

# Unbundled Network Elements Guidelines

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# Unbundled Network Elements Guide

## Table of Contents

<b>REVISIONS .....</b>	<b>3</b>
<b>INTRODUCTION .....</b>	<b>4</b>
CLEC NATIONAL NEGOTIATION TEAM .....	4
LOCAL ACCOUNT MANAGEMENT TEAM .....	5
WHOLESALE MARKETS SERVICE CENTERS .....	5
<i>National Exchange Access Center/National Vendor Access Center</i> .....	5
<i>National Access Service Centers</i> .....	6
<i>Contact Numbers for Misdirected Sprint End Users</i> .....	7
<b>GETTING READY TO DO BUSINESS .....</b>	<b>8</b>
THE CLEC CONTACTS THE SPRINT NATIONAL NEGOTIATION TEAM .....	8
THE AGREEMENT IS EXECUTED AND ACCOUNT ASSIGNED .....	8
ALL REQUIRED INFORMATION AND FORMS ARE COMPLETED .....	8
THE CLEC ACCOUNT IS ESTABLISHED .....	12
THE IMPLEMENTATION MEETING IS HELD .....	12
THE CLEC MAY BEGIN ORDERING SERVICE .....	12
TAX APPLICATION MATRIX .....	13
<b>PRODUCTS AND SERVICES OFFERED .....</b>	<b>14</b>
TARIFF RESOURCES .....	14
BRANDING .....	14
CALLING CARDS .....	14
DIRECTORY INFORMATION PAGES LISTING INFORMATION .....	14
ELECTRONIC INTERFACES .....	14
911 PUBLIC/EMERGENCY SERVICES .....	14
<i>Basic 911 Telecommunications Service</i> .....	15
<i>Enhanced 911 Telecommunications Service</i> .....	15
INTERCONNECTION SERVICE .....	16
COLLOCATION .....	17
END OFFICE SWITCHING .....	18
LOCAL TANDEM SWITCHING .....	18
INTEROFFICE TRANSPORT .....	18
MULTIPLEXING .....	19
RECIPROCAL COMPENSATION .....	19
UNBUNDLED LOOPS .....	19
PREORDER LOOP QUALIFICATION .....	21
LOOP CONDITIONING .....	22
LOOP TAG AND LABEL .....	22
NETWORK INTERFACE DEVICE .....	22
SUBLOOP .....	22
EXTENDED ENHANCED LINK .....	23
LINE SHARING .....	24
NUMBER PORTABILITY SERVICES .....	25
<i>Interim Number Portability Service</i> .....	25
<i>Local Number Portability Service</i> .....	25
UNBUNDLED DARK FIBER .....	25
UNBUNDLED PORT .....	26
UNBUNDLED NETWORK ELEMENTS-PLATFORM .....	28
COMMON CHANNEL SIGNALING INTERCONNECTION SERVICE .....	29
<i>Line Information Database</i> .....	29

# Unbundled Network Elements Guide

<i>Toll Free Code Access Service</i> .....	30
<i>Local Number Portability Query Service</i> .....	31
OPTIONAL SERVICES.....	31
<i>Alarm Surveillance &amp; Technical Support</i> .....	31
<i>Customized Routing</i> .....	31
<i>Directory Assistance Database Listing and Update Service</i> .....	32
<i>Directory Assistance Database Query Service</i> .....	32
<i>Street Index Guide</i> .....	32
BONA FIDE REQUEST PROCESS.....	32
<b>ORDERING SERVICES FROM SPRINT</b> .....	<b>33</b>
LOCAL SERVICE REQUEST PROCESS.....	33
LOCAL SERVICE REQUEST.....	33
<i>Submitting a Service Request</i> .....	33
<i>Scheduling Due Dates</i> .....	34
<i>Confirmation of Service Request</i> .....	34
<i>Service Request Changes and Cancellations</i> .....	34
<i>Missed Appointments</i> .....	34
<i>Service Jeopardy</i> .....	35
<i>Suspend and Restore Procedures</i> .....	35
<i>Long Distance Carrier Selection</i> .....	35
ACCESS SERVICE REQUEST PROCESS.....	36
<i>Access Service Request</i> .....	36
<i>Submitting an Access Service Request</i> .....	36
<i>Scheduling Due Dates</i> .....	36
<i>Confirmation of Service Request</i> .....	36
<i>Service Request Changes and Cancellations</i> .....	37
<i>Service Jeopardy</i> .....	37
<b>TROUBLE REPORTING</b> .....	<b>38</b>
PROCESS OVERVIEW.....	38
REPORTING TROUBLE.....	38
<i>Prescreening Repair Questionnaire</i> .....	39
POINT OF CONTACT.....	40
<i>Interactive Voice Response (IVR) Menu Options and Prompts</i> .....	40
<b>INVOICING</b> .....	<b>42</b>
INVOICE MEDIA.....	42
SAMPLE INVOICE.....	43
DELINQUENT ACCOUNT PROCESS.....	49

# Unbundled Network Elements Guide

## Revisions

The following table provides a summary of versions, dates and descriptions of revisions made to this product guide.

<b>Version Number</b>	<b>Date</b>	<b>Description of Revisions Made</b>
1	12/12/2002	- Original Release
2	05/01/2003	- Removed closed National Access Service Centers - Added Network Outage Notification Request information to <i>Getting Ready to do Business</i> section

# Unbundled Network Elements Guide

## Introduction

The purpose of the Unbundled Network Elements (UNE) Guide is to provide information to the Competitive Local Exchange Carrier (CLEC) for ordering unbundled local service(s) from Sprint. A CLEC is a telecommunication carrier that offers telecommunications services directly to the public for a fee. Unbundled services consist of loops within the Sprint local distribution network, Network Interface Device (NID), switching ports, 911 tandem ports, tandem switching, interoffice transport, signaling networks, call-related databases and operations support systems functions.

The UNE Guidelines were designed as a supplement to the documents listed below:

- Access Service Ordering Guidelines (ASOG) published by the Alliance for Telecommunications Industry Solutions (ATIS). The ASOG defines the processing of Access Service Requests (ASR).
- Local Service Ordering Guidelines (LSOG) published by ATIS. The LSOG defines the processing of Local Service Requests (LSR).

Additionally, this guide includes information on getting ready to do business with Sprint, departmental contacts, product descriptions, service establishment requirements, invoice format and trouble reporting.

As processes and systems are modified through events such as Federal Communications Commission (FCC) rulings, state regulatory directives, industry forums and Sprint system enhancements, updates will be added to this guide.

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 Sprint 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 respective state 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](mailto: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](http://www.sprint.com/localwholesale).

After an agreement is negotiated, the CLEC account will be assigned to an appropriate local account manager depending 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.

# Unbundled Network Elements Guide

## Local Account Management Team

The local account management team serves as your Sprint point of contact and acts as your advocate within Sprint. Your Sprint local account manager provides numerous services including the following:

- Customer education (i.e., how to do business with Sprint)
- General problem resolution
- Assistance in understanding tariffs
- Major project coordination
- Customer notification (i.e., new services, system enhancements, etc.)
- Transport issues
- Bona Fide Request (BFR) handling

## Wholesale Markets Service Centers

The Wholesale Markets Service Centers (WMSC) are a central point of contact for ordering, provision coordination, billing inquiry and dispute resolution for CLEC orders for Sprint services. The National Exchange Access Center (NEAC) and the National Vendor Access Center (NVAC) handle local services. The National Access Service Center (NASC) handles interconnection services. The local account manager will notify the CLEC of their assigned centers.

### National Exchange Access Center/National Vendor Access Center

These centers are 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
- Handles billing inquiries, payment arrangements, general questions and assistance

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

**Holidays Observed**                      New Year's Day                      Memorial Day  
                                                                         Independence Day                      Labor Day  
                                                                         Thanksgiving                              Christmas

# Unbundled Network Elements Guide

## NEAC Location

### **Decatur, Indiana**

#### **Contact Numbers:**

Online Assistance	800-578-8169
Fax	800-540-7156 or 260-728-2131
Mailing Address	Sprint NEAC Mailstop: INDECA0101 248 W. Monroe Street Decatur, IN 46733

## NVAC Location

### **Leesburg, Florida**

#### **Contact Numbers:**

Online Assistance	877-398-2036 (toll free)
Fax	352-326-1703
Mailing Address	Sprint Mailstop: FLLSBB0112 425 N. 3 <sup>rd</sup> Street P. O. Box 490048 Leesburg, FL 34748

## **National Access Service Centers**

The NASC is your point of contact for ordering interconnection services. The center will direct you to the appropriate person or department for assistance with matters outside their scope of service.

