

NOTE: THIS CONTRACT CONTAINS OPT-IN PROVISIONS

TERMS ADOPTED FROM ANOTHER CARRIER

**THE TERMS IN APPENDIX H-I SHALL TAKE EFFECT 30 DAYS
FOLLOWING RECEIPT OF WRITTEN NOTICE.**

INTERCONNECTION, RESALE AND UNBUNDLING AGREEMENT

BETWEEN

GTE SOUTH INCORPORATED

AND

QUICK-TEL COMMUNICATIONS, INC.

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APPENDIX I
GTE/QTC OPT-IN NEGOTIATION ISSUES I-1

This Interconnection, Resale and Unbundling Agreement (the "Agreement"), is made effective as of _____, 199__, by and between GTE South Incorporated, with its address for purposes of this Agreement at 600 Hidden Ridge Drive, Irving, Texas 75038 ("GTE"), and Quick-Tel Communications, Inc., in its capacity as a certified provider of local dial-tone service ("QTC"), with its address for this Agreement at 456 Rock Island, Boyd, Texas, 76023 (GTE and QTC being referred to collectively as the "Parties" and individually as a "Party"). This Agreement covers services in the State of Kentucky only (the "State").

WHEREAS, interconnection between competing Local Exchange Carriers ("LECs") is necessary and desirable for the mutual exchange and termination of traffic originating on each LEC's network; and

WHEREAS, the Parties desire to exchange such traffic and related signaling in a technically and economically efficient manner at defined and mutually agreed upon interconnection points; and

WHEREAS, the Parties wish to enter into an agreement to interconnect their respective telecommunications networks on terms that are fair and equitable to both Parties; and

WHEREAS, Section 251 of the Telecommunications Act of 1996 (the "Act") imposes specific obligations on LECs with respect to the interconnection of their networks, resale of their telecommunications services, access to their poles, ducts, conduits and rights-of-way and, in certain cases, the offering of certain Unbundled Network Elements and physical collocation of equipment in LEC premises;

WHEREAS, GTE is entering, under protest, into certain aspects of this Agreement that incorporate adverse results from the arbitrated agreements approved by the Commission in this state and is doing so in order to avoid the expense of arbitration while at the same time preserving its legal positions, rights and remedies,

NOW, THEREFORE, in consideration of the mutual provisions contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, GTE and QTC hereby covenant and agree as follows:

ARTICLE I
SCOPE AND INTENT OF AGREEMENT

Pursuant to this Agreement, the Parties will extend certain arrangements to one another within each area in which they both operate within the State for purposes of interconnection and the exchange of traffic between their respective end-user customers, and reciprocal access to poles, ducts, conduits and rights-of-way. This Agreement also governs the purchase by QTC of certain telecommunications services provided by GTE in its franchise areas for resale by QTC, the purchase by QTC of certain Unbundled Network Elements from GTE, and the terms and conditions of the collocation of certain equipment of QTC in the premises of GTE. This Agreement is an integrated package that reflects a balancing of interests critical to the Parties. This Agreement will be submitted to the Kentucky Public Service Commission (the "Commission") for approval. The Parties agree that their entrance into this Agreement is without prejudice to and does not waive any positions they may have taken previously, or may take in the future, in any legislative, regulatory, judicial or other public forum addressing any matters, including matters related to the same types of arrangements and/or matters related to GTE's cost recovery covered in this Agreement. QTC agrees to negotiate reciprocal terms and conditions with GTE based on this Agreement. GTE's execution of this Agreement is not a concession or waiver in any manner concerning its position that certain of the rates, terms and conditions contained herein are unlawful, illegal and improper.

The services and facilities to be provided to QTC by GTE in satisfaction of this Agreement may be provided pursuant to GTE tariffs and then current practices. Should such services and facilities be modified by tariff or by Order, including any modifications resulting from other Commission proceedings, federal court review or other judicial action, and unless otherwise specified herein, such modifications will be deemed to automatically supersede any rates and terms and conditions of this Agreement. The Parties shall cooperate with one another for the purpose of incorporating required modifications into this Agreement.

ARTICLE II DEFINITIONS

1. General Definitions. Except as otherwise specified herein, the following definitions shall apply to all Articles and Appendices contained in this Agreement. Additional definitions that are specific to the matters covered in a particular Article may appear in that Article. To the extent that there may be any conflict between a definition set forth in this Article II and any definition in a specific Article or Appendix, the definition set forth in the specific Article or Appendix shall control with respect to that Article or Appendix.
 - 1.1 **Access Service Request (ASR)** - an industry standard form, which contains data elements and usage rules used by the Parties to add, establish, change or disconnect services or trunks for the purposes of Interconnection.
 - 1.2 **Act** - the Telecommunications Act of 1996, Public Law 104-104 of the 104th United States Congress effective February 8, 1996.
 - 1.3 **Affiliate** - a person, corporation or other legal entity that, directly or indirectly, owns or controls a Party, or is owned or controlled by, or is under common ownership or control with a Party.
 - 1.4 **Answer Supervision** - an off-hook supervisory signal.
 - 1.5 **Applicable Law** - all laws, statutes, common law, regulations, ordinances, codes, rules, guidelines, orders, permits, and approvals of any Governmental Authority, which apply or relate to the subject matter of this Agreement.
 - 1.6 **Automatic Location Identification/Data Management System (ALI/DMS)** - the emergency services (E911/911) database containing customer location information (including name, address, telephone number, and sometimes special information from the local service provider) used to process subscriber access records into Automatic Location Identification (ALI) records. From this database, records are forwarded to GTE's ALI Gateway for downloading by local ALI database systems to be available for retrieval in response to ANI from a 9-1-1 call. Also, from this database, GTE will upload to its selective routers the selective router ALI (SR/ALI) which is used to determine to which Public Safety Answering Point ("PSAP") to route the call.
 - 1.7 **Automated Message Accounting (AMA)** - the structure inherent in switch technology that initially records telecommunication message information. AMA format is contained in the Automated Message Accounting document, published by Bellcore as GR-1100-CORE which defines the industry standard for message recording.
 - 1.8 **Automatic Number Identification (ANI)** - the number transmitted through the network identifying the calling party.
 - 1.9 **Bellcore** - an organization owned jointly by the Bell regional holding companies that may in the future be owned partially or totally by other persons. The organization conducts research and development projects for its owners, including development of new telecommunications services. Bellcore also provides certain centralized technical and management services for the regional holding companies and also provides generic requirements for the telecommunications industry for products, services and technologies.
 - 1.10 **Bill-and-Keep Arrangement** - a compensation arrangement whereby the Parties do not render bills to each other for the termination of local traffic specified in this Agreement and whereby the Parties terminate local exchange traffic originating from end-users served by the networks of

the other Party without explicit charging among or between said carriers for such traffic exchange.

- 1.11 **Bona Fide Request (BFR)** - process intended to be used when requesting customized Service Orders for certain services, features, capabilities or functionality defined and agreed upon by the Parties as services to be ordered as Bona Fide Requests.
- 1.12 **Business Day** - Monday through Friday, except for holidays on which the U.S. mail is not delivered.
- 1.13 **Central Office Switch** - a switch used to provide telecommunications services including (1) "End Office Switches" which are Class 5 switches from which end-user Exchange Services are directly connected and offered, and (2) "Tandem Office Switches" which are Class 4 switches which are used to connect and switch trunk circuits between and among central office switches. Central office switches may be employed as combination end office/tandem office switches (combination Class 5/Class 4).
- 1.14 **Centralized Message Distribution System (CMDS)** - the billing record and clearing house transport system that the Regional Bell Operating Companies ("RBOCs") and other incumbent LECs use to efficiently exchange out collects and in collects as well as Carrier Access Billing System ("CABS") records.
- 1.15 **CLLI Codes** - Common Language Location Identifier Codes.
- 1.16 **Commercial Mobile Radio Services (CMRS)** - a radio communication service between mobile stations or receivers and land stations, or by mobile stations communicating among themselves that is provided for profit and that makes interconnected service available to the public or to such classes of eligible users as to be effectively available to a substantial portion of the public.
- 1.17 **Commission** - the Kentucky Public Service Commission.
- 1.18 **Common Channel Signaling (CCS)** - a high-speed specialized packet-switched communications network that is separate (out-of-band) from the public packet-switched and message networks. CCS carries addressed signaling messages for individual trunk circuits and/or database-related services between Signaling Points in the CCS network using SS7 signaling protocol.
- 1.19 **Competitive Local Exchange Carrier (CLEC)** - any company or person authorized to provide local exchange services in competition with an ILEC.
- 1.20 **Compliance** - environmental and safety laws and regulations are based upon a federal regulatory framework, with certain responsibilities delegated to the States. An environmental/safety compliance program may include review of applicable laws/regulations, development of written procedures, training of employees and auditing.
- 1.21 **Conversation Time** - the time that both Parties' equipment is used for a completed call, measured from the receipt of Answer Supervision to the receipt of Disconnect Supervision.
- 1.22 **Currently Available** - existing as part of GTE's network at the time of the requested order or service and does not include any service, feature, function or capability that GTE either does not provide to itself or to its own end users, or does not have the capability to provide.
- 1.23 **Customer** - GTE or QTC, depending on the context and which Party is receiving the service from the other Party.
- 1.24 **Customer Service Record Search** - applied to Local Service Request (LSR) when CLEC requests a customer service record search prior to account conversion from GTE or from another CLEC. Search

typically is for basic account information, listing/directory information, service and equipment listing, and billing information. Applied on a per requested loop and/or port basis.

- 1.25 **Customer Usage Data** - the local telecommunications services usage data of a CLEC customer, measured in minutes, sub-minute increments, message units, or otherwise, that is recorded and exchanged by the Parties.
- 1.26 **Dedicated Transport** - an Unbundled Network Element that is purchased for the purpose of transporting Telecommunication Services between designated Serving Wire Centers (SWC). Dedicated Transport may extend between two GTE SWCs (Interoffice Dedicated Transport or IDT) or may extend from the GTE SWC to the CLEC premise (CLEC Dedicated Transport or CDT). CDT remains within the exchange boundaries of the SWC, while IDT traverses exchange boundaries.
- 1.27 **Disconnect Supervision** - an on-hook supervisory signal end at the completion of a call.
- 1.28 **DS-1** - a service carried at digital signal rate of 1.544 Mbps.
- 1.29 **DS-3** - a service carried at digital signal rate of 44.736 Mbps.
- 1.30 **Electronic File Transfer** - a system or process which utilizes an electronic format and protocol to send/receive data files.
- 1.31 **E-911 Service** - a method of routing 911 calls to a Public Service Answering Point that uses a customer location database to determine the location to which a call should be routed. E-9-1-1 service includes the forwarding of the caller's Automatic Number Identification (ANI) to the PSAP where the ANI is used to retrieve and display the Automatic Location Identification (ALI) on a terminal screen at the answering Attendant's position. It usually includes selective routing.
- 1.32 **Exchange Message Record (EMR)** - an industry standard record used to exchange telecommunication message information among CLECs for billable, non-billable, sample, settlement and study data. EMR format is defined in BR-010-200-010 CRIS Exchange Message Record, published by Bellcore.
- 1.33 **Exchange Service** - all basic access line services, or any other services offered to end users which provide end users with a telephonic connection to, and a unique telephone number address on, the Public Switched Telecommunications Network (PSTN), and which enable such end users to place or receive calls to all other stations on the PSTN.
- 1.34 **Expanded Interconnection Service (EIS)** - a service that provides interconnecting carriers with the capability to terminate basic fiber optic transmission facilities, including optical terminating equipment and multiplexers, at GTE's wire centers and access tandems and interconnect those facilities with the facilities of GTE. Microwave is available on a case-by-case basis where feasible.
- 1.35 **Facility** - all buildings, equipment, structures and other items located on a single site or contiguous or adjacent sites owned or operated by the same persons or person as used in Article III, Section 44.
- 1.36 **FCC** - the Federal Communications Commission.
- 1.37 **Generator** - under the Resource Conservation Recovery Act (RCRA), the person whose act produces a hazardous waste (40 CFR 261) or whose act first causes a hazardous waste to become subject to regulation. The generator is legally responsible for the proper management and disposal of hazardous wastes in accordance with regulations (see reference in Article III, Section 44).
- 1.38 **GTOC** - GTE Telephone Operating Company.

