virginia-Centel	15.37%	18.45%
Virginia	10.41%	10.86%
Tennessee	12.70%	12.70%
Florida	19.40%	12.10%
Missouri	13.85%	41.44%
Kansas	13.47%	23.43%
Minnesota	17.66%	22.38%
Wyoming / Nebraska	13.42%	8.27%
Texas-Centel	17.40%	35.63%
Texas	16.96%	43.94%
Nevada	21.00%	04.26%
Washington	16.86%	8.46%
Oregon	12.21%	7.34%