The NASC provides the following services:

- Handles all ASR order activity for interconnection service
- Handles billing inquiries, payment arrangements, general questions and assistance as they relate to interconnection services

**Hours of Operations** Monday-Friday 8:00 a.m. to 8:00 p.m. EST

#### **Holidays Observed**

New Year's Day	Good Friday
Memorial Day	Independence Day
Labor Day	Veterans Day
Thanksgiving	Christmas

# Unbundled Network Elements Guide

## NASC Locations

### **Decatur, Indiana**

#### **Contact Numbers:**

Provisioning	888-612-9934 (toll-free)
Billing	877-824-1834 (toll-free)
Fax	260-728-4297
Mailing Address	Sprint NASC Mailstop: INDECA0101 248 W. Monroe St. Decatur, IN 46733

### **Leesburg, Florida**

#### **Contact Numbers:**

Provisioning	800-871-3388
Billing	800-347-2572
Fax	352-326-1573
Mailing Address	Sprint NASC Mailstop: FLLSBB0114 425 N. 3 <sup>RD</sup> St. Leesburg, FL 34748-5001

#### **Contact Numbers for Misdirected Sprint End Users**

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

#### For all States

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

Note: Small Business is considered four B1 lines or less. Complex Business is five or more B1 lines and/or all other business complex services, i.e., Centrex, key/rotary, Private Branch Exchange (PBX) and special non-access services.

# Unbundled Network Elements Guide

## Getting Ready to do Business

The following steps are required before Sprint will process a CLEC order:

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

These steps are detailed below.

### **The CLEC contacts the Sprint National Negotiation Team**

To conduct business with Sprint, the CLEC must first contact the Sprint CLEC National Negotiation team. The Negotiation Request Form must be completed and returned to Sprint via e-mail at [clec.request@mail.sprint.com](mailto: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](http://www.sprint.com/local_wholesale) or a copy may be requested by contacting the CLEC National Negotiation team at 913-315-7833.

Upon receipt of the completed CLEC Negotiation Request Form, the CLEC will receive the Master Interconnection and 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 is final, 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 Unbundled Network Elements Guide from the Sprint Web site.

### **All Required Information and Forms are Completed**

The *Start-up Forms* package, provided by your local account manager or downloadable from the Sprint 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.

# Unbundled Network Elements Guide

## All Required Information and Forms are Completed (Continued)

Forms that require signatures must be provided in hard copy; all others may be submitted electronically.

The following lists the types of information the CLEC must provide before orders for local service can be processed:

- 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 local wholesale state tariff)
- G. Credit Policy/Deposits
- H. CLEC Implementation Checklist Facility-Based
- I. Local Services Forecast
- J. Network Outage Notification

The information required in each of these categories is described below. *No orders will be processed until all above requirements are satisfied.*

Though not required, the following information will be extremely helpful when processing new orders and should be provided to the WMSC whenever possible.

- 1. Access Customer Name Abbreviation (ACNA)
- 2. Carrier Identification Code (CIC)
- 3. Responsible Accounting Organization (RAO) identification

For information on obtaining a CIC, visit [www.nanpa.com](http://www.nanpa.com)

For information on obtaining an ACNA, visit [www.telcordia.com](http://www.telcordia.com)

### A. Proof of Certification

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. The CLEC must provide proof of certification to the local account manager. A copy of the letter received from the appropriate state commission will suffice. Sprint will only provide service to companies that meet the requirements of 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. The CLEC will be billed the applicable taxes unless proof of tax exemption is provided. Refer to *Start-up Forms* for tax exemption applications located at [www.sprint.com/localwholesale](http://www.sprint.com/localwholesale)

## Unbundled Network Elements Guide

### C. Operating Company Number

The CLEC must provide Sprint with the four-digit OCN assigned by the National Exchange Carrier Association (NECA). It is the CLEC's responsibility 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 [www.necaservices.com/content/nsicca.htm](http://www.necaservices.com/content/nsicca.htm)

### D. Blanket Agency Agreement Letter

The CLEC must complete the Blanket Agency Agreement Letter prior to the processing of any LSR by the WMSC involving an existing Sprint Customer. Refer to *Start-up Forms*.

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 must have the CLEC's Business Office and Repair Center numbers, which may be used by Sprint for referring misdirected end users to a CLEC. The CLEC end user contacting a Sprint Business Office or Repair Center in error will be referred to the numbers provided by the CLEC.

The *CLEC Contact Number for Misdirected End Users* form should be used to submit these numbers to the appropriate local account manager. In addition, the name, title, address and phone number of the person providing the information should be included. Refer to *Start-up Forms*.

### F. Signed Contract

Once the Master Interconnection and Resale Agreement 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 can be processed. In addition, all documentation and required start-up forms must be completed and submitted for approval by the local account manager prior to submitting orders. Without prior authorization from the local account manager, the Sprint Wholesale Markets Service Center will not process orders.

### 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 *Start-up Forms*. The CLEC may be required to provide proof of satisfactory credit with Sprint or submit 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 appropriate by Sprint. Accounts will be reviewed routinely and, where appropriate, increased deposit amounts may be required

## Unbundled Network Elements Guide

### G. Credit Policy/Deposits (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 deposits will be accepted: a Cash Deposit or an Irrevocable Letter of Credit.

1. **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 representing the deposit are made available to Sprint by the Sprint bank.
2. **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,
  - Contain 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,
  - Contain in the amount equal to the deposit requirement as calculated above, and
  - 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 is 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.

## **Unbundled Network Elements Guide**

### **H. CLEC Implementation Checklist Facilities-Based**

The CLEC Implementation Checklist Facilities-Based 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 and completion instructions are included in the *Start-up Forms*.

Once submitted, if future changes are required, the checklist may be downloaded from the Sprint Web site and updated with the required changes and forwarded 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 information such 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. Refer to *Start-up Forms*.

### **J. Network Outage Notification**

To receive network outage notifications, complete the Network Outage Notification Request form. To elect not to receive these reports, complete the Waiver of Outage Notification for CLECs. Refer to *Start-up Forms*.

### **The CLEC Account is Established**

Once all start-up forms are completed and submitted to the local account manager, the information will be routed to the appropriate WMSC. The WMSC requires a minimum of 12 business days prior to the expected in-service date to establish the CLEC accounts.

### **The Implementation Meeting is Held**

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

### **The CLEC May Begin Ordering Service**

Once the above steps have been completed, the CLEC may begin ordering services. Refer to *Ordering Services from Sprint* section in this guide for additional information.

# Unbundled Network Elements Guide

## 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)

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

# Unbundled Network Elements Guide

## Products and Services Offered

### **NOTE: Service Restrictions**

This section is not intended to be, nor does it constitute, an all-inclusive list of service restrictions. The state tariffs and CLEC specific contracts are the ultimate source of service/feature availability. The CLEC must sign a Master Interconnection and Resale Agreement or an amendment to their existing interconnection agreement to purchase products and services offered in this section.

### **Tariff Resources**

Tariffs can be viewed online at [www.sprint.com/tariffs](http://www.sprint.com/tariffs)

### **Branding**

The CLEC may not offer Wholesale Local Exchange Services under any of the brand names of Sprint nor any of its affiliates without the written authorization of Sprint. Nor may any CLEC state or imply that there is any joint business association or any similar arrangement with Sprint in the provision of telecommunications services to the CLEC end-user customers.

### **Calling Cards**

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

### **Directory Information Pages Listing Information**

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

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 and Advertising Corporation contact, 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 (PIC) and Carrier Account Records Exchange (CARE) records.

### **911 Public/Emergency Services**

All telecommunications service providers and individual counties within a state must share the responsibility of providing quality public emergency services. It is the responsibility of the CLEC entering the market to provide the same level of 911 service that the end user and county has previously relied upon.

## Unbundled Network Elements Guide

### Basic 911 Telecommunications Service

Basic 911 provides a caller access to the designated emergency service agency by dialing a three-digit universal phone number (911). This service provides a universal phone number giving the public direct access to the public safety communications center where 911 calls for a specific geographic area will be answered. Basic 911 service sends calls from one or more local exchange switches that serve a geographic area to the agency designated to receive the calls.

### Enhanced 911 Telecommunications Service

Enhanced 911 service provides the Public Safety Answering Point (PSAP) attendant with the following features:

- Calling party's phone number
- Address from which the call is being placed
- Emergency response agencies responsible for serving the address
- Routing of the call to the primary PSAP
- Transfer capabilities to another response agency

With Enhanced 911 service, the CLEC sends the emergency call from the CLEC switch to the E911 selective router. The E911 selective router delivers the call to the primary PSAP. Additionally, with Enhanced 911, calls encountering a busy signal at the primary PSAP are automatically routed to an alternate PSAP.

Where Sprint is the Lead Company providing 911 selective routing service to the county, the CLEC must provision adequate trunks from the CLEC switch to the Sprint selective routing tandem. Typically, ports are ordered at the DS0 or equivalent level for this connectivity and are allowed to cross Local Access and Transport (LATA) boundaries. These ports are pursuant to regulations and rates for transport.

Before a CLEC begins porting numbers from a Sprint end office, the CLEC is required to arrange for 911 services. In most instances this will require that the CLEC have 911 trunks provisioned to the Sprint E911 selective router. It is the responsibility of the CLEC to arrange for these facilities. In some instances, the CLEC may have 911 trunks provisioned to another Incumbent Local Exchange Carrier (ILEC) selective router, instead of trunks to the Sprint router.