- 1.39 **Guide** - the GTE Open Market Transition Order/Processing Guide, LSR Guide, and Products and Services Guide which contain GTE's operating procedures for ordering, provisioning, trouble reporting and repair for resold services and unbundled elements and GTE's CLEC Interconnection Guide which provides guidelines for obtaining interconnection of GTE's Switched Network with the networks of all certified CLECs for reciprocal exchange of traffic. Except as specifically provided otherwise in this Agreement, service ordering, provisioning, billing and maintenance shall be governed by the "Guide" which may be amended from time to time by GTE as needed.
- 1.40 **Hazardous Chemical** - as defined in the U.S. Occupational Safety and Health (OSHA) hazard communication standard (29 CFR 1910.1200), any chemical which is a health hazard or physical hazard.
- 1.41 **Hazardous Waste** - as described in Resource Conservation Recovery Act (RCRA), a solid waste(s) which may cause, or significantly contribute to an increase in mortality or illness or pose a substantial hazard to human health or the environment when improperly treated, stored, transported or disposed of or otherwise managed because of its quantity, concentration or physical or chemical characteristics.
- 1.42 **Imminent Danger** - as described in the Occupational Safety and Health Act and expanded for environmental matters, any conditions or practices at a facility which are such that a danger exists which could reasonably be expected to cause death or serious harm or significant damage to the environment or natural resources.
- 1.43 **Incumbent Local Exchange Carrier (ILEC)** - any local exchange carrier that was as of February 8, 1996, deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. §69.601(b) of the FCC's regulations.
- 1.44 **Initial Service Order** - a charge applied to each Local Service Request (LSR) of Unbundled Loops and/or Ports with the exception of Subsequent Service Order changes to existing CLEC accounts.
- 1.45 **Interconnection Facility** - see "Internetwork Facilities".
- 1.46 **Interconnection Point (IP)** - the physical point on the network where the two parties interconnect. The "IP" is the demarcation point between ownership of the transmission facility.
- 1.47 **Interexchange Carrier (IXC)** - a telecommunications service provider authorized by the FCC to provide interstate long distance communications services between LATAs and are authorized by the State to provide inter- and/or intraLATA long distance communications services within the State.
- 1.48 **Interim Number Portability (INP)** - the delivery of LNP capabilities, from a customer standpoint in terms of call completion, with as little impairment of functioning, quality, reliability, and convenience as possible and from a carrier standpoint in terms of compensation, through the use of existing and available call routing, forwarding, and addressing capabilities.
- 1.49 **Internetwork Facilities** - the physical connection of separate pieces of equipment, transmission facilities, etc., within, between and among networks, for the transmission and routing of exchange service and exchange access.
- 1.50 **ISDN User Part (ISUP)** - a part of the SS7 protocol that defines call setup messages and call takedown messages.
- 1.51 **Line Information Data Base (LIDB)** - one or all, as the context may require, of the Line Information databases owned individually by GTE and other entities which provide, among other things, calling card validation functionality for telephone line number cards issued by GTE and other entities. A LIDB also contains validation data for collect and third number-billed calls; i.e., Billed Number Screening.

- 1.52 **Line Side** - refers to an end office switch connection that has been programmed to treat the circuit as a local line connected to an ordinary telephone station set. Line side connections offer only those transmission and signaling features appropriate for a connection between an end office and an ordinary telephone set.
- 1.53 **Local Access and Transport Area (LATA)** - a geographic area for the provision and administration of communications service; i.e., intraLATA or interLATA.
- 1.54 **Local Exchange Carrier (LEC)** - any company certified by the Commission to provide local exchange telecommunications service. This includes the Parties to this Agreement.
- 1.55 **Local Exchange Routing Guide (LERG)** - the Bellcore reference customarily used to identify NPA-NXX routing and homing information, as well as network element and equipment designation.
- 1.56 **Local Number Portability (LNP)** - the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.
- 1.57 **Local Service Request (LSR)** - the industry standard form, which contains data elements and usage rules, used by the Parties to establish, add, change or disconnect resold services and unbundled elements for the purposes of competitive local services.
- 1.58 **Local Traffic** - traffic that is originated by an end user of one Party and terminates to the end user of the other Party within GTE's then current local serving area, including mandatory local calling scope arrangements. A mandatory local calling scope arrangement is an arrangement that provides end users a local calling scope, Extended Area Service ("EAS"), beyond their basic exchange serving area. Local Traffic does not include optional local calling scopes (i.e., optional rate packages that permit the end user to choose a local calling scope beyond their basic exchange serving area for an additional fee), referred to hereafter as "optional EAS". Local Traffic excludes Information Service Provider ("ISP") traffic (e.g., Internet, 900-976, etc.).
- 1.59 **Loop Facility Charge** - a charge applied to LSRs when field work is required for establishment of unbundled loop service. Applied on a per LSR basis.
- 1.60 **Main Distribution Frame (MDF)** - the distribution frame used to interconnect cable pairs and line trunk equipment terminating on a switching system.
- 1.61 **Meet-Point Billing (MPB)** - refers to an arrangement whereby two LECs jointly provide the transport element of a switched access service to one of the LEC's end office switches, with each LEC receiving an appropriate share of the transport element revenues as defined by their effective access tariffs.
- 1.62 **Mid-Span Fiber Meet** - an Interconnection architecture whereby two carriers' fiber transmission facilities meet at a mutually agreed-upon IP.
- 1.63 **Multiple Exchange Carrier Access Billing (MECAB)** - refers to the document prepared by the Billing Committee of the Ordering and Billing Forum ("OBF"), which functions under the auspices of the Carrier Liaison Committee ("CLC") of the Alliance for Telecommunications Industry Solutions ("ATIS"). The MECAB document, published by Bellcore as Special Report SR-BDS-000983, contains the recommended guidelines for the billing of an access service provided by two or more LECs, or by one LEC in two or more states within a single LATA.
- 1.64 **Multiple Exchange Carriers Ordering and Design Guidelines for Access Services - Industry Support Interface (MECOD)** - a document developed by the Ordering/Provisioning Committee under the auspices of the Ordering and Billing Forum ("OBF"), which functions under the auspices of the

Carrier Liaison Committee ("CLC") of the Alliance for Telecommunications Industry Solutions ("ATIS"). The MECOD document, published by Bellcore as Special Report SR-STS-002643, establish methods for processing orders for access service which is to be provided by two or more LECs.

- 1.65 **Network Interface Device (NID)** - the point of demarcation between the end user's inside wiring and GTE's facilities.
- 1.66 **911 Service** - a universal telephone number which gives the public direct access to the PSAP. Basic 911 service collects 911 calls from one or more local exchange switches that serve a geographic area. The calls are then sent to the correct authority designated to receive such calls.
- 1.67 **North American Numbering Plan (NANP)** - the system of telephone numbering employed in the United States, Canada, and Caribbean countries that employ NPA 809.
- 1.68 **Numbering Plan Area (NPA)** - also sometimes referred to as an area code, is the three digit indicator which is defined by the "A", "B", and "C" digits of each 10-digit telephone number within the NANP. Each NPA contains 800 possible NXX Codes. There are two general categories of NPA, "Geographic NPAs" and "Non-Geographic NPAs". A Geographic NPA is associated with a defined geographic area, and all telephone numbers bearing such NPA are associated with services provided within that geographic area. A Non-Geographic NPA, also known as a "Service Access Code" or "SAC Code" is typically associated with a specialized telecommunications service which may be provided across multiple geographic NPA areas. 800, 900, 700, and 888 are examples of Non-Geographic NPAs.
- 1.69 **NXX, NXX Code, Central Office Code or CO Code** - the three digit switch entity indicator which is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
- 1.70 **Owner and Operator** - as used in OSHA regulations, owner is the legal entity, including a lessee, which exercises control over management and record keeping functions relating to a building or facility. As used in the Resource Conservation and Recovery Act (RCRA), operator means the person responsible for the overall (or part of the) operations of a facility (see reference in Article III, Section 44).
- 1.71 **Pole Attachment** - refers to the definition set forth in Article X and Appendix H of this Agreement.
- 1.72 **Provider** - GTE or QTC depending on the context and which Party is providing the service to the other Party.
- 1.73 **Public Safety Answering Point (PSAP)** - an answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only, and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of Emergency Response Agencies ("ERAs") such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.
- 1.74 **Rate Center** - the specific geographic point and corresponding geographic area that are associated with one or more particular NPA-NXX Codes that have been assigned to a LEC for its provision of Exchange Services. The geographic point is identified by a specific Vertical and Horizontal (V&H) coordinate that is used to calculate distance-sensitive end user traffic to/from the particular NPA-NXXs associated with the specific Rate Center.

- 1.75 **Right-of-way (ROW)** - the right to use the land or other property of another party to place poles, conduits, cables, other structures and equipment, or to provide passage to access such structures and equipment. A ROW may run under, on, or above public or private property (including air space above public or private property) and may include the right to use discrete space in buildings, building complexes, or other locations.
- 1.76 **Routing Point** - denotes a location that a LEC has designated on its network as the homing (routing) point for traffic that terminates to Exchange Services provided by the LEC that bear a certain NPA-NXX designation. The Routing Point is used to calculate airline mileage for the distance-sensitive transport element charges of Switched Access Services. Pursuant to Bellcore Practice BR795-100-100, the Routing Point may be an end office location, or a "LEC Consortium Point of Interconnection." The Routing Point must be in the same LATA as the associated NPA-NXX.
- 1.77 **Service Control Point (SCP)** - the node in the signaling network to which informational requests for service handling, such as routing, are directed and processed. The SCP is a real time database system that, based on a query from the SSP, performs subscriber or application-specific service logic, and then sends instructions back to the SSP on how to continue call processing.
- 1.78 **Service Switching Point (SSP)** - a Signaling Point that can launch queries to databases and receive/interpret responses used to provide specific customer services.
- 1.79 **Shared Transport** - the physical interoffice facility not dedicated to any one customer, that is used to transport a call between switching offices. A central office switch translates the end user dialed digits and routes the call over a Common Transport Trunk Group that rides interoffice transmission facilities. These trunk groups and the associated interoffice transmission facilities are accessible by any end user (GTE end user or QTC end user when QTC has purchased unbundled local switching), and are referred to as "shared transport facilities".
- 1.80 **Signaling Point (SP)** - a node in the CCS network that originates and/or receives signaling messages, or transfers signaling messages from one signaling link to another, or both.
- 1.81 **Signaling System 7 (SS7)** - the signaling protocol, Version 7, of the CCS network, based upon American National Standards Institute ("ANSI") standards.
- 1.82 **Signal Transfer Point (STP)** - a packet switch in the CCS network that is used to route signaling messages among SSPs, SCPs and other STPs in order to set up calls and to query databases for advanced services. GTE's network includes mated pairs of local and regional STPs. STPs are provided in pairs for redundancy. GTE STPs conform to ANSI T1.111-8 standards.
- 1.83 **Subsidiary** - a corporation or other legal entity that is majority owned by a Party.
- 1.84 **Subsequent Service Order** - applied to LSRs requesting a service change to an existing unbundled account (no CLEC transfer). For disconnect-only LSRs, no NRC will be applied.
- 1.85 **Synchronous Optical Network (SONET)** - synchronous electrical ("STS") or optical channel ("OC") connections between LECs.
- 1.86 **Switched Access Service** - the offering of facilities for the purpose of the origination or termination of traffic to or from Exchange Service customers in a given area pursuant to a switched access tariff. Switched Access Services include: Feature Group A, Feature Group B, Feature Group C, Feature Group D, 800 access and 900 access services.
- 1.87 **Telecommunications Services** - the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

- 1.88 **Third Party Contamination** - environmental pollution that is not generated by the LEC or QTC but results from off-site activities impacting a facility.
- 1.89 **Transfer of Service** - a charge applied to LSR's which involve account changes (e.g., CLEC to CLEC transfers, DA & CPE billing changes on Unbundled Ports).
- 1.90 **Trunk Side** - refers to a central office switch connection that is capable of, and has been programmed to treat the circuit as, connecting to another switching entity, for example, to another central office switch. Trunk side connections offer those transmission and signaling features appropriate for the connection of switching entities and cannot be used for the direct connection of ordinary telephone station sets.
- 1.91 **Unbundled Loop Installation** - a charge applied to all LSRs for each unbundled loop ordered and any ensuing CLEC to CLEC transfers. Applied on a per loop basis.
- 1.92 **Unbundled Network Element (UNE)** - generally a facility or equipment used in the provision of a Telecommunications Service. Specific references to UNEs contained throughout this Agreement shall be to the network elements that are to be unbundled pursuant to Article VII of this Agreement.
- 1.93 **Unbundled Port Installation** - a charge applied to all LSRs for each unbundled port ordered and any ensuing CLEC to CLEC transfers. Applied on a per port basis.
- 1.94 **Undefined Terms** - terms that may appear in this Agreement which are not defined. Parties acknowledge and agree that any such terms shall be construed in accordance with their customary usage in the telecommunications industry as of the effective date of this Agreement.
- 1.95 **Vertical Features (including CLASS Features)** - vertical services and switch functionalities provided by GTE, including: Automatic Call Back; Automatic Recall; Call Forwarding Busy Line/Don't Answer; Call Forwarding Don't Answer; Call Forwarding Variable; Call Forwarding - Busy Line; Call Trace; Call Waiting; Call Number Delivery Blocking Per Call; Calling Number Blocking Per Line; Cancel Call Waiting; Distinctive Ringing/Call Waiting; Incoming Call Line Identification Delivery; Selective Call Forward; Selective Call Rejection; Speed Calling; and Three Way Calling/Call Transfer.
- 1.96 **Wire Center** - a building or space within a building that serves as an aggregation point on a LEC's network, where transmission facilities and circuits are connected or switched. "Wire center" can also denote a building in which one or more Central Offices, used for the provision of exchange services and access services, are located.

ARTICLE III
GENERAL PROVISIONS

1. Scope of General Provisions. Except as may otherwise be set forth in a particular Article or Appendix of this Agreement, in which case the provisions of such Article or Appendix shall control, these General Provisions apply to all Articles and Appendices of this Agreement.
2. Term and Termination.
 - 2.1 Term. Subject to the termination provisions contained in this Agreement, the term of this Agreement shall be two (2) years from the effective date referenced in the first paragraph of this Agreement and shall continue in effect for consecutive one (1) year terms until either Party gives the other Party at least ninety (90) calendar days written notice of termination, which termination shall be effective at the end of the then-current term. In the event notice is given less than 90 calendar days prior to the end of the current term, this Agreement shall remain in effect for 90 calendar days after such notice is received, provided, that in no case shall the term be extended beyond 90 calendar days after the end of the current term.
 - 2.2 Post-Termination Arrangements. Except in the case of termination as a result of either Party's default or a termination upon sale, for service arrangements made available under this Agreement and existing at the time of termination, those arrangements may continue without interruption (a) under a new agreement voluntarily executed by the Parties; (b) standard terms and conditions approved and made generally effective by the Commission, if any; (c) tariff terms and conditions made generally available to all CLECs; or (d) any rights under Section 252(i) of the Act.
 - 2.3 Termination Upon Default. Either Party may terminate this Agreement in whole or in part in the event of a default by the other Party; *provided however*, that the non-defaulting Party notifies the defaulting party in writing of the alleged default and that the defaulting Party does not cure the alleged default within sixty (60) calendar days of receipt of written notice thereof. Default is defined to include:
 - (a) A Party's insolvency or the initiation of bankruptcy or receivership proceedings by or against the Party; or
 - (b) A Party's refusal or failure in any material respect properly to perform its obligations under this Agreement, or the violation any of the material terms or conditions of this Agreement.
 - 2.4 Termination Upon Sale. Notwithstanding anything to the contrary contained herein, a Party may terminate this Agreement as to a specific operating area or portion thereof of such Party if such Party sells or otherwise transfers the area or portion thereof. The Party shall provide the other Party with at least ninety (90) calendar days' prior written notice of such termination, which shall be effective on the date specified in the notice. Notwithstanding termination of this Agreement as to a specific operating area, this Agreement shall remain in full force and effect in the remaining operating areas.
 - 2.5 Liability upon Termination. Termination of this Agreement, or any part hereof, for any cause shall not release either Party from any liability which at the time of termination had already accrued to the other Party or which thereafter accrues in any respect to any act or omission occurring prior to the termination or from an obligation which is expressly stated in this Agreement to survive termination.

3. Amendments. Any amendment, modification, or supplement to this Agreement must be in writing and signed by an authorized representative of each Party. The term "this Agreement" shall include future amendments, modifications, and supplements.
4. Assignment. Any assignment by either Party of any right, obligation, or duty, in whole or in part, or of any interest, without the written consent of the other Party shall be void, except that either Party may assign all of its rights, and delegate its obligations, liabilities and duties under this Agreement, either in whole or in part, to any entity that is, or that was immediately preceding such assignment, a Subsidiary or Affiliate of that Party without consent, but with written notification. The effectiveness of an assignment shall be conditioned upon the assignee's written assumption of the rights, obligations, and duties of the assigning Party.
5. Authority. Each person whose signature appears on this Agreement represents and warrants that he or she has authority to bind the Party on whose behalf he or she has executed this Agreement.
6. Responsibility for Payment. GTE may charge QTC and QTC will pay GTE a deposit before GTE is required to perform under this agreement if the CLEC has not established a good payment history with GTE. Such deposit will be calculated based on GTE's estimated two-month charges to QTC using QTC's forecast of resale lines and unbundled loops and ports. Interest will be paid on the deposit in accordance with state requirements for end user deposits.
7. Billing and Payment. Except as provided elsewhere in this Agreement and where applicable, in conformance with MECAB and MECOD guidelines, QTC and GTE agree to exchange all information to accurately, reliably, and properly order and bill for features, functions and services rendered under this Agreement.
 - 7.1 Dispute. If one Party disputes a billing statement issued by the other Party, the billed Party shall notify Provider in writing regarding the nature and the basis of the dispute within six (6) months of the statement date or the dispute shall be waived. The Parties shall diligently work toward resolution of all billing issues.
 - 7.2 Late Payment Charge. If any undisputed amount due on the billing statement is not received by Provider on the payment due date, Provider may charge, and Customer agrees to pay, at Provider's option, interest on the past due balance at a rate equal to the lesser of the interest rates set forth in the applicable GTE/Contel state access tariffs or the GTOC/GSTC FCC No. 1 tariff, one and one-half percent (1½%) per month or the maximum nonusurious rate of interest under applicable law. Late payment charges shall be included on the next statement.
 - 7.3 Due Date. Payment is due thirty (30) calendar days from the bill date.
 - 7.4 Audits. Either Party may conduct an audit of the other Party's books and records pertaining to the Services provided under this Agreement, no more frequently than once per twelve (12) month period, to evaluate the other Party's accuracy of billing, data and invoicing in accordance with this Agreement. Any audit shall be performed as follows: (i) following at least thirty (30) Business Days' prior written notice to the audited Party; (ii) subject to the reasonable scheduling requirements and limitations of the audited Party; (iii) at the auditing Party's sole cost and expense; (iv) of a reasonable scope and duration; (v) in a manner so as not to interfere with the audited Party's business operations; and (vi) in compliance with the audited Party's security rules.
8. Binding Effect. This Agreement shall be binding on and inure to the benefit of the respective successors and permitted assigns of the Parties.
9. Capacity Planning and Forecasting. Within thirty (30) days from the effective date of this Agreement, the Parties agree to have met and developed joint planning and forecasting responsibilities which are applicable to Local Services, including Features, Unbundled Network Elements, INP, Interconnection

Services, Collocation, Poles, Conduits and Rights of Way (ROW). Such responsibilities shall include but are not limited to the following:

- (a) The Parties will establish periodic reviews of network and technology plans and will notify one another no later than six (6) months in advance of changes that would impact either Party's provision of services.
- (b) QTC will furnish to GTE information that provides for state-wide annual forecasts of order activity, in-service quantity forecasts, and facility/demand forecasts.
- (c) The Parties will develop joint forecasting responsibilities for traffic utilization over trunk groups and yearly forecasted trunk quantities.
- (d) QTC shall notify GTE promptly of changes greater than ten percent (10%) to current forecasts (increase or decrease) that generate a shift in the demand curve for the following forecasting period.

10. Compliance with Laws and Regulations. Each Party shall comply with all federal, state, and local statutes, regulations, rules, ordinances, judicial decisions, and administrative rulings applicable to its performance under this Agreement.

11. Confidential Information.

11.1 Identification. Either Party may disclose to the other proprietary or confidential customer, technical, or business information in written, graphic, oral or other tangible or intangible forms ("Confidential Information"). In order for information to be considered Confidential Information under this Agreement, it must be marked "Confidential" or "Proprietary," or bear a marking of similar import. Orally or visually disclosed information shall be deemed Confidential Information only if contemporaneously identified as such and reduced to writing and delivered to the other Party with a statement or marking of confidentiality within thirty (30) calendar days after oral or visual disclosure.