The CLEC is responsible for billing, collection and remittance of the 911 surcharges to the respective counties.

# Unbundled Network Elements Guide

## Interconnection Service

Local Interconnection provides routing and termination of all types of traffic from one Party's network to the other. This is accomplished by establishing a Point of Interconnection (POI).

### Points of Interconnection: Please add the following:

#### Physical Point of Interconnection (POI)

A CLEC must establish a minimum of one Physical POI within each LATA, (unless interconnecting with Sprint on an indirect basis), at any technically-feasible point on Sprint's network. The CLEC must interconnect at each tandem where it terminates traffic.

The CLEC is responsible for engineering and maintaining its network on its side of the Physical POI and Sprint is responsible for engineering and maintaining its network on its side of the Physical POI. Sprint will provide its own transport to the CLEC's network for the delivery of Sprint originated traffic.

#### Mid-Span Meet and Construction of New Facilities

When Sprint and the CLEC mutually agree to interconnect at a mid-span meet, both will jointly provision facilities connecting the two networks. Sprint will be the "controlling carrier" for purposes of MECOD guidelines. Sprint will provide 50 percent of the facilities or to its exchange boundary, whichever is less. The construction of new facilities for a mid-span meet is only applicable when traffic is roughly balanced.

If third parties (*i.e.* Competitive Access Provider or "CAP") leased facilities are used for interconnection, the Physical POI will be defined as the Sprint office in which the third party's leased circuit terminates.

#### Virtual Point of Interconnection

The CLEC must establish a Virtual POI within each of Sprint's local calling areas, different from the local calling area where the Physical POI resides, for those local calling areas in which the CLEC wants to receive local calls. The CLEC compensates Sprint for transport from the Virtual POI to the Physical POI at TELRIC-based rates.

Sprint, will charge the CLEC for transport between the host Central Office Switch and the Remote Switch if the local calling area is served by a Remote Switch. These rates are TELRIC-based rates derived from the volume of traffic between the host and remote.

## Technical Requirements for Interconnection

### Interconnection at the Sprint Tandem:

Interconnection to a Sprint Tandem Switch(es) provides the CLEC local interconnection for local service to Sprint end offices and NXXs which subtend that tandem(s), where local trunking is provided, as well as access to the toll network.

Interconnection to a Sprint Tandem for transit purposes provides access to telecommunications carriers which are connected to that Tandem Switch.

## **Unbundled Network Elements Guide**

Where a Sprint Tandem Switch also provides End-Office Switch functions, interconnection to a Sprint tandem serving that exchange will also provide CLEC access to Sprint's end offices.

### **Interconnection at the Sprint End Office**

Interconnection to Sprint End Office Switch provides a CLEC local interconnection for local service purposes to the Sprint NXX codes served by that end office and any Sprint NXXs served by remotes that subtend those End Offices.

### **Collocation**

Collocation provides a CLEC with space and associated requirements such as power and environmental conditioning to locate certain facilities and equipment. Collocation also provides a connection to Sprint-provided services. In order to purchase collocation a CLEC must have a Master Interconnection and Resale Agreement with collocation language or a standalone Master Collocation License Agreement with Sprint. A completed application and accompanying fee is required to begin the process of collocating at Sprint premises that house network facilities. Physical collocation provides the CLEC with either caged or non-caged space within Sprint premises. The CLEC places their equipment and supporting structures (racks) in the collocation space. The CLEC is responsible for maintenance of their equipment. The CLEC connects to Sprint services via cross-connects provided as a part of the collocation. The CLEC shall extend entrance cable from the interconnection point into Sprint premises cable vault. Sprint will pull the CLEC provided cable up to the physical collocation space of the CLEC.

## Unbundled Network Elements Guide

### Collocation (Continued)

Virtual collocation provides the CLEC with rack space within Sprint premises. The CLEC provides the equipment and Sprint leases that equipment for \$1.00. Sprint maintains the equipment at the expense of the CLEC. The CLEC connects to Sprint services via cross-connects provided as a part of the collocation. The CLEC meets Sprint at an interconnection point outside the Sprint premises. From this interconnection point, Sprint provides cable and conduit into the Sprint premises and up to the virtually collocated equipment.

A copy of the *Collocation Application* and the *Collocation Application User's Guide* is available at [www.sprint.com/localwholesale](http://www.sprint.com/localwholesale) or for additional information, contact your local account manager.

### End Office Switching

End office switching provides for the termination of local traffic to a Sprint end office from another telecommunications carrier.

### Local Tandem Switching

Local Tandem switching is a common switching point used to interconnect end offices and to provide connectivity between end office switches in a common geographical area. It provides a concentration and distribution function for trunk-to-trunk traffic between end offices and the CLEC point of presence.

### Deleted Interoffice Transport because it's the same as UNE Dedicated Transport

#### **Common Transport: Added a different definition.**

Common Transport provides a local interoffice transmission path between End Office Switches, between End Office Switches and Tandem Switches and between Tandem Switches in Sprint's network. Common Transport is shared between multiple customers and is required to be switched at the Tandem Switch.

#### **UNE Dedicated Transport: Replace with the following:**

UNE Dedicated Transport is a dedicated DS0, DS1 or DS3 circuit that originates and terminates in a Sprint CO or Wire Center within the LATA.

Per the FCC's interim order, CLECs that had UNE Dedicated Transport in their Interconnection Agreement on 6/14/04 are entitled to continue ordering UNE Dedicated Transport during the interim period (September 13, 2004 through March 13, 2005), or until the FCC's final UNE rules become effective. Sprint is not required to provide UNE Dedicated Transport to new entrants or CLEC's without UNE Dedicated Transport provisions in their Agreement on 6/14/04.

## Unbundled Network Elements Guide

**Multiplexing:** Replace with the following:

A multiplexer is electronic equipment that combines a number of lower level channels into one high-speed channel at one end of a transmission path and divides it into lower-speed channels at the other end.

During the FCC's interim period of September 13, 2004 through March 13, 2005, (or until the FCC's final UNE rules become effective), Multiplexing is only available to CLEC's that had UNE Multiplexing in their Interconnection Agreement on 6/14/04.

The following multiplexing arrangements are offered:

### **DS3/DS1 Multiplexing**

The Digital Service Level 3 (DS3) central office multiplexer provides de-multiplexing from one DS3 (44.736 Mbps) to 28 DS1 circuits (1.544 Mbps).

### **DS1/DS0 Multiplexing**

The DS1 central office multiplexer provides de-multiplexing from one DS1 (1.544 Mbps) to 24 (64 kbps) data channels or 24 (56 kbps) voice channels.

**Reciprocal Compensation: Add the following:**

**Reciprocal compensation is billed to telecommunications carriers for traffic originated by their customers and terminating to a Sprint end office. The charge is comprised of end office switching, tandem switching (when applicable) and common transport. The charges are governed by the agreement or applicable rules.**

## **Unbundled Loops**

A loop consists of an electrical transmission path between the demarcation point located at the end-user premises and the vertical side of the Main Distribution Frame (MDF) or its equivalent, at the Sprint central office. Modifications may be required to unbundle loops provisioned over some Integrated Digital Loop Carrier (IDLC) facilities. The costs for such modifications are in addition to the stated rates and will be recovered from the requesting CLEC. Loops are classified as analog or digital.

### **Analog Loops**

Analog loops are either 2-wire or 4-wire.

- **Analog 2-wire** is a two-wire, twisted cable pair loop facility that provides analog transmission of voice grade signals in the 300-3000 hertz (Hz) range. This medium supports most voice grade residential, business, Centrex, PBX or analog 2-wire special services.
- **Analog 4-wire** is a four-wire, twisted cable pair loop facility that provides paths for transmit and receive for analog voice grade signals in the 300-3000 Hz range. This loop is designed

## Unbundled Network Elements Guide

predominantly for four-wire analog special services, central office and field location cross-connections.

### **Digital Loops**

Digital loops are either 2-wire or 4-wire with the exception of the UNE DS3 loops. It is recommended that loop qualification data be requested prior to placing an order for these loops. The Preorder Loop Qualification product will provide you with the cost to condition the loop prior to placing a firm order for the loop. For additional information, refer to the *Preorder Loop Qualification Product Guide*.