Notwithstanding the foregoing, preorders and all orders for services or Unbundled Network Elements placed by QTC pursuant to this Agreement, and information that would constitute customer proprietary network information of QTC end user customers pursuant to the Act and the rules and regulations of the FCC, as well as recorded usage information with respect to QTC end users, whether disclosed by QTC to GTE or otherwise acquired by GTE in the course of its performance under this Agreement, and where GTE is the NANP Number Plan Administrator, QTC information submitted to GTE in connection with such responsibilities shall be deemed Confidential Information of QTC for all purposes under this Agreement whether or not specifically marked or designated as confidential or proprietary.

11.2 Handling. In order to protect such Confidential Information from improper disclosure, each Party agrees:

- (a) That all Confidential Information shall be and shall remain the exclusive property of the source;
- (b) To limit access to such Confidential Information to authorized employees who have a need to know the Confidential Information for performance of this Agreement;
- (c) To keep such Confidential Information confidential and to use the same level of care to prevent disclosure or unauthorized use of the received Confidential Information as it exercises in protecting its own Confidential Information of a similar nature;

- (d) Not to copy, publish, or disclose such Confidential Information to others or authorize anyone else to copy, publish, or disclose such Confidential Information to others without the prior written approval of the source;
- (e) To return promptly any copies of such Confidential Information to the source at its request; and
- (f) To use such Confidential Information only for purposes of fulfilling work or services performed hereunder and for other purposes only upon such terms as may be agreed upon between the Parties in writing.

11.3 Exceptions. These obligations shall not apply to any Confidential Information that was legally in the recipient's possession prior to receipt from the source, was received in good faith from a third party not subject to a confidential obligation to the source, now is or later becomes publicly known through no breach of confidential obligation by the recipient, was developed by the recipient without the developing persons having access to any of the Confidential Information received in confidence from the source, or that is required to be disclosed pursuant to subpoena or other process issued by a court or administrative agency having appropriate jurisdiction, provided, however, that the recipient shall give prior notice to the source and shall reasonably cooperate if the source deems it necessary to seek protective arrangements.

11.4 Survival. The obligation of confidentiality and use with respect to Confidential Information disclosed by one Party to the other shall survive any termination of this Agreement for a period of three (3) years from the date of the initial disclosure of the Confidential Information.

12. Consent. Where consent, approval, or mutual agreement is required of a Party, it shall not be unreasonably withheld or delayed.

13. Fraud. QTC assumes responsibility for all fraud associated with its end user customers and accounts. GTE shall bear no responsibility for, nor is it required to investigate or make adjustments to QTC's account in cases of fraud.

14. Reimbursement of Expenses. In performing under this Agreement GTE may be required to make expenditures otherwise incur costs that are not otherwise reimbursed under this Agreement. In such event GTE is entitled to reimbursement from QTC for all such costs. For all such costs and expenses GTE shall receive through NRCs the actual costs and expenses incurred, including labor costs and expenses, overhead and fixed charges, and may include a reasonable contribution to GTE's common costs.

15. Dispute Resolution.

15.1 Alternative to Litigation. Except as provided under Section 252 of the Act with respect to the approval of this Agreement by the Commission, the Parties desire to resolve disputes arising out of or relating to this Agreement without litigation. Accordingly, except for action seeking a temporary restraining order or an injunction related to the purposes of this Agreement, or suit to compel compliance with this dispute resolution process, the Parties agree to use the following alternative dispute resolution procedures as their sole remedy with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

15.2 Negotiations. At the written request of a Party, each Party will appoint a knowledgeable, responsible representative to meet and negotiate in good faith to resolve any dispute arising out of or relating to this Agreement. The Parties intend that these negotiations be conducted by non-lawyer, business representatives. The location, format, frequency, duration, and conclusion of these discussions shall be left to the discretion of the representatives. Upon agreement, the representatives may utilize other alternative dispute resolution procedures such as mediation to assist in the negotiations. Discussions and correspondence among the

representatives for purposes of these negotiations shall be treated as confidential information developed for purposes of settlement, exempt from discovery, and shall not be admissible in the arbitration described below or in any lawsuit without the concurrence of all Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and may, if otherwise discoverable, be discovered or otherwise admissible, be admitted in evidence, in the arbitration or lawsuit.

- 15.3 Arbitration. If the negotiations do not resolve the dispute within sixty (60) Business Days of the initial written request, the dispute shall be submitted to binding arbitration by a single arbitrator pursuant to the Commercial Arbitration Rules of the American Arbitration Association except that the Parties may select an arbitrator outside American Arbitration Association rules upon mutual agreement. A Party may demand such arbitration in accordance with the procedures set out in those rules. Discovery shall be controlled by the arbitrator and shall be permitted to the extent set out in this section. Each Party may submit in writing to a Party, and that Party shall so respond to, a maximum of any combination of thirty-five (35) (none of which may have subparts) of the following: interrogatories, demands to produce documents, or requests for admission. Each Party is also entitled to take the oral deposition of one individual of another Party. Additional discovery may be permitted upon mutual agreement of the Parties. The arbitration hearing shall be commenced within sixty (60) Business Days of the demand for arbitration. The arbitration shall be held in a mutually agreeable city. The arbitrator shall control the scheduling so as to process the matter expeditiously. The Parties may submit written briefs. The arbitrator shall rule on the dispute by issuing a written opinion within thirty (30) Business Days after the close of hearings. The times specified in this section may be extended upon mutual agreement of the Parties or by the arbitrator upon a showing of good cause. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.
- 15.4 Expedited Arbitration Procedures. If the issue to be resolved through the negotiations referenced in Section 15.2 directly and materially affects service to either Party's end user customers, then the period of resolution of the dispute through negotiations before the dispute is to be submitted to binding arbitration shall be five (5) Business Days. Once such a service affecting dispute is submitted to arbitration, the arbitration shall be conducted pursuant to the expedited procedures rules of the Commercial Arbitration Rules of the American Arbitration Association (i.e., rules 53 through 57).
- 15.5 Costs. Each Party shall bear its own costs of these procedures. A Party seeking discovery shall reimburse the responding Party the costs of production of documents (including search time and reproduction costs). The Parties shall equally split the fees of the arbitration and the arbitrator.
- 15.6 Continuous Service. The Parties shall continue providing services to each other during the pendency of any dispute resolution procedure, and the Parties shall continue to perform their obligations (including making payments in accordance with Article IV, Section 4) in accordance with this Agreement.
16. Entire Agreement. This Agreement constitutes the entire agreement of the Parties pertaining to the subject matter of this Agreement and supersedes all prior agreements, negotiations, proposals, and representations, whether written or oral, and all contemporaneous oral agreements, negotiations, proposals, and representations concerning such subject matter. No representations, understandings, agreements, or warranties, expressed or implied, have been made or relied upon in the making of this Agreement other than those specifically set forth herein.
17. Expenses. Except as specifically set out in this Agreement, each Party shall be solely responsible for its own expenses involved in all activities related to the subject of this Agreement.
18. Force Majeure. In the event performance of this Agreement, or any obligation hereunder, is either directly or indirectly prevented, restricted, or interfered with by reason of fire, flood, earthquake or

likes acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts, unavailability of equipment from vendor, changes requested by Customer, or any other circumstances beyond the reasonable control and without the fault or negligence of the Party affected, the Party affected, upon giving prompt notice to the other Party, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference (and the other Party shall likewise be excused from performance of its obligations on a day-to-day basis until the delay, restriction or interference has ceased); *provided however*, that the Party so affected shall use diligent efforts to avoid or remove such causes of nonperformance and both Parties shall proceed whenever such causes are removed or cease.

19. Good Faith Performance. In the performance of their obligations under this Agreement, the Parties shall act in good faith. In situations in which notice, consent, approval or similar action by a Party is permitted or required by any provision of this Agreement, such action shall not be unreasonably delayed, withheld or conditioned.
20. Governing Law. This Agreement shall be governed by and construed in accordance with the Telecommunications Act of 1996, applicable federal and (to the extent not inconsistent therewith) domestic laws of the state where the services are provided or the facilities reside and shall be subject to the exclusive jurisdiction of the courts therein.
21. Standard Practices. The Parties acknowledge that GTE shall be adopting some industry standard practices and/or establishing its own standard practices to various requirements hereunder applicable to the QTC industry which may be added in the Guide. QTC agrees that GTE may implement such practices to satisfy any GTE obligations under this Agreement. A copy has been provided to QTC and is incorporated by reference into this Agreement.
22. Headings. The headings in this Agreement are inserted for convenience and identification only and shall not be considered in the interpretation of this Agreement.
23. Independent Contractor Relationship. The persons provided by each Party shall be solely that Party's employees and shall be under the sole and exclusive direction and control of that Party. They shall not be considered employees of the other Party for any purpose. Each Party shall remain an independent contractor with respect to the other and shall be responsible for compliance with all laws, rules and regulations involving, but not limited to, employment of labor, hours of labor, health and safety, working conditions and payment of wages. Each Party shall also be responsible for payment of taxes, including federal, state and municipal taxes, chargeable or assessed with respect to its employees, such as Social Security, unemployment, workers' compensation, disability insurance, and federal and state withholding. Each Party shall indemnify the other for any loss, damage, liability, claim, demand, or penalty that may be sustained by reason of its failure to comply with this provision.
24. Law Enforcement Interface.
 - 24.1 Except to the extent not available in connection with GTE's operation of its own business, GTE shall provide seven day a week/twenty-four hour a day assistance to law enforcement persons for emergency taps, assistance involving emergency traces and emergency information retrieval on customer invoked CLASS services.
 - 24.2 GTE agrees to work jointly with QTC in security matters to support law enforcement agency requirements for taps, traces, court orders, etc. Charges for providing such services for QTC customers will be billed to QTC.
 - 24.3 GTE will, in non emergency situations, inform the requesting law enforcement agencies that the end user to be wire tapped, traced, etc. is a QTC Customer and shall refer them to QTC.

24.4 Subsequent to the execution and approval of this Agreement by the Commission, the parties shall establish a separate contract or authorization agreement specific to the Nuisance Call Bureau (NCB) and Security Control Center (SCC) for CLEC procedures which will be in compliance with applicable state and federal laws.

25. Liability and Indemnity.

25.1 Indemnification. Subject to the limitations set forth in Section 25.4 of this Article III, each Party agrees to release, indemnify, defend, and hold harmless the other Party from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, whether suffered, made, instituted, or asserted by any other party or person, for invasion of privacy, personal injury to or death of any person or persons, or for losses, damages, or destruction of property, whether or not owned by others, proximately caused by the indemnifying Party's negligence or willful misconduct, regardless of form of action. The indemnified Party agrees to notify the other Party promptly, in writing, of any written claims, lawsuits, or demands for which it is claimed that the indemnifying Party is responsible under this Section and to cooperate in every reasonable way to facilitate defense or settlement of claims. The indemnifying Party shall have complete control over defense of the case and over the terms of any proposed settlement or compromise thereof. The indemnifying Party shall not be liable under this Section for settlement by the indemnified Party or any claim, lawsuit, or demand, if the indemnifying Party has not approved the settlement in advance, unless the indemnifying Party has had the defense of the claim, lawsuit, or demand tendered to it in writing and has failed to assume such defense. In the event of such failure to assume defense, the indemnifying Party shall be liable for any reasonable settlement made by the indemnified Party without approval of the indemnifying Party.

25.2 End User and Content-Related Claims. Each Party agrees to release, indemnify, defend, and hold harmless the other Party, its affiliates, and any third-party provider or operator of facilities involved in the provision of services, Unbundled Network Elements or Facilities under this Agreement (collectively, the "Indemnified Party") from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by either Party's end users against an Indemnified Party arising from Services, Unbundled Network Elements or Facilities. Each Party further agrees to release, indemnify, defend, and hold harmless the Indemnified Party from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by any third party against an Indemnified Party arising from or in any way related to actual or alleged defamation, libel, slander, interference with or misappropriation of proprietary or creative right, or any other injury to any person or property arising out of content transmitted by the Indemnified Party or such Party's end users, or any other act or omission of the Indemnified Party or such Party's end users.

25.3 DISCLAIMER. EXCEPT AS SPECIFICALLY PROVIDED TO THE CONTRARY IN THIS AGREEMENT, REPRESENTATIONS OR WARRANTIES TO CUSTOMER CONCERNING THE SPECIFIC QUALITY OF UNBUNDLED NETWORK ELEMENTS OR FACILITIES PROVIDED UNDER THIS AGREEMENT. WITHOUT LIMITATION, ANY WARRANTY OR GUARANTEE OF MERCHANTABILITY OR FITNESS FOR PURPOSE, ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR FROM USAGE OF TRADE.

25.4 Limitation of Liability. Each Party's liability, whether in contract, tort or otherwise, shall be limited to direct damages, which shall not exceed the monthly charges, plus any related costs/expenses GTE may recover, including those under Section 14 above, for the services, Unbundled Network Elements or facilities for the month during which the claim of liability arose. Under no circumstance shall either Party be responsible or liable for indirect, incidental, or consequential damages, including, but not limited to, economic loss or lost business or profits, damages arising from the use or performance of equipment or software, or the loss of use of software or equipment, or any accessories attached thereto, delay, error, or loss of data.

Should either Party provide advice, make recommendations, or supply other analysis related to the Services, Unbundled Network Elements or facilities described in this Agreement, this limitation of liability shall apply to provision of such advice, recommendations, and analysis.

- 25.5 Intellectual Property. Neither Party shall have any obligation to defend, indemnify or hold harmless, or acquire any license or right for the benefit of, or owe any other obligation or have any liability to, the other based on or arising from any claim, demand, or proceeding by any third party alleging or asserting that the use of any circuit, apparatus, or system, or the use of any software, or the performance of any service or method, or the provision or use of any facilities by either Party under this Agreement constitutes direct or contributory infringement, or misuse or misappropriation of any patent, copyright, trademark, trade secret, or any other proprietary or intellectual property right of any third party.
26. Multiple Counterparts. This Agreement may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall together constitute but one and the same document.
27. No Third Party Beneficiaries. Except as may be specifically set forth in this Agreement, this Agreement does not provide and shall not be construed to provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other right or privilege.
28. Notices. Any notice to a Party required or permitted under this Agreement shall be in writing and shall be deemed to have been received on the date of service if served personally, on the date receipt is acknowledged in writing by the recipient if delivered by regular U.S. mail, or on the date stated on the receipt if delivered by certified or registered mail or by a courier service that obtains a written receipt. Upon prior immediate oral agreement of the parties' designated recipients identified below, notice may also be provided by facsimile, Internet or electronic messaging system, which shall be effective if sent before 5:00 p.m. on that day, or if sent after 5:00 p.m. it will be effective on the next Business Day following the date sent. Any notice shall be delivered using one of the alternatives mentioned in this section and shall be directed to the applicable address indicated below or such address as the Party to be notified has designated by giving notice in compliance with this section:

If to GTE: GTE South Incorporated
Attention: Director - Contract Compliance
GTE Network Services
700 Hidden Ridge Drive HQW02H20
Telephone number: 972/718-5988
Facsimile number: 972/719-1519

and

GTE South Incorporated
Attention: Assistant Vice President/Associate General Counsel
Business Development & Integration
600 Hidden Ridge - HQE03J43
Irving, TX 75038
Telephone number: 972/718-6361
Facsimile number: 972/718-3403

If to QTC: Quick-Tel Communications, Inc.
Attention: Shirley Moran
President
456 W. Rock Island
Boyd, TX 76023
Telephone number: 940/433-5530
Facsimile number: 800/975-8703

29. Protection.
- 29.1 Impairment of Service. The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this Agreement shall not interfere with or impair service over any facilities of the other Party, its affiliated companies, or its connecting and concurring carriers involved in its services, cause damage to their plant, violate any applicable law or regulation regarding the invasion of privacy of any communications carried over the Party's facilities or create hazards to the employees of either Party or to the public (each hereinafter referred to as an "Impairment of Service").
- 29.2 Resolution. If either Party causes an Impairment in Service, the Party whose network or service is being impaired (the "Impaired Party") shall promptly notify the Party causing the Impairment of Service (the "Impairing Party") of the nature and location of the problem and that, unless promptly rectified, a temporary discontinuance of the use of any circuit, facility or equipment may be required. The Impairing Party and the Impaired Party agree to work together to attempt to promptly resolve the Impairment of Service. If the Impairing Party is unable to promptly remedy the Impairment of Service, then the Impaired Party may at its option temporarily discontinue the use of the affected circuit, facility or equipment.
30. Publicity. Any news release, public announcement, advertising, or any form of publicity pertaining to this Agreement, provision of Services, Unbundled Network Elements or Facilities pursuant to it, or association of the Parties with respect to provision of the services described in this Agreement shall be subject to prior written approval of both GTE and QTC.
31. Regulatory Agency Control. This Agreement shall at all times be subject to changes, modifications, orders, and rulings by the Federal Communications Commission and/or the applicable state utility regulatory commission to the extent the substance of this Agreement is or becomes subject to the jurisdiction of such agency.
32. Changes in Legal Requirements. GTE and QTC further agree that the terms and conditions of this Agreement were composed in order to effectuate the legal requirements in effect at the time the Agreement was produced. Any modifications to those requirements will be deemed to automatically supersede any terms and conditions of this Agreement.
33. Effective Date. This Agreement will be effective only upon execution and delivery by both Parties and approval by the Commission in accordance with Section 252 of the Act. If this Agreement or changes or modifications thereto are subject to approval of a regulatory agency, the "effective date" of this Agreement for such purposes will be ten (10) Business Days after such approval or in the event this Agreement is developed in whole or in part through arbitration, sixty (60) Business Days after such approval. Such date (i.e., ten (10) or, if arbitrated, sixty (60) Business Days after the approval) shall become the "effective date" of this Agreement for all purposes.
34. Regulatory Matters. Each Party shall be responsible for obtaining and keeping in effect all their own FCC, state regulatory commission, franchise authority and other regulatory approvals that may be required in connection with the performance of its obligations under this Agreement.
35. Rule of Construction. No rule of construction requiring interpretation against the drafting party hereof shall apply in the interpretation of this Agreement.
36. Section References. Except as otherwise specified, references within an Article of this Agreement to a Section refer to Sections within that same Article.

37. Service Standards.
- 37.1 The Parties will provide a level of services to each other with respect to Interconnection, Unbundled Network Elements, and Resale under this Agreement in compliance with the nondiscrimination requirements of the Act.
- 37.2 The Parties will alert each other to any network events that can result or have resulted in service interruption, blocked calls, and/or changes in network performance.
38. Severability. If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be unenforceable, the rest of the Agreement shall remain in full force and effect and shall not be affected unless removal of that provision results, in the opinion of either Party, in a material change to this Agreement. If a material change as described in this paragraph occurs as a result of action by a court or regulatory agency, the Parties shall negotiate in good faith for replacement language. If replacement language cannot be agreed upon within a reasonable period, either Party may terminate this Agreement without penalty or liability for such termination upon written notice to the other Party.
39. Subcontractors. Provider may enter into subcontracts with third parties or affiliates for the performance of any of Provider's duties or obligations under this Agreement.
40. Subsequent Law. The terms and conditions of this Agreement shall be subject to any and all applicable laws, rules, or regulations that subsequently may be prescribed by any federal, state or local governmental authority. To the extent required by any such subsequently prescribed law, rule, or regulation, the Parties agree to modify, in writing, the affected term(s) and condition(s) of this Agreement to bring them into compliance with such law, rule, or regulation.
41. Taxes. Any state or local excise, sales, or use taxes (excluding any taxes levied on income) resulting from the performance of this Agreement shall be borne by the Party upon which the obligation for payment is imposed under applicable law, even if the obligation to collect and remit such taxes is placed upon the other Party. The collecting Party shall charge and collect from the obligated Party, and the obligated Party agrees to pay to the collecting Party, all applicable taxes, except to the extent that the obligated Party notifies the collecting Party and provides to the collecting Party appropriate documentation as GTE requires that qualifies the obligated Party for a full or partial exemption. Any such taxes shall be shown as separate items on applicable billing documents between the Parties. The obligated Party may contest the same in good faith, at its own expense, and shall be entitled to the benefit of any refund or recovery, provided that such Party shall not permit any lien to exist on any asset of the other Party by reason of the contest. The collecting Party shall cooperate in any such contest by the other Party. The other Party will indemnify the collecting Party from any sales or use taxes that may be subsequently levied on payments by the other Party by the collecting Party.
- 41.1 Tax - A charge which is statutorily imposed by the state or local jurisdiction and is either (a) imposed on the seller with the seller having the right or responsibility to pass the charge(s) on to the purchaser and the seller is responsible for remitting the charge(s) to the state or local jurisdiction or (b) imposed on the purchaser with the seller having an obligation to collect the charge(s) from the purchaser and remit the charge(s) to the state or local jurisdiction.
- Taxes shall include but not be limited to: federal excise tax, state/local sales and use tax, state/local utility user tax, state/local telecommunication excise tax, state/local gross receipts tax, and local school taxes. Taxes shall not include income, income-like, gross receipts on the revenue of a provider, or property taxes. Taxes shall not include payroll withholding taxes unless specifically required by statute or ordinance.
- 41.2 Fees/Regulatory Surcharges - A charge imposed by a regulatory authority, other agency, or resulting from a contractual obligation, in which the seller is responsible or required to

collect the fee/surcharge from the purchaser and the seller is responsible for remitting the charge to the regulatory authority, other agency, or contracting party.

Fees/Regulatory Surcharges shall include but not be limited to E911/911, E311/311, franchise fees, and Commission surcharges.