## Unbundled Network Elements Guide

### Digital Loops (Continued)

- **2-wire Digital Data** is a two-wire, twisted cable pair that provides a line-side 56 kilobits per second (kbps) switched service, which does not contain filters, load coils, range extenders or bridge taps beyond allowable limits.
- **2-wire ADSL**, or Asymmetric Digital Subscriber Line, is a broadband communication 2-wire loop technology designed for use on a twisted cable pair that does not contain filters, load coils, range extenders or bridge taps beyond allowable limits. Depending on the level of service, the ADSL model can download data at speeds ranging from 512 kbps to 8 megabits per second (Mbps). If copper does not directly feed the requested ADSL loop, the request will be denied.
- **2-wire ISDN BRI**, or Integrated Services Digital Network Basic Rate Interface, is a digital two-wire line-side switch connection that supports two 64 kbps bearer (B) channels and one 16 kbps data (D) channel. This loop is provided via a copper-twisted cable pair free of filters, load coils, range extenders and bridge taps beyond allowable limits.
- **4-wire Digital Data 56/64** loop is a digital four-wire service available in speeds of 56 kbps or 64 kbps typically provided via a D4 channel bank for data transport. This loop is provided via copper-twisted pairs free of filters, load coils, range extenders and bridge taps beyond allowable limits.
- **4-wire Digital Data DS1/ISDN PRI**, or Integrated Services Digital Network Primary Rate Interface, is a trunk-side switch connection that supports 23 64 kbps B channels and one 64 kbps D channel.
- **DS3** loop or unbundled dedicated DS3 transport consists of a two-point digital channel, which provides simultaneous two-way transmission of serial, bipolar, return-to-zero isochronous digital electrical signals at a transmission rate of 44.736 Mbps. This UNE loop is capable of carrying 28 DS1 signals.

Loop charges are applied by rate band on a per loop basis and are determined by the wire center in which the loops are purchased.

### Preorder Loop Qualification

Preorder Loop Qualification provides loop makeup information to the CLEC that is currently available internally to Sprint. This information will assist the CLEC in determining if the loop will support the desired service. Loop qualification information can be obtained by submitting a LSR. To ensure the accuracy of the data provided, the LSR must include the end-user premises address. The POI for subloop should be documented on the order. For additional information, refer to the *Preorder Loop Qualification Product Guide*.

Loop qualification information includes:

- Attributes for each loop, including type of loop, location, electronic and non-electronic equipment in the loop, loop length, wire gauge(s) and electrical parameters
- Loop conditioning costs

## **Unbundled Network Elements Guide**

### **Preorder Loop Qualification (Continued)**

Electronic and non-electronic equipment includes, but is not limited to, Digital Loop Carrier (DLC) or other remote concentration devices, bridge taps, feeder/distribution interfaces, load coils, pair gain devices and disturbers in the same or adjacent binders.

### **Loop Conditioning**

Loop conditioning is performed by Sprint at the request of the CLEC. By requesting loop qualification information, the CLEC can determine if particular loops are Digital Subscriber Line (DSL) capable and procure the cost associated with conditioning those individual loops.

A CLEC can lease an entire loop (low and high frequency) or when Sprint provides voice service to an end user, just the high frequency portion of a loop (Line Sharing Service) for DSL service.

Loop conditioning includes the necessary work on the Sprint outside plant facilities that will allow for transmission of high-speed digital service, such as DSL. This work may include the removal of load coils, repeaters and/or bridged taps.

### **Loop Tag and Label**

This service can be ordered by the CLEC to enable the identification of pairs at the point of demarcation. Tag and label can be ordered at the same time the UNE Loop is installed, or at a later time. If tag and label is requested at a later time, a trip charge will be applicable.

### **Network Interface Device**

The NID is the cross-connect device used to connect loop facilities to inside wiring at the end-user premises. For residential and small business customers it is usually a small protector located at the point between the internal customer wiring and the external drop, to protect the inside wiring from excessive voltage. NIDs are typically used for unbundled loops with the exception of DS1 unbundled loops that have Smartjacks installed. In order to ensure network integrity, NIDs are required for all purchased loops.

If a NID needs to be installed at the end-user premises, the CLEC is charged for this cost. If the NID already exists, the CLEC will be charged only for connecting the NID.

### **Subloop**

Sprint will offer unbundled access to the subloop, or portions of the loop, at any accessible terminal in the Sprint outside loop plant. The definition of accessible is: An accessible terminal is any point on the loop where technicians can access the wire or fiber within the cable (i.e., via screw posts, terminals, patch panels) without removing a splice case to reach the wire or fiber within. This would include a technically feasible point near the customer premises, such as a pole or pedestal, the NID or the Minimum Point of Entry (MPOE) to the end-user premises.

The subloop basically follows the ordering and provisioning processes used for unbundled loops, with additional field location requirements. A subloop may require collocation (including CLLI code establishment), site construction and stub cable interconnection prior to submitting subloop orders.

## Unbundled Network Elements Guide

### Subloop (Continued)

Sub loop is provisioned in three scenarios:

1. Subloop feeder from the central office to cross-connect
2. Subloop feeder from cross-connect to cross-connect
3. Subloop distribution from cross-connect to end-user location

The CLEC should work through their local account manager for collocation and special construction requirements and processes. Special construction will be handled on an individual case basis (ICB).

### Extended Enhanced Link: Add the following:

Extended Enhanced Link (EEL) is a combination of the following unbundled network elements:

- ✓ Dedicated Transport
- ✓ Multiplexing (if ordered by customer)
- ✓ Loop

Per the FCC's interim order, CLECs that had EEL in their Interconnection Agreement on 6/14/04 are entitled to continue ordering EEL during the interim period (September 13, 2004 through March 13, 2005), or until the FCC's final UNE rules become effective. Sprint is not required to provide EEL to new entrants or CLEC's without EEL provisions in their Agreement on 6/14/04.

EEL combinations provide the CLEC with the ability to aggregate traffic at multiple sites and back haul to the CLEC switch or distant node without having to collocate in the Sprint central office where the loop originates. The following rules apply for ordering an EEL:

- The CLEC must certify (by executing Sprint's Service Eligibility Criteria Certification form) that it satisfies the Service Eligibility Criteria, as outlined in the Triennial Review Order (TRO) for each new or converted circuit to obtain EELs. This form is obtained via the CLEC "forms" section of the Sprint Local Wholesale website. **Darryl – Could we add this form to the forms section of the website? I have it in Wisdom now, but could forward it to you?**
- The EEL must remain within the LATA
- EELs are not permitted to cross LATA boundaries
- EELs require at least one collocation per LATA
- No meet point arrangements are allowed. Both the originating and terminating endpoints must be located in Sprint wire centers within the LATA.
- Combinations must be used to provide a significant amount of local exchange service and may not be used with any other CLEC service (e.g., switched access)

In addition to the Master Interconnection and Resale Agreement, the CLEC must have a signed Master Collocation Agreement with Sprint to order EEL.

For additional information, refer to the *Extended Enhanced Link (EEL) Product Guide* on our Web site.

## **Unbundled Network Elements Guide**

### **Line Sharing**

Line Sharing is the unbundling of the analog local loop to make the high frequency portion of the loop available to any CLEC or Data Local Exchange Company (DLEC) while the physical line and low frequency voice path continues to be provided by Sprint.

This product provides high-speed DSL service, which allows the CLEC end user to receive both voice and high-speed data services over the same phone line.

## Unbundled Network Elements Guide

### Line Sharing (Continued)

The CLEC must deploy its own packet switching equipment to provide high-speed data service through Line Sharing. This equipment consists of a splitter to separate the voice and data traffic and a Digital Subscriber Line Access Multiplexer (DSLAM) to direct the specific traffic type to the appropriate switch destinations. The splitter and DSLAM must be collocated in the appropriate Sprint central office or DLC.

A CLEC must have a Master Interconnection and Resale Agreement with Sprint containing Line Sharing and Collocation language or an amendment adding Line Sharing or Collocation language to an existing interconnection agreement. Collocation is required to install the splitter and DSLAM equipment in a Sprint central office or DLC site.

### Number Portability Services

#### Interim Number Portability Service

Interim Number Portability (INP) is provided by Sprint only where Local Number Portability (LNP) has not yet been implemented. INP, as an interim solution until LNP implementation, allows end users to retain their phone number when changing local service providers. The CLEC may request that LNP be implemented in exchanges that do not have this capability today. If interested in pursuing this option, the CLEC should contact their local account manager. A BFR will be required to open any office currently designated as an INP office.

#### Local Number Portability Service

Sprint offers two LNP products:

**10-Digit Trigger** is a function of the phone switch that forces a query into the LNP database to inquire if a number is ported. This is used for individual lines during the time that the order to port the number is being worked. The trigger is designed to minimize the problems of coordination of service order completion between the former service provider and new service provider. This service is offered at no charge and is the method recommended by the industry for porting phone numbers when coordination is not required.

**LNP Coordinated Conversion** is performed when the CLEC has requested a time with the due date for coordinated conversion for loop orders involving LNP. Sprint has established a coordination desk to assist the CLEC with these orders. There is a charge for this service. For additional information, refer to the *Operations Plan* on our Web site.

### Unbundled Dark Fiber

Unbundled Dark Fiber (UDF) is unlit fiber optic cable strands that are between two points in the Sprint network. UDF is an existing, single-continuous transmission path that terminates on a Sprint Fiber Patch Panel (FPP), between two Sprint wire centers, between a Sprint wire center and an appropriate Outside Plant Structure (OSP) or end-user premises.