42. Trademarks and Trade Names. Except as specifically set out in this Agreement, nothing in this Agreement shall grant, suggest, or imply any authority for one Party to use the name, trademarks, service marks, or trade names of the other for any purpose whatsoever.
43. Waiver. The failure of either Party to insist upon the performance of any provision of this Agreement, or to exercise any right or privilege granted to it under this Agreement, shall not be construed as a waiver of such provision or any provisions of this Agreement, and the same shall continue in full force and effect.
44. Environmental Responsibility.
- 44.1 GTE and QTC agree to comply with applicable federal, state and local environmental and safety laws and regulations including U.S. Environmental Protection Agency (EPA) regulations issued under the Clean Air Act, Clean Water Act, Resource Conservation and Recovery Act, Comprehensive Environmental Response, Compensation and Liability Act, Superfund Amendments and Reauthorization Act and the Toxic Substances Control Act and OSHA regulations issued under the Occupational Safety and Health Act of 1970. Each Party has the responsibility to notify the other if Compliance inspections occur and/or citations are issued that impact any aspect of this Agreement such as occurring on a LEC Facility or involving QTC potential employee exposure.
- 44.2 GTE and QTC shall provide notice of known and recognized physical hazards or hazardous chemicals that must include providing Material Safety Data Sheets (MSDSs) for materials existing on site or brought on site to the Facility. Each Party is required to provide specific notice for potential imminent danger conditions which could include, but is not limited to, a defective utility pole or significant petroleum contamination in a manhole.
- 44.3 GTE will make available additional environmental control or safety procedures for QTC to review and follow when working at a GTE Facility. Providing these procedures, beyond government regulatory Compliance requirements, is the decision of GTE. These practices/procedures will represent the regular work practices required to be followed by the employees and contractors of GTE for safety and environmental protection.
- 44.4 Any materials brought, used or remaining at the Facility by QTC are owned by QTC. QTC will indemnify GTE for these materials. No substantial new safety or environmental hazards can be created or new hazardous materials can be used at a GTE Facility. QTC must demonstrate adequate emergency response capabilities for its materials used or remaining at the GTE Facility.
- 44.5 When Third Party Contamination is discovered at a GTE Facility, the Party uncovering the condition must notify the proper safety or environmental authority, if required under applicable laws or regulations. QTC must also notify GTE of Third Party Contamination it discovers at GTE facilities. The cost causer (requiring access) will become the generator, as owner or operator, of any waste materials such as petroleum contaminated water, sewage or manhole sediment. Notwithstanding Section 25 and Section 44.9 of this Article III, the cost causer (requiring access) shall indemnify the other Party hereunder.
- 44.6 QTC should obtain and use its own environmental permits, if necessary. If GTE's permit or EPA identification number must be used, QTC must comply with all of GTE's environmental processes including environmental "best management practices (BMP)" and/or selection of disposition vendors and disposal sites.

- 44.7 QTC visitors must comply with GTE security, fire safety, safety, environmental and building practices/codes including equivalent employee training when working in GTE facilities.
- 44.8 GTE and QTC shall coordinate plans or information required to be submitted to government agencies, such as emergency response plans and community reporting. If fees are associated with filing, GTE and QTC must develop a cost sharing procedure.
- 44.9 Notwithstanding Section 24, with respect to environmental responsibility under this Section 44, GTE and QTC shall indemnify, defend and hold harmless the other party from and against any claims (including, without limitation, third-party claims for personal injury or real or personal property damage), judgments, damages (including direct and indirect damage, and punitive damages), penalties, fines, forfeitures, cost, liabilities, interest and losses proximately caused by the indemnifying Party's negligent or willful misconduct regardless of form, or in connection with the violation or alleged violation of any applicable requirement with respect to the presence or alleged presence of contamination arising out of the indemnifying party's acts or omissions concerning its operations at the Facility.
- 44.10 Activities impacting safety or the environment of a Right of Way must be harmonized with the specific agreement and the relationship between GTE and the private land owner. This could include limitations on equipment access due to environmental conditions (e.g., wetland area with equipment restrictions).
45. TBD Prices. Numerous provisions in this Agreement and its Attachments refer to pricing principles. If a provision references prices in an Attachment and there are no corresponding prices in such Attachment, such price shall be considered "To Be Determined" (TBD). With respect to all TBD prices, prior to QTC ordering any such TBD item, the Parties shall meet and confer to establish a price. If the Parties are unable to reach agreement on a price for such item, an interim price shall be set for such item that is equal to the price for the nearest analogous item for which a price has been established (for example, if there is not an established price for a non recurring charge (NRC) for a specific Unbundled Network Element, the Parties would use the NRC for the most analogous retail service for which there is an established price). Any interim prices so set shall be subject to modification by any subsequent decision of the Commission. If an interim price is different from the rate subsequently established by the Commission, any underpayment shall be paid by QTC to GTE, and any overpayment shall be refunded by GTE to QTC, within 45 Business Days after the establishment of the price by the Commission.
46. Amendment of Certain Rates, Terms and Conditions. The Parties agree as follows with respect to modification of the rates, terms and conditions initially provided for herein:

The rates, terms and conditions that are specified in Appendix H (the "GTE Terms") may be replaced by the rates, terms and conditions from the GTE/AT&T Interconnection, Resale and Unbundling Agreement (the AT&T Agreement), respectively, that are specified in Appendix I (the "AT&T Terms") if and when the AT&T Agreement becomes effective after approval by order of the Commission in Docket No. 96-478. The rates, terms and conditions that are specified in Appendix I (the "AT&T Terms") shall not take effect for purposes of this Agreement until thirty (30) days following GTE's receipt of written notice of QTC's election to replace the specified "GTE Terms" with the specified "AT&T Terms", which notice may be given no earlier than the date the AT&T Agreement is approved by the Commission and effective. GTE and QTC agree that if the "AT&T Terms" are deemed to be unlawful, or are stayed, enjoined or otherwise modified, in whole or in part, by a court or commission of competent jurisdiction, then this Agreement shall be deemed to have been amended accordingly, by modification of the "AT&T Terms" or, as appropriate, the substitution of "GTE Terms" for all stayed or enjoined "AT&T Terms", and such amendment shall be effective retroactive to the Effective Date of the "AT&T Terms."

GTE and QTC further agree that the terms and conditions of this Agreement reflect certain requirements of the FCC's First Report and Order in CC Docket No. 96-98. The terms and conditions of this Agreement shall be subject to any and all actions by any court or other governmental authority that invalidate, stay, vacate or otherwise modify the FCC's First Report and Order, in whole or in part ("action"). To the extent

warranted by any such action, the parties agree that this Agreement shall be deemed to have been modified accordingly as in the first paragraph of this Section 46. The parties agree to immediately apply any affected terms and conditions, including any in other sections and articles of this Agreement consistent with such action, and within a reasonable time incorporate such modified terms and conditions in writing into the Agreement. If the "AT&T Terms" are affected by such action and GTE determines they cannot be consistently applied therewith, the "GTE Terms" shall apply. QTC acknowledges that GTE may seek to enforce such action before a commission or court of competent jurisdiction. GTE does not waive any position regarding the illegality or inappropriateness of the FCC's First Report and Order.

The rates, terms and conditions (including rates which may be applicable under true-up) specified in both the "GTE Terms" and the "AT&T Terms" are further subject to amendment, retroactive to the Effective Date of the Agreement, to provide for charges or rate adjustments resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's end user surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

If the Commission (or any other commission or federal or state court) in reviewing this Agreement pursuant to applicable state or federal laws, including Section 252(e) of the Telecommunications Act of 1996, deletes or modifies in any way this Section 46, QTC agrees that this entire Section 46 is void and will not become effective, and QTC agrees to withdraw this Section 46 and Appendices H and I from consideration by the Commission (or any other commission or federal or state court).

ARTICLE IV
GENERAL RULES GOVERNING RESOLD SERVICES
AND UNBUNDLED ELEMENTS

1. General. General regulations, terms and conditions governing rate applications, technical parameters, service availability, definitions and feature interactions, as described in the appropriate GTE intrastate local, toll and access tariffs, apply to retail services made available by GTE to QTC for resale and Unbundled Network Elements provided by GTE to QTC, when appropriate, unless otherwise specified in this Agreement. As applied to services or Unbundled Network Elements offered under this Agreement, the term "Customer" contained in the GTE Retail Tariff shall be deemed to mean "QTC" as defined in this Agreement.
2. Liability of GTE.
 - 2.1 Inapplicability of Tariff Liability. GTE's general liability, as described in the GTE Retail Tariff, does not extend to QTC's customers or any other third party. Liability of GTE to QTC resulting from any and all causes arising out of services, facilities, Unbundled Network Elements or any other items relating to this Agreement shall be governed by the liability provisions contained in this Agreement and no other liability whatsoever shall attach to GTE. GTE shall be liable for the individual services, facilities or elements that it separately provides to QTC and shall not be liable for the integration of components combined by QTC.
 - 2.2 QTC Tariffs or Contracts. QTC shall, in its tariffs or other contracts for services provided to its end users using services, facilities or Unbundled Network Elements obtained from GTE, provide that in no case shall GTE be liable to QTC's end users or any third parties for any indirect, special or consequential damages, including, but not limited to, economic loss or lost business or profits, whether foreseeable or not, and regardless of notification by QTC of the possibility of such damages and QTC shall indemnify and hold GTE harmless from any and all claims, demands, causes of action and liabilities based on any reason whatsoever from its customers as provided in this Agreement. Nothing in this Agreement shall be deemed to create a third-party beneficiary relationship with QTC's end users.
 - 2.3 No Liability for Errors. GTE is not liable for mistakes that appear in GTE's listings, 911 and other information databases, or for incorrect referrals of end users to QTC for any ongoing QTC service, sales or repair inquiries, and with respect to such mistakes or incorrect referrals, QTC shall indemnify and hold GTE harmless from any and all claims, demands, causes of action and liabilities whatsoever, including costs, expenses and reasonable attorney's fees incurred on account thereof, by third parties, including QTC's end users or employees. For purposes of this Section 2.3, mistakes and incorrect referrals shall not include matters arising out of the willful misconduct of GTE or its employees or agents.
3. Unauthorized Changes.
 - 3.1 Procedures. If QTC submits an order for resold services or unbundled elements under this Agreement in order to provide service to an end user that at the time the order is submitted is obtaining its local services from GTE or another LEC using GTE resold services or unbundled elements, and the end user notifies GTE that the end user did not authorize QTC to provide local exchange services to the end user, QTC must provide GTE with written documentation of authorization from that end user within thirty (30) Business Days of notification by GTE. If QTC cannot provide written documentation of authorization within such time frame, QTC must within three (3) Business Days thereafter:
 - (a) notify GTE to change the end user back to the LEC providing service to the end user before the change to QTC was made; and

- (b) provide any end user information and billing records QTC has obtained relating to the end user to the LEC previously serving the end user; and
- (c) notify the end user and GTE that the change back to the previous LEC has been made.

Furthermore, GTE will bill QTC fifty dollars (\$50.00) per affected line to compensate GTE for switching the end user back to the original LEC.