## Unbundled Network Elements Guide

### Unbundled Dark Fiber (Continued)

UDF consists of the following elements:

- **Interoffice facility** which provides a route between two existing Sprint wire centers,
- **Loop**, which provides a route between a Sprint wire center and end-user premises, and
- **Sub loop**, which provides a portion of an existing UDF loop. Subloop terminating in an OSP is designated as feeder fiber. Subloop from a FPP in an OSP location to another OSP location or end-user premises is designated as distribution fiber.

UDF is also offered as a combination of the above elements.

The CLEC is required to submit a Dark Fiber Application (DFA) with the appropriate application fee to the local account manager prior to submitting a firm order for dark fiber. The application will be used to verify that the requested dark fiber route is available and to provide pricing of the route prior to ordering.

In the event an unbundled dark fiber route is not available, the CLEC may submit an ICB inquiry for that route. This option may require special construction. Special construction will also apply for special cabling provided from a Sprint FPP to the CLEC FPP or splice point.

For additional information, refer to the *Unbundled Dark Fiber Product Guide* on our Web site.

### Unbundled Port

Unbundled port includes line-side and trunk-side facilities plus the features, functions and capabilities of an end office switch. Comprised of switch hardware and software, local switching enables the CLEC to transmit or receive information between lines or between lines and trunks leased by another CLEC or those used to provision the Sprint public switched network.

Line-side facilities connect the loop termination facilities leased by the CLEC to a switch line card. It includes cabling from the Sprint central office frame to the line switch module.

Trunk-side facilities connect a trunk termination with a trunk card. The trunk-side facilities included in local switching are those utilized by Sprint standard or shared trunks.

Unbundled port provides service-enabling and network features and functionality via translations that include phone number, the initial PIC selection, end office switching functionality (originating and terminating switching), company standard announcements and supervision.

Unbundled port also provides access to the following services: operator services, directory assistance, E911 and vertical features. One basic white page directory listing will be provided per line-side connection (excludes special captions, additional listings, etc.).

CLECs that order an unbundled port are responsible for any and all toll or other usage-sensitive charges billable by Sprint, IXCs, operator service providers, enhanced service providers, information providers or other telecommunications providers resulting from CLEC use of local switching.

## Unbundled Network Elements Guide

### Unbundled Port (Continued)

The following lists and describes the various available port types:

- **Basic port** is a 2-wire, analog, line-side switch connection that provides for single-party residential and single-party business type services.
- **Basic Centrex port** is a 2-wire analog line-side port for use with Centrex service. This port includes the basic port and Centrex features.
- **Basic-rate ISDN (ISDN BRI) port** is a 2-wire digital basic rate interface line-side switch connection, that supports two 64 kbps B channels and one 16 kbps D channel.
- **Primary-rate ISDN (ISDN PRI) port** is a 4-wire digital primary rate interface trunk side switch connection that supports twenty-three 64 kbps B channels and one 64 kbps D channel. Since one D channel can control up to 24 B channels, a CLEC may choose to have Sprint provide 24 B channels on the second and subsequent PRI in the same trunk group.
- **PBX port** is a 2-wire analog switch connection that provides for business PBX trunk or key trunk type services. Signaling can be arranged for either loop start or ground start.
- **DS1 port** is a 4-wire digital switch connection that provides for the equivalent of 24 analog ports that provide for business PBX trunk type services. Signaling for the 24 equivalent ports can be arranged for either loop start or ground start, provided that all 24 equivalent ports are optioned the same.

Unbundled port is comprised of a monthly flat rate port charge and a usage sensitive port charge. The flat rate port charge is a monthly recurring charge on a per port basis and recovers the cost of the switch line card in the Sprint switching office. In most states, the port rate on the price list does not include features and in those states features may be purchased separately. Rates vary based on the requested service.

Access is provided via the Sprint standard trunk configuration. Unique trunk arrangements are provided through customized routing or other dedicated trunk services currently in the tariff. The CLEC purchasing this service is liable for any terminating charges resulting from traffic originated via local switching and terminated to another telecommunication company.

Unbundled Port rates include both a flat and usage-sensitive charge. The usage component is charged on a per-minute of use basis and includes call setup and conversation time for originating and terminating calls. Recorded Usage Service provides for capturing, creating and transmitting usage information requested by companies for the purpose of billing.

# Unbundled Network Elements Guide

## Vertical Features

The CLEC may order the same calling features that are available in each state-specific tariff. These vertical calling features are available in conjunction with an unbundled port. Availability may be limited by capabilities of the individual Sprint central office and not all features can be provided on the same single line.

Features may be enabled on a feature-by-feature basis when individually ordered, or where available, ordered through a package. Monthly recurring and non-recurring charges apply and feature rates vary by state. Non-recurring charges will apply for the disconnection of a feature, as well as the disconnection of the service.

All vertical calling features available in the switch are included in the unbundled port monthly recurring rate for Nevada and New Jersey. In North Carolina, all vertical features are offered individually or in packages and are priced in addition to the port charge.

For the states of Florida, Indiana, Kansas, Minnesota, Missouri, Nebraska, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington and Wyoming, vertical features are provided to the CLEC at one monthly rate for each feature selected.

## Unbundled Network Elements-Platform

Unbundled Network Elements-Platform (UNE-P) products are combinations of UNE ports (switching and transport) and UNE loops which provide local exchange service. These elements have been defined to meet the requirements of Section 251(d)(1) per the 1996 Telecommunications Act. Sprint will provide UNE-P for a specific existing service to the CLEC or as a new installation. Sprint will be responsible for the testing and repair of all CLEC reported UNE-P troubles.

UNE-P port offerings include:

- Residential and business single line services and paystations
- Key
- PBX
- Centrex

UNE-P loop offerings include:

- Two and four wire analog
- Two and four wire digital
- DS1

The CLEC must submit a BFR for any port or loop offering not listed above.

Vertical feature offerings, which include blocking services (i.e. collect, 1+), vary per state and are only provided in conjunction with a port.

# Unbundled Network Elements Guide

## Common Channel Signaling Interconnection Service

Common Channel Signaling/Signaling System 7 (CCS/SS7) Interconnection Service provides a signaling path between a customer designated point-of-signaling premises and a Sprint Local Signal Transfer Point (STP). This two-way signaling path provides the customer interconnection to the out-of-band signaling network in order to transmit and receive signaling information related to call completion.

CCS/SS7 Interconnection Service is used by the CLEC to interconnect to the Sprint out-of-band signaling network to support Feature Group D call setup using the SS7 protocol rather than the in-band MF signaling typically used. The SS7 signaling protocol also allows for the transmission of additional data between networks for use by interexchange carriers and Local Exchange Carriers (LEC) to provide services to end users such as calling number and calling name delivery. Interconnection for these purposes must occur to each mated pair of the STP deployed in the Sprint Local network.

The **STP Transport Link** for CCS/SS7 Interconnection Service consists of a 56 kbps circuit, or an optional DS1 (1.544 Mbps) channel at the CLEC designated premises multiplexed by Sprint to a 56 kbps circuit for STP port interconnection.

The **STP Port** is the interface equipment that the interconnecting 56 kbps link terminates.

The **STP Switching Service** is for the routing of the ISDN Users Part (ISUP) message through the STP. The rate for switching is applied on the basis of equivalent 56 kbps trunks per month. The DS1 rate would be equal to 24 times the STP switching rate per 56 kbps trunk per month.

CCS/SS7 Interconnection Service must be purchased to interconnect to each STP of a mated pair. Since the Line Information Database (LIDB) Service Control Points (SCP) are located in Johnson City and Bristol, Tennessee, for LIDB Access Service the CCS/SS7 Interconnection Service must be ordered to the mated STP pairs in each location. In addition, the interconnecting links should be provisioned with diversity as established in generally accepted industry technical standards for out of band signaling networks.

Additionally, CCS/SS7 Interconnection Service provides interconnection by the CLEC to database services such as LIDB or Toll Free Code (TFC) access service.

### Line Information Database

The LIDB contains billing validation data to support Alternate Billing Services (ABS) and provides the ability to access billing validation data through the Sprint SS7 network.

Phone numbers assigned by Sprint for CLEC end users will be entered into the Sprint 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.

Current network architecture does not allow call processing on phone numbers formerly assigned to a local exchange carrier if those numbers are not still resident in the database.

## Unbundled Network Elements Guide

### Line Information Database (Continued)

The following describes Sprint LIDB services:

**LIDB Access Service** provides the customer the ability to access billing validation data contained in the Sprint LIDB located in Johnson City and Bristol, Tennessee. The LIDB is accessed through the Sprint SS7 network utilizing the American National Standards Institute (ANSI) signaling protocol.

Access to LIDB provides toll fraud protection by validating calling card and toll billing exception data and performing public phone checks.

**Administration Service** provides the administrative interface for automated loads and updates of carrier line information including Billed Number Screening (BNS) restrictions and 0+ access calling card Personal Identification Numbers (PIN) in the database. In addition, this service monitors queries to the LIDB and responds to alerts initiated by queries on individual lines exceeding predetermined thresholds.

CLEC data placed in the Sprint LIDB is administered for initial inclusion and subsequent updates for PIN and ABS restrictions via the Line Information Database Administration Service Network Element.

**Database Transport and Query Service** provides the CLEC the ability to query billing validation data contained in the Sprint LIDB for the purpose of determining BNS restrictions or validating a calling card PIN.

The following describes the Monthly recurring rate elements for LIDB services:

**Database Transport** is charged per query for use of the transmission facilities between the Sprint STPs located in Johnson City and Bristol, Tennessee and the Sprint SCP where the LIDB resides.

**Database Query** is applied on a per query basis for the validation of calling card and toll billing exception data and performance of public phone checks.

### Toll Free Code Access Service

This service is an originating service that is provided via TFC Access Service switched trunk groups, or may be provided in conjunction with Feature Groups B, C or D (FGB, FGC, FGD). The service provides for the forwarding of end-user dialed TFC calls to a company's Service Switching Point (SSP) which will initiate a query to the Sprint TFC database to perform the routing instructions. The call is forwarded to the appropriate carrier based on the dialed TFC number.

The carrier's toll free code end user has the option for delivery to the switch originating the query. Basic TFC provides the TFC dialed number (i.e., 800-NNX-XXXX). Enhanced TFC provides a translated 10-digit local exchange number (i.e., NPA-NNX-XXXX).

For additional information regarding any of the above CCS/SS7 database services, refer to the Sprint Interstate Access Tariff FCC No. 3.

## **Unbundled Network Elements Guide**

### **Local Number Portability Query Service**

This service automatically launches a query for a carrier when it delivers a previously unqueried call to a Sprint end office or tandem in LNP markets. The query provides the carrier with the identification of the terminating LEC to ensure proper call routing. This service is automatically provided and is not ordered by the customer. This service is generically referred to as “default query service.”

LNP Query Service utilizes Location Routing Number (LRN) architecture to query the LNP database to secure network routing instructions prior to completion of a call. The database contains information identifying an end user’s selected Local Service Provider (LSP) along with the appropriate LRN for the LSP switch. The LRN is then used to direct the call to the correct switch for completion to the end user. This service is only available in areas that have LNP capability.

Sprint also offers a separate contractual service for carriers that want to directly query the Sprint LNP database via SS7 links. The carrier that is to determine the proper routing performs this query to deliver the call to the final destination LEC end office or tandem. LNP Contract Query service is available to any carrier with SS7 connectivity to the Sprint SS7 national STP pair.

### **Optional Services**

The following describes the optional services available to the CLEC:

#### **Alarm Surveillance & Technical Support**

Alarm Surveillance and Technical Support (ASTS) service provides remote monitoring of the CLEC’s equipment for trouble or unsatisfactory conditions by the Sprint Network Operations Center (NOC). When an alarm occurs, it is presented in the form of a message on a screen at the NOC where a Sprint analyst acknowledges the alarm. The Sprint analyst can dispatch by contacting the appropriate CLEC representative with responsibility for clearing the alarm condition or Sprint can provide notification of the alarm to the CLEC for internal dispatch. The CLEC will be provided monthly a list of alarms the NOC handled and how the alarms were resolved. Sprint can provide technical support to the CLEC where the NOC analyst will attempt to diagnose and clear the alarm prior to alerting the CLEC. ASTS can be offered on either a 24-hour or after-hours only basis, with varying levels of technical support.

ASTS is billed on a flat monthly rate per monitored equipped line, trunk and port and will appear in the invoice with other Sprint services. ASTS is an optional, non-regulated contractual service offering with pricing dependent upon the customer-specific requirements and equipment. A BFR is required for this service.

#### **Customized Routing**

Customized routing enables a telecommunications company to designate a route or path for its customers, between lines and trunks, that is different from the standard routing offered by Sprint. For example, this option will allow the CLEC to route its directory assistance calls to a provider other than Sprint. Customized routing will include unique translations programmed within the switch, which directs the call path.

## **Unbundled Network Elements Guide**

### **Directory Assistance Database Listing and Update Service**

Directory Assistance Database Listing and Update Service provides the CLEC with subscriber listing information to provision its own directory assistance databases and provide directory assistance service to end users. The subscriber listing information contains the phone number, listing type -- published, non-published or non-listed -- classified heading for business and customer address. Each update of add, delete and change activity constitutes an initial or update listing. Listings and updates are provided each business day of the year. The charges for the media by which the listings are provided and the transport of that media are in addition to the cost per listing or update.

### **Directory Assistance Database Query Service**

Directory Assistance (DA) Database Query Service makes the Sprint electronic directory listing information database available for access by the CLEC. The functions of this service include access to the directory listing information, use of the database equipment and software for the purpose of searching the database and the local area network providing access to the database from the CLECs directory assistance positions and network routers. The CLEC that wants access to the database is required to provide all of the necessary routers connecting to the Sprint network and the connecting links and other routers to interconnect to its own DA center. CLEC systems must be compatible with Sprint systems.

The rate for DA Database Query Service is based on per database position seizure measurements. Every initiated search of the database is a position seizure.

### **Street Index Guide**

Street address information within the Sprint serving area is available at the state level. This information allows the CLEC to maintain street information internally. The street index information is provided as a monthly report with the file available via CD-ROM. Monthly recurring charges apply. To order, contact your local account manager. For additional information, refer to the *Street Index Guide Guidelines*.

### **Bona Fide Request Process**

The CLEC BFR process to initiate a feasibility evaluation of the development of new unbundled services or capabilities not currently offered by Sprint. The steps in the BFR process as described below ensure that a request will be addressed within the identified timeframes and in compliance with applicable regulatory requirements. The BFR should be sent to the local account manager.

1. Sprint evaluates the feasibility of developing the requested service and reply back to the CLEC within 30 days.
2. If the service can be developed, CLEC decides if they want Sprint to proceed to the price quote phase (30-day window).
3. Sprint develops a price quote for the requested service within 90 days.
4. CLEC decides if they want Sprint to proceed to the product development phase (30-day window).
5. Sprint develops the new product and communicates the date that the product will be available to the CLEC.

# Unbundled Network Elements Guide

## Ordering Services from Sprint

### Local Service Request Process

The following summarizes the steps in the LSR process:

1. The Customer contacts the CLEC for service.
2. The CLEC takes order information from their customer and prepares LSR.
3. The CLEC submits the LSR to the WMSC.
4. The WMSC provides an Acknowledgement Record to the CLEC when the paper order has been received and entered into the Integrated Request Entry System (IRES). This activity is applicable to the non-IRES user CLEC.
5. The LSR converts to the Sprint Service Order Entry (SOE) System with the Sprint offered due date and returns to it to the CLEC. The WMSC returns a Firm Order Commitment (FOC) or a Rejection Notice to the CLEC, via fax or through IRES.
6. Sprint notifies CLEC that the order has been completed with a copy of the completed service order, via fax or through IRES.

Note: Prior to submitting an order for unbundled network elements, the CLEC must have obtained documentation from the end user (e.g., written or electronic authorization) explicitly authorizing the CLEC to provide local exchange telecommunications services to the end user. The CLEC must retain all Documentation of Authorization on file as required by the FCC and the applicable state regulatory agency. This Documentation of Authorization shall be available for inspection during normal business hours.

### Local Service Request

The LSR, as defined by the Ordering and Billing Forum (OBF), is the vehicle that the CLEC will use to request unbundled local services from Sprint, (i.e. install, change or disconnect). The document reflects the information required for order generation and processing when a paper LSR is submitted. Sprint expects the CLEC to use the LSR as agreed upon by the OBF or to use a mutually agreed upon ordering document. The LSR and industry guidelines for completing the LSR can be obtained from the ATIS. For additional information on the Local Service Order Guidelines or obtaining the LSR, visit [www.atis.org](http://www.atis.org)

### Submitting a Service Request

The CLEC can issue orders using these two methods:

1. Electronic processing of LSR through IRES (preferred method), or
2. Paper LSR can be completed and faxed or mailed to the WMSC.

# Unbundled Network Elements Guide

## Submitting A Service Request (Continued)

IRES provides an on-line order submission and editing which reduces reject conditions prior to submitting the LSR. In addition, IRES enables the CLEC to determine the LSR status, perform address validations, inquire on available services, interLATA and intraLATA carrier availability and perform customer service inquiries on Sprint accounts, as well as on the CLEC end-user accounts. For more information, refer to the Sprint Account Manager/CLEC Integrated Request Entry System (SAM/CLEC IRES) request form located at: [www.sprint.com/localwholesale](http://www.sprint.com/localwholesale)

## Scheduling Due Dates

Service due dates for CLEC end users are assigned using the same (business and residential) guidelines 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 FOC is returned to the CLEC via IRES or fax. The confirmation will provide the Sprint order number, the negotiated service due date, phone numbers (as applicable to the service) and the Sprint service representative employee identification and contact phone number. Additional service specific data may also be provided.

<p><b>Note:</b> 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 service request 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 that the order properly reflects all requested service and appropriate billing.