4. Impact of Payment of Charges on Service. QTC is solely responsible for the payment of all charges for all services, facilities and elements furnished under this Agreement, including, but not limited to, calls originated or accepted at its or its end users' service locations. If QTC fails to pay when due any and all charges billed to QTC under this Agreement, including any late payment charges (collectively, "Unpaid Charges"), and any or all such charges remain unpaid more than forty-five (45) Business Days after the bill date of such Unpaid Charges excepting previously disputed charges for which QTC may withhold payment, GTE shall notify QTC in writing that it must pay all Unpaid Charges to GTE within seven (7) Business Days. If QTC disputes the billed charges, it shall, within said seven (7) day period, inform GTE in writing of which portion of the Unpaid Charges it disputes, including the specific details and reasons for the dispute, unless such reasons have been previously provided, and shall immediately pay to GTE all undisputed charges. If QTC and GTE are unable, within thirty (30) Business Days thereafter, to resolve issues related to the disputed charges, then either QTC or GTE may file a request for arbitration under Article III of this Agreement to resolve those issues. Upon resolution of any dispute hereunder, if QTC owes payment it shall make such payment to GTE with any late payment charge under Article III, Section 7.2, from the original payment due date. If QTC owes no payment, but has previously paid GTE such disputed payment, then GTE shall credit such payment including any late payment charges. If QTC fails to pay any undisputed Unpaid Charges, QTC shall, at its sole expense, within five (5) Business Days notify its end users that their service may be disconnected for QTC's failure to pay Unpaid Charges, and that its end users must select a new provider of local exchange services. GTE may discontinue service to QTC upon failure to pay undisputed charges as provided in this Section 4, and shall have no liability to QTC or QTC's end users in the event of such disconnection. If QTC fails to provide such notification or any of QTC's end users fail to select a new provider of services within the applicable time period, GTE may provide local exchange services to QTC's end users under GTE's applicable end user tariff at the then current charges for the services being provided. In this circumstance, otherwise applicable service establishment charges will not apply to QTC's end user, but will be assessed to QTC.
5. Unlawful Use of Service. Services, facilities or unbundled elements provided by GTE pursuant to this Agreement shall not be used by QTC or its end users for any purpose in violation of law. QTC, and not GTE, shall be responsible to ensure that QTC and its end users use of services, facilities or unbundled elements provided hereunder comply at all times with all applicable laws. GTE may refuse to furnish service to QTC or disconnect particular services, facilities or unbundled elements provided under this Agreement to QTC or, as appropriate, QTC's end user when (i) an order is issued by a court of competent jurisdiction finding that probable cause exists to believe that the use made or to be made of the service, facilities or unbundled elements is prohibited by law or (ii) GTE is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by GTE is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of law. Termination of service shall take place after reasonable notice is provided to QTC, or as ordered by the court. If facilities have been physically disconnected by law enforcement officials at the premises where located, and if there is not presented to GTE the written finding of a court, then upon request of QTC and agreement to pay restoral of service charges and other applicable service charges, GTE shall promptly restore such service.
6. Timing of Messages. With respect to GTE resold measured rate local service(s), chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the network. Timing of messages applicable to GTE's Port and Local

Switching element (usage sensitive services) will be recorded based on originating and terminating access.

7. Procedures For Preordering, Ordering, Provisioning, Etc. Certain procedures for preordering, ordering, provisioning, maintenance and billing and electronic interfaces for many of these functions are described in Appendix F. All costs and expenses for any new or modified electronic interfaces QTC requires that GTE determines are Currently Available and GTE agrees to develop will be paid by QTC pursuant to Appendix F. The schedule for implementation of any new or modified electronic interfaces will be developed by GTE according to industry standards and will be based upon the amount of work needed to design, test and implement the new or modified interface.
8. Letter of Authorization
 - 8.1 GTE will not release the Customer Service Record (CSR) containing Customer Priority Network Information (CPNI) to QTC on GTE end user customer accounts unless QTC first provides to GTE a written Letter of Authorization (LOA), signed by the end user customer, authorizing the release of such information to QTC or if state or federal law provides otherwise, in accordance with such law.
 - 8.2 An (LOA) will be required before GTE will process an order for Services provided in cases in which the subscriber currently receives Exchange Service from GTE or from a local service provider other than QTC. Such LOA may be a blanket LOA or such other form as agreed upon between GTE and QTC.
9. Customer Contacts. Except as otherwise provided in this Agreement or as agreed to in a separate writing by QTC, QTC shall provide the exclusive interface with QTC's end user customers in connection with the marketing or offering of QTC services. Except as otherwise provided in this Agreement, in those instances in which GTE personnel are required pursuant to this Agreement to interface directly with QTC's end users, such personnel shall not identify themselves as representing GTE. All forms, business cards or other business materials furnished by GTE to QTC end users shall be generic in nature. In no event shall GTE personnel acting on behalf of QTC pursuant to this Agreement provide information to QTC end users about GTE products or services unless otherwise authorized by QTC.

ARTICLE V
INTERCONNECTION AND TRANSPORT AND TERMINATION OF TRAFFIC

1. Services Covered by This Article.

1.1 Types of Services. This Article governs the provision of internetwork facilities (i.e., physical interconnection services and facilities), meet point billing by GTE to QTC or by QTC to GTE and the transport and termination and billing of Local, IntraLATA Toll, optional EAS traffic and jointly provided Interexchange Carrier Access between GTE and QTC. The services and facilities described in this Article shall be referred to in this Article V as the "Services."

2. Billing and Rates.

2.1 Rates and Charges. Customer agrees to pay to Provider the rates and charges for the Services set forth in the applicable appendices to this Agreement. GTE's rates and charges are set forth in Appendix A attached to this Agreement and made a part hereof. QTC's separate rates and charges are also set forth in Appendix A attached hereto and made a part hereof.

2.2 Billing. Provider shall render to Customer a bill for interconnection services on a current basis. Charges for physical facilities and other non-usage sensitive charges shall be billed in advance, except for charges and credits associated with the initial or final bills. Usage sensitive charges, such as charges for termination of Local Traffic, shall be billed in arrears. QTC is required to order trunks pursuant to Section 4.3.3 of this Article. Charges for traffic that has been routed over a jurisdictionally inappropriate trunk group (e.g., local traffic carried over trunks used for Switched Access Traffic) may be adjusted to reflect the appropriate compensation arrangement and may be handled as a post-billing adjustment to bills rendered. Additional matters relating to ordering, provisioning and billing are included in Appendix F attached to this Agreement and made a part hereof.

2.3 Billing Specifications. The Parties agree that billing requirements and outputs will be consistent with the Bellcore Billing Output Specifications ("BOS").

2.3.1 Usage Measurement: Usage measurement for calls shall begin when answer supervision or equivalent SS7 message is received from the terminating office and shall end at the time of call disconnect by the calling or called subscriber, whichever occurs first.

2.3.2 Minutes of use ("MOU"), or fractions thereof, shall not be rounded upward on a per-call basis, but will be accumulated over the billing period. At the end of the billing period, any remaining fraction shall be rounded up to the nearest whole minute to arrive at total billable minutes for each interconnection. MOU shall be collected and measured in minutes, seconds, and tenths of seconds.

3. Transport and Termination of Traffic.

3.1 Traffic to be Exchanged. The Parties shall reciprocally terminate Local, IntraLATA Toll, optional EAS and jointly provided Interexchange Carrier Traffic originating on each other's networks utilizing either Direct or Indirect Network Interconnections as provided in Section 4 or Section 5 herein. To this end, the Parties agree that there will be interoperability between their networks. The Parties agree to exchange traffic associated with third party LECs, CLECs and Wireless Service Providers pursuant to the compensation arrangement specified in Section 3.3 herein. In addition, the Parties will notify each other of any anticipated change in traffic to be exchanged (e.g., traffic type, volume).

3.2 Compensation For Exchange Of Traffic.

- 3.2.1 Mutual Compensation. The Parties shall compensate each other for the exchange of Local Traffic originated by or terminating to the Parties' end user customers in accordance with Section 3.2.2 of this Article. The Parties agree to the initial state level exempt factor representative of the share of traffic exempt from local compensation. This initial exempt factor is five percent (5%). This factor will be updated quarterly in like manner or as the Parties otherwise agree. Once the traffic that is exempt from local compensation can be measured, the actual exempt traffic will be used rather than the above factor. Charges for the transport and termination of optional EAS intraLATA toll and interexchange traffic shall be in accordance with the Parties' respective intrastate or interstate access tariffs, as appropriate.
- 3.2.2 Bill-and-Keep. The Parties shall assume that Local Traffic originated by or terminating to the Parties' end user customers is roughly balanced between the parties unless traffic studies indicate otherwise. Accordingly, the Parties agree to use a Bill-and-Keep Arrangement with respect to termination of Local Traffic only. Either Party may request that a traffic study be performed no more frequently than once a quarter. Should such traffic study indicate, in the aggregate, that either Party is terminating more than 60 percent of the Parties' total terminated minutes for Local Traffic, either Party may notify the other that mutual compensation will commence pursuant to the rates set forth in Appendix A of this Agreement and following such notice it shall begin and continue for the duration of the Term of this Agreement unless otherwise agreed. Nothing in this Section 3.2.2 shall be interpreted to (i) change compensation set forth in this Agreement for traffic or services other than Local Traffic, including but not limited to internetwork facilities, access traffic or wireless traffic, or (ii) allow either Party to aggregate traffic other than Local Traffic for the purpose of compensation under the Bill-and-Keep Arrangement described in this Section 3.2.2, except as set forth in Section 3.1 above.
- 3.2.3 Sharing of Access Charges on Calls to Ported Numbers. Until permanent number portability is implemented, the Parties agree that switched access termination to a ported number will be billed by the party providing interim number portability and that the party billing the switched access will share the switched access revenue with the other party. After permanent number portability is implemented, the Parties agree to renegotiate sharing of access charges to ported numbers in accordance with permanent number portability requirements. In lieu of actual measurements of minutes and/exchange of billing records for this traffic the Parties agree that the Party providing the ported number will pay the other Party the rate per line/per month as specified in Appendix B.
- 3.2.3.1 The number of lines/talk paths per ported number that are subject to compensation will be determined at the time the end user customer's local service is changed from one party to the other. The number of lines per number eligible for the shared revenue arrangement described in this section will be limited to the number of lines in service on the date of conversion plus a 10% growth margin. After conversion the number of lines per number available for compensation can only be increased by mutual consent of the parties.
- 3.2.3.2 The Parties agree that the compensation rate in Section 3.3.3 may change as a result of changes in access rates, traffic volume or for other reasons and agree to renegotiate the rate if a significant event occurs. At a minimum, the parties agree to reevaluate the rate on an annual basis.
- 3.2.3.3 The Parties agree that terminating switched access calls ported via interim number portability may appear to the receiving party to be a local call and that the implementation of reciprocal compensation for terminating local

calls may result in overcompensation for ported switched access calls. Therefore, the Parties agree to renegotiate the terminating shared access compensation rate if reciprocal compensation for local calls is implemented.

- 3.3 Tandem Switching Traffic. The Parties will provide tandem switching for traffic between the Parties' end offices subtending each other's access tandem, as well as for traffic between either Party's end users and any third party which is interconnected to the other Party's access tandems as follows:
- 3.3.1 The originating Party will compensate the tandem Party for each minute of originated tandem switched traffic which terminates to third party (e.g., other CLEC, ILEC, or wireless service provider). The applicable rate for this charge is the tandem transiting charge identified in Appendix A.
 - 3.3.2 The originating Party also assumes responsibility for compensation to the company which terminates the call.
 - 3.3.3 The Parties agree to enter into their own agreements with third-party providers. In the event that QTC sends traffic through GTE's network to a third-party provider with whom QTC does not have a traffic interexchange agreement, then QTC agrees to indemnify GTE for any termination charges rendered by a third-party provider for such traffic.
- 3.4 Inter-Tandem Switching. The Parties will only use inter-tandem switching for the transport and termination of intraLATA toll traffic originating on each other's network at and after such time as either QTC has agreed to and fully implemented an existing intraLATA toll compensation mechanism such as IntraLATA Terminating Access Compensation (ITAC) or a functional equivalent thereof. The Parties will only use inter-tandem switching for the transport and termination of Local Traffic originating on each other's network at and after such time as the Parties have agreed to and fully implemented generally accepted industry signaling standards and AMA record standards which shall support the recognition of multiple tandem switching events.
4. Direct Network Interconnection.
- 4.1 Network Interconnection Architecture. QTC may interconnect with GTE on its network at any of the minimum Currently Available points required by the FCC. Interconnection at additional points will be reviewed on an individual case basis. Where the Parties mutually agree following a Bona Fide Request to directly interconnect their respective networks, interconnection will be as specified in the following subsections. Based on the configuration, the installation time line will vary considerably, however, GTE will work with QTC in all circumstances to install "IPs" within 120 calendar days absent extenuating circumstances. Internetwork connection and protocol must be based on industry standards developed consistent with Section 256 of the Act.
- 4.1.1 Subject to mutual agreement, the Parties may use the following types of network facility interconnection, using such interface media as are (i) appropriate to support the type of interconnection requested and (ii) available at the facility at which interconnection is requested.
 - (a) A Mid-Span Fiber Meet within an existing GTE exchange area whereby the Parties mutually agree to jointly plan and engineer their facility "IP" at a designated manhole or junction location. The "IP" is the demarcation between ownership of the fiber transmission facility. Each party is individually responsible for its incurred costs in establishing this arrangement.
 - (b) A Virtual or Physical EIS arrangement at a GTE wire center subject to the rates, terms, and conditions contained in GTE's applicable tariffs.

- (c) A Special Access and/or CLEC Dedicated Transport arrangement terminating at a GTE wire center subject to the rates, terms, and conditions contained in GTE's applicable tariffs. These facilities will meet the standards set forth in such tariffs.
- 4.1.2 Virtual and Physical EIS arrangements are governed by appropriate GTE tariffs, except as provided in Article IX, Section 1.3.
- 4.1.3 The Parties will mutually designate at least one IP on GTE's network within each GTE local calling area for the routing of Local Traffic.
- 4.2 Compensation. The Parties agree to the following compensation for internetwork facilities, depending on facility type.
 - 4.2.1 Mid-Span Fiber Meet: GTE will charge special access (flat rated) transport from the applicable intrastate access tariff and will rate charges between the "IP" and GTE's interconnection switch. Charges will be reduced to reflect the proportionate share of the facility that is used for transport of traffic originated by GTE. The initial proportionate share factor for facilities is fifty percent (50%). This factor will be updated quarterly in like manner or as the Parties otherwise agree. QTC will charge flat rated transport to GTE for QTC facilities used by GTE at their tariffed rates or as mutually agreed. QTC will apply charges based on the lesser of; (i) the airline mileage from the "IP" to the QTC switch; or (ii) the airline mileage from the GTE switch to the serving area boundary.
 - 4.2.2 Collocation: GTE will charge Virtual or Physical EIS rates from the applicable GTE tariff. QTC will charge GTE flat rated transport at their tariffed rates or as mutually agreed, to reflect the proportionate share of the facility that is used for transport of traffic originated by GTE. QTC will apply charges based on the lesser of (i) the airline mileage from the "IP" to the QTC switch; or (ii) two (2) times the airline mileage from the GTE switch to the serving area boundary.
 - 4.2.3 Special Access and/or CLEC Dedicated Transport : GTE will charge special access and/or switched access rates from the applicable GTE intrastate access tariff. Charges will be reduced to reflect the proportionate share of the facility that is used for transport of traffic originated by GTE. The Parties will negotiate an initial factor representative of the proportionate share of the facilities. This factor will be updated quarterly in like manner or as the Parties otherwise agree.
- 4.3 Trunking Requirements.
 - 4.3.1 The Parties agree to establish trunk groups of sufficient capacity from the interconnecting facilities such that trunking is available to any switching center designated by either Party, including end offices, tandems, 911 routing switches, and directory assistance/operator service switches. The Parties will mutually agree where one-way or two-way trunking will be available. The Parties may use two-way trunks for delivery of Local Traffic or either Party may elect to provision its own one-way trunks for delivery of local traffic to the other Party. If a Party elects to provision its own one-way trunks, that Party will be responsible for its own expenses associated with the trunks.
 - 4.3.2 QTC shall make available to GTE trunks over which GTE shall terminate to end users of QTC-provided Exchange Services, Local Traffic and intraLATA toll or optional EAS traffic originated from end users of GTE-provided Exchange Service.

- 4.3.3 QTC and GTE shall, where applicable, make reciprocally available, by mutual agreement, the required trunk groups to handle different traffic types. QTC and GTE will support the provisioning of trunk groups that carry combined or separate Local Traffic and intraLATA toll and optional EAS traffic. GTE requires separate trunk groups from QTC to originate and terminate interLATA calls and to provide Switched Access Service to IXCs. To the extent QTC desires to have any Interexchange Carriers (IXC) originate or terminate switched access traffic to or from QTC, using jointly provided switched access facilities routed through a GTE access tandem, it is the responsibility of QTC to arrange for such IXC to issue an ASR to GTE to direct GTE to route the traffic. If GTE does not receive an ASR from the IXC, GTE will initially route the switched access traffic between the IXC and QTC. If the IXC subsequently indicates that it does not want the traffic routed to or from QTC, GTE will not route the traffic.
- 4.3.3.1 Each Party agrees to route traffic only over the proper jurisdictional trunk group.
- 4.3.3.2 Each Party shall only deliver traffic over the local interconnection trunk groups to the other Party's access tandem for those publicly-dialable NXX Codes served by end offices that directly subtend the access tandem or to those wireless service providers that directly subtend the access tandem.
- 4.3.3.3 Neither party shall route Switched Access Service traffic over local interconnection trunks, or local traffic over Switched Access Service trunks.
- 4.3.4 QTC and GTE will reciprocally provide Percent Local Usage (PLU) factors to each other on a quarterly basis to identify the proper percent of local traffic carried on local interconnection trunks. If either Party does not provide to the other Party an updated PLU, the previous PLU will be utilized. The parties agree to the initial PLU factor as set forth in Appendix A.
- 4.3.5 Reciprocal traffic exchange arrangement trunk connections shall be made at a DS-1 or multiple DS-1 level, DS-3, (SONET where technically available) and shall be jointly-engineered to an objective P.01 grade of service.
- 4.3.6 QTC and GTE agree to use diligent efforts to develop and agree on a Joint Interconnection Grooming Plan prescribing standards to ensure that the reciprocal traffic exchange arrangement trunk groups are maintained at consistent P.01 or better grades of service. Such plan shall also include mutually-agreed upon default standards for the configuration of all segregated trunk groups.
- 4.3.7 Signaling System 7 (SS7) Common Channel Signaling will be used to the extent that such technology is available. SS7 Common Channel Signaling will be used to the extent that such technology is available. If SS7 is not available, Multi-Frequency Signaling (MF) will be used as specified.
- 4.3.8 The Parties agree to offer and provide to each other B8ZS Extended Superframe Format ("ESF") facilities, where available, capable of voice and data traffic transmission.
- 4.3.9 The Parties will support intercompany 64kbps clear channel where available.
- 4.3.10 Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an Access Service Request (ASR), or another industry standard eventually adopted to replace the ASR for local service ordering as referenced in Appendix F.

- 4.4 Network Redesigns Initiated by GTE. GTE will not charge QTC when GTE initiates its own network redesigns/reconfigurations.
- 4.5 Interconnection Calling and Called Scopes for the Access Tandem Interconnection and the End Office Interconnection.
- 4.5.1 GTE Access Tandem Interconnection calling scope (originating and terminating) is to those GTE end offices which subtend the GTE access tandem to which the connection is made except as provided for in Section 3.3 of this Article V.
- 4.5.2 GTE End Office Interconnection calling scope (originating and terminating) is only to the end office and its remotes to which the connection is made.
5. Indirect Network Interconnection. Neither Party shall deliver traffic destined to terminate at the other Party's end office via another LEC's end office. In addition, neither Party shall deliver traffic destined to terminate at an end office subtending the other Party's access tandem via another LEC's access tandem until such time as compensation arrangements have been established in accordance with this Article V, Sections 3.1 and 3.4.
6. Number Resources.
- 6.1 Number Assignment. Nothing in this Agreement shall be construed to, in any manner, limit or otherwise adversely impact QTC's right to employ or to request and be assigned any NANP number resources including, but not limited to, Central Office (NXX) Codes pursuant to the Central Office Code Assignment Guidelines. Any request for numbering resources by QTC shall be made directly to the NANP Number Plan Administrator. Except with respect to those areas in which GTE is the NANP Number Plan Administrator, GTE shall not be responsible for the requesting or assignment of number resources to QTC. The Parties agree that disputes arising from numbering assignment shall be arbitrated by the NANP Number Plan Administrator. QTC shall not request number resources to be assigned to any GTE switching entity.
- 6.1.1 Each Party shall be responsible for notifying its customers of any changes in numbering or dialing arrangements to include changes such as the introduction of new NPAs or new NXX codes. Each Party is responsible for administering NXX codes assigned to it.
- 6.2 Rate Centers. For purposes of compensation between the Parties and the ability of the Parties to appropriately apply their toll rates to their end user customers, QTC shall adopt the Rate Center areas and Rate Center points that the Commission has approved for the ILECs and shall assign whole NPA-NXX codes to each Rate Center.
- 6.3 Routing Points. QTC will also designate a Routing Point for each assigned NXX code. QTC may designate one location within each Rate Center as a Routing Point for the NPA-NXX associated with that Rate Center; alternatively QTC may designate a single location within one Rate Center to serve as the Routing Point for all the NPA-NXXs associated with that Rate Center and with one or more other Rate Centers served by QTC within an existing GTE exchange area and LATA.
- 6.4 Code and Numbers Administration. The Parties will comply with code administration requirements as prescribed by the FCC, the Commission, and accepted industry guidelines. Where GTE is the NANP Number Plan Administrator, GTE will administer number resources, and charge for such administration in accord with applicable rules and regulations. GTE will administer numbering resources in a competitively neutral manner, and process requests for NXX codes in a timely manner and in accord with industry standards. The Parties shall protect QTC proprietary information that may be submitted to GTE in connection with GTE's responsibilities as NANP Number Plan Administrator in accordance with Article III, Section 11 of this Agreement.

6.5 Programming Switches. It shall be the responsibility of each Party to program and update its own switches and network systems pursuant to the Local Exchange Routing Guide ("LERG") guidelines to recognize and route traffic to the other Party's assigned NXX codes. Neither Party shall impose any fees or charges whatsoever on the other Party for such activities.

7. Number Portability (NP).

7.1 Interim Number Portability (INP). Each Party shall provide the other Party with service provider number portability as an INP option for the purpose of allowing end user customers to change service-providing Parties without changing their telephone number. The Parties shall provide service