Changes and cancellations can be submitted via IRES or fax.

## 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 fax 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.

# Unbundled Network Elements Guide

## Service Jeopardy

Notification is provided to the CLEC when an order is in Jeopardy (W) or No Facility (NF) status. The Purchase Order Number (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 fax notification. Customer Service Record Requests

If a CLEC wants a copy of a Customer Service Record (CSR) before submitting an LSR, the Sprint end-user information can be viewed via IRES. If the CLEC does not use IRES, a Preordering Request form may be faxed to the WMSC. Contact your local account manager for the form.

**Note:** If the CLEC wants a phone number assigned prior to submitting an LSR, they should fax the request (via the Preordering Request Form) to the WMSC. The WMSC 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.

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 LSR is completed by the CLEC and transmitted to the WMSC for processing. The center will provide a FOC as notification that 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) provided 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 are requested for the end user, the WMSC will process the change.

CLECs wishing to obtain additional information on Carrier Selection Subscription or copies of the CARE Industry Support Interface (ISI) documentation may contact the ATIS. For additional information, visit [www.atis.org](http://www.atis.org)

# Unbundled Network Elements Guide

## Access Service Request Process

The following summarizes the steps in the ASR process:

1. The CLEC prepares ASR.
2. The CLEC submits the ASR to the NASC.
3. The NASC returns a FOC or a Rejection Notice to the CLEC.
4. Sprint verbally notifies the CLEC that the order has been completed at the time the circuit is being tested with the CLEC implementation contact provided on the ASR.

### Access Service Request

The ASR, as defined by OBF, is the vehicle that the CLEC will use to request interconnection and/or transport services from Sprint, (i.e., install, change or disconnect). The document reflects the information required for order generation and processing.

Industry guidelines for completing the ASR can be obtained from the ATIS. For additional information on the Access Service Ordering Guidelines, visit <http://www.atis.org>

### Submitting an Access Service Request

Requests can be submitted by using one of the following methods:

1. Host on Demand (HOD) which is accessed through the Internet allowing orders to be keyed directly into the Sprint Access Request Management System (ARMS),
2. Connect Direct (batch method) which provides electronic ASR submission for transport and interconnection services through ARMS. In addition, ARMS provides order editing which reduces reject conditions and enables the CLEC to determine the ASR status.
3. Paper ASRs completed and faxed or mailed to the NASC.

### Scheduling Due Dates

Sprint assigns a due date with a minimum of six business days to any add, change or move request and 24 hours for a disconnect request. If requesting a due date greater than six business days, Sprint will schedule for the date requested. If a project is scheduled and multiple requests have been sent, due dates will be negotiated between Sprint and the CLEC.

### Confirmation of Service Request

After processing the CLEC service request, a FOC is returned to the CLEC via ARMS or fax. The confirmation will provide the PON, the service due date and the Sprint service representative employee ID and contact phone number. Additional service-specific data may also be provided.

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

## **Unbundled Network Elements Guide**

### **Service Request Changes and Cancellations**

Sprint should be notified of any service request changes or cancellations as soon as possible. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure that the order properly reflects all requested service and appropriate billing.

Changes and cancellations can be submitted by sending a supplement to the original request using ARMS or fax. For due date changes, the CLEC should ensure that the requested due date meets the Sprint minimum six-day interval, with the exception of 15 business days for DS3 service where facilities exist.

### **Service Jeopardy**

If it is determined, after the FOC but prior to the due date, that a committed service date cannot be met due to a Sprint-caused reason, i.e., facility availability, then Sprint will provide the estimated completion date. The CLEC will be notified by a phone call from the NASC representative.

If it is determined on the due date that the service cannot be provided, the CLEC will be notified promptly by a phone call from a representative in the NASC.

# Unbundled Network Elements Guide

## Trouble Reporting

### Process Overview

The following summarizes the main steps in the Trouble Reporting Process:

1. The end user reports the trouble to the CLEC.
2. The CLEC prescreens and completes a trouble ticket.
3. The CLEC contacts the National CLEC Repair Center.
4. The National CLEC Repair Center opens a trouble ticket for resolution.
5. The National CLEC Repair Center notifies CLEC when trouble is cleared.

### Reporting Trouble

The National CLEC Repair Center will receive all trouble reports from a CLEC for specific problems related to loops and ports, generate an internal trouble ticket and will forward it for resolution. The Center is not responsible for reports of terminal equipment problems at an end-user 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. End users contacting Sprint are 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 is not 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 CLEC use has been provided in this section.

After gathering the required information, the CLEC will contact the National CLEC Repair Center to report the trouble. The center will open a trouble ticket, which will be worked in the same manner as the Sprint Customer trouble reports.

Once the trouble has been cleared, the CLEC is notified via a faxed Trouble Completion Report. The report will be faxed to the number identified in the CLEC Implementation Checklist.

# Unbundled Network Elements Guide

## Prescreening Repair Questionnaire

1. Circuit ID or phone number being reported: \_\_\_\_\_  
Block and Pin, if applicable: \_\_\_\_\_
2. End-user name: \_\_\_\_\_
3. End-user premises address: \_\_\_\_\_
4. Is this service located in a casino, college, government building, hotel, hospital, airport 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: \_\_\_\_\_
10. Access time (for Sprint to gain access to location): \_\_\_\_\_
11. Do you consider yourself without phone service? Yes/No \_\_\_\_ (Florida only)
12. 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 phone number: \_\_\_\_\_
  - b. Is calling a phone number. Yes/No \_\_\_\_
13. Is the trouble on all the end-user phones? Yes/No \_\_\_\_  
If no, which phone has the trouble? \_\_\_\_\_
14. 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 the CLEC without an Inside Wire Maintenance Agreement.

# Unbundled Network Elements Guide

## 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](http://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**.

When reporting voice grade or non-access services trouble, ensure that the correct option is selected for the appropriate service type. When reporting circuit troubles, include the block and pin information along with the circuit identification, if applicable.

## Interactive Voice Response (IVR) Menu Options and Prompts

**Option 1 – “If you are calling to report trouble on regular loops, DSL, ADSL, ISDN, EELs or Line Sharing, Press 1.”** The trouble ticket will go to the 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 Special Service Operations (SSO) center.

## Unbundled Network Elements Guide

### Interactive Voice Response (IVR) Menu Options and Prompts (Continued)

#### **Option 3 – “For Resale lines, to report no dial tone or noise on the Line, Press 3.”**

The IVR provides additional prompts for submitting trouble tickets for No Dial Tone and Noise. Be prepared to enter the 10-digit phone number that you are reporting and your OCN.

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

**Option 5 – “For Resale lines, to check on a problem already reported or when work is scheduled to begin, Press 5.”** Be prepared to enter the 10-digit phone number that you are reporting along with your OCN.

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

### Special Service Operations (SSO) Center

The SSO handles repair for special access and switched circuits. Follow the instructions within the IVR and have the circuit identification number available for reporting.

For special access and switched circuits, call **1-888-862-8293** (toll-free).

Or, you may reach the SSO by calling the National CLEC Repair Center and selecting option 2.

# Unbundled Network Elements Guide

## Invoicing

The Sprint invoicing system, Customer Access Support System (CASS), renders invoices to the CLEC for services provided for any unbundled elements (including reciprocal compensation).

The format of the invoice has been established through the Telcordia Billing Output Specifications (BOS). In areas where Sprint has chosen to deviate from BOS, notification will be provided to the CLEC.

## Invoice Media

The CLEC will select the primary media to receive invoicing along with the customer service records. 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 or additional type of media can be provided as requested on the checklist and charges will apply based on the company/state and media selection. The *CLEC Implementation Checklist Facilities-Based* is located in *Start-up Forms* at [www.sprint.com/localwholesale](http://www.sprint.com/localwholesale).

The current media offerings are as follows:

**Connect-Direct:** Network Data Mover (NDM) provides invoicing data in an industry standard format, transmitted electronically over network connections via dedicated circuit or Internet PC connection. If this media is selected, the CLEC must provide their Sender/Receiver Identification (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 invoicing data.

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

As the Telcordia BOS documentation is copyrighted, the CLEC should contact the Manager at the following address for more information about BDT records and output specifications:

Manager  
Carrier Access Billing Specifications  
Telcordia Technologies  
8 Corporate Place, PYA 3A-184  
Piscataway, NJ 08854-4156

To order the document, call 732-669-5800, 800-521-2673 or visit the Telcordia Web site at <http://www.telcordia.com>.

**Paper:** Invoicing processed on paper.

# Unbundled Network Elements Guide

## Sample Invoice

The first page of every paper invoice is the return document. This page should be returned by the CLEC to the return address specified along with the payment.

The following sample paper invoice provides examples of the various sections and explanations for data within the invoice.

Beginning with the face page, it includes the following information:

- **Payment Options:** The return address for payment is shown for U. S. mail or overnight payment delivery.
- **Customer Billing Name & Address:** The CLEC name and address for delivery of the invoice.
- **Total Current Invoice:** The total charges for the current invoice indicating the state and each invoice number with the amount due.
- **Due By:** The date by which the charges for the “Total Current Invoice” are due and payable and after which a late payment charge will be assessed if the payment is not received.
- **Overdue Balance History by Invoice No:** A listing of all outstanding invoice numbers with the associated amount is posted. A zero balance invoice will display for one month. If an invoice amount includes a Late Payment Charge (LPC), then the words “\*LPC INCLUDED\*” will appear to the right of that amount.
- **Total Amount Due:** The total amount due which includes the total of current invoice and balance history invoices.
- **Total:** The CLEC enters the total of their remittance.

# Unbundled Network Elements Guide

## *CASS Return Document Page*

	BILL NO XXX XXX-XXXX XXXX
	INVOICE NO M121234234-91173
	BILL DATE JUN 22, 2001
	ACNA XXX PAGE 1
Payment Options:	
U.S. MAIL:	OVERNIGHT:
SPRINT	SPRINT
P. O. BOX 219489	WHOLESALE LOCKBOC 219489
KANSAS CITY, MO 64121-9489	1008 OAK STREET
	KANSAS CITY, MO 64106
ELECTRONIC PAYMENTS:	
FOR A WIRE OR ACH PAYMENT, PLEASE CALL YOU SPRINT REPRESENTATIVE FOR ASSISTANCE.	
CLEC CUSTOMER	*****
1234 W. MAIN ST.	* PLEASE *
CITY, ST 00000-0000	* RETURN THIS *
	* PAGE WITH *
	* YOUR PAYMENT *
	*****
TOTAL CURRENT INVOICE:	AMOUNTS ENCLOSED:
R123456787878FL 2,841.09	_____
DUE BY * JUL 21, 2001 *	
OVERDUE BALANCE HISTORY BY INVOICE NO.	
R23456767899FL 1,294.13 *LPC INCLUDED*	_____
R45678975467FL 2,500.00	_____
TOTAL AMOUNT DUE 6,635.22	TOTAL _____
*** FLAGGED OVERDUE BALANCE HISTORY AMOUNTS INCLUDE	
*** LATE PAYMENT CHARGES ASSESSED TO THE BILL DATE.	
*** AS TARIFFED, LATE PAYMENT CHARGES ARE COMPOUNDED	
*** DAILY UNTIL OVERDUE PAYMENT IS RECEIVED.	

**Note:** The following will appear at the bottom of the Return Document only when an overdue balance includes LPC charges:

\*\*\*\* FLAGGED OVERDUE BALANCE HISTORY AMOUNTS INCLUDE  
\*\*\*\* LATE PAYMENT CHARGES ASSESSED TO THE BILL DATE  
  
\*\*\*\* AS TARIFFED, LATE PAYMENT CHARGES ARE COMPOUNDED  
\*\*\*\* DAILY UNTIL OVERDUE PAYMENT IS RECEIVED

# Unbundled Network Elements Guide

## Invoice Face Page

There are two sections to the invoice face page. The first section is the “Balance Due Information” which summarizes balances carried forward, payments and adjustments applied.

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

SPRINT/LOCAL TELECOMMUNICATIONS DIVISION	BILL NO. XXX RXX-XXXX XXX
	INVOICE NO R099999999-99999
	BILL DATE JUNE 22, 2001
	ACNA XXXXX PAGE 1
CLEC CUSTOMER 1234 MAIN STREET CITY ST 00000-0000	
BILLING INQUIRIES CALL (260) 724-8886	FOR TELCO USE: ICSC OFC NEAC
-----	
FACILITY ACCESS SERVICE	
*** BALANCE DUE INFORMATION ***	
TOTAL AMOUNT OF LAST BILL	64,985.12
PAYMENTS APPLIED	.00
ADJUSTMENTS APPLIED	.00
TOTAL BALANCE DUE .....	64,985.12
*** DETAIL OF CURRENT CHARGES ***	
TOTAL - FL	
MONTHLY ACCESS CHARGES	
FROM MAY 23 THRU JUN 22	57,782.77
INTRASTATE 57,782.77	
OTHER CHARGES AND CREDITS - SEE DETAIL	51,409.52
INTRASTATE 51,409.52	
TAXES	.00
TOTAL AMOUNT DUE	174,177.41

# Unbundled Network Elements Guide

## *Invoice Messages*

The purpose of the invoice message is to relate account information. The message will contain informational messages such as special notices or announcements of new products. An example is provided below.

```
-----
**** CHANGE OF PAYMENT ADDRESS ****

OUR REMITTANCE ADDRESS HAS CHANGED. YOU MAY BEGIN SENDING PAYMENTS TO THE
FOLLOWING ADDRESS AS EARLY AS JUNE 2, 2001.
*****

*****

FOR NORMAL PAYMENTS                FOR OVERNIGHT PAYMENTS
*****

SPRINT                               SPRINT
P.O. BOX 219489                     WHOLESALE LOCKBOX 219489
KANSAS CITY, MO                     1008 OAK STREET
64121-9489                           KANSAS CITY, MO 64106
```

## Detail of Payment

The “Detail of Payments Applied” page is generated if at least one payment has been applied since the last invoice. The page provides an itemization of payments that equal the total payments applied amount, which displays in the “Balance Due Information” on invoice face page. Invoice number and then date of payment sequence payments applied segment.

```
-----
*** DETAIL OF PAYMENTS APPLIED ***

INVOICE NO. R15271400097102FL
APR 22 01 PAYMENT APPLIED                2,854.80CR

INVOICE NO. R15271900097076FL
MAY 13 01 PAYMENT APPLIED                6,387.60CR

TOTAL PAYMENTS APPLIED                   9,242.40CR
```

## Unbundled Network Elements Guide

### ***Balance Due***

The “Detail of Balance Due” displays a summary of each separate invoice balance for which there is an outstanding balance or payments, adjustments, or late payment charge activity. The “Balance Due” on this page will equal the “Total Balance Due” on the invoice face page. The “Balance Due” amount is derived from any previous balance minus any payments or adjustments plus any late payment charges applied.

-----		
*** DETAIL OF BALANCE DUE ***		
INVOICE NO. XXXXXXXXXXXXXXXXXXXX		
PREVIOUS BALANCE	760.25	
PAYMENTS APPLIED	500.00CR	
ADJUSTMENTS APPLIED	15.00	
LATE PAYMENT CHARGES APPLIED	18.88	
BALANCE DUE . . . . .	240.13	
INVOICE NO. XXXXXXXXXXXXXXXXXXXX		
PREVIOUS BALANCE	2,500.00	PAYMENTS
APPLIED	.00	
ADJUSTMENTS APPLIED	.00	
LATE PAYMENT CHARGES APPLIED	.00	
BALANCE DUE . . . . .	2,500.00	
TOTAL BALANCE DUE . . . . .	2,794.13	

# Unbundled Network Elements Guide

## *Other Charges and Credits*

The Detail of Other Charges and Credits displays recurring and nonrecurring charges and credits for service added or disconnected. In addition, rate changes may also be displayed.

-----			
* * * DETAIL OF OTHER CHARGES AND CREDITS * * *			
			AMOUNT
			----
MAR 28, 01 SO C14L52672    PON ABCD3214			
CIRCUIT NUMBER 77.UCFS.621456..CTRL PIU 0			
CIRCUIT LOCATION 2			
CHARGE FOR ACCESS SERVICE ADDED			
FROM MAY 28 01 THRU JUNE 22 01			
CLL01	1 UNBUNDLED LOOPS		
	LOCAL - FL - 2348 - LA		34.74
	ONE TIME CHARGE		
	ON MAY 28 01		
CL405	1 INSTALLATION PER LOOP - EXISTING LINES		
	W/NO FIELD VISIT REQUIRED		
	LOCAL - FK - 2348 - LA		5.00
CIRCUIT NUMBER 77.UCFS.621456.CTRL PIU 0			
CIRCUIT LOCATION 2			
CHARGE FOR ACCESS SERVICE ADDED			
FROM MAY 28 01 THRU JUNE 22 01			
CLL01	1 UNBUNDLED LOOPS		
	LOCAL - FL - 2348 - LA		34.74
	ONE TIME CHARGE		
	ON MAY 28 01		
CL405	1 INSTALLATION PER LOOP - EXISTING LINES		
	W/NO FIELD VISIT REQUIRED		
	LOCAL - FL - 2348 - LA		5.00
NET EFFECT OF SO C14L52672    PON ABCC3214			
PER MONTH	FRACTIONAL	ONE-TIME	BILLED AMOUNT
303.20	555.84	80.00	635.84

# Unbundled Network Elements Guide

## Delinquent Account Process

The following summarizes the steps in the Delinquent Account Process:

1. The billed party must notify Sprint in writing of any invoicing disputes within 30 days of its receipt of the invoice containing such disputed amount and prior to the invoice due date if possible. Specific details and reasons for disputing each item must be included in the notification.
2. Monthly invoices from Sprint are due and payable within 30 days of the bill 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 the intent of Sprint 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 party and affected end users.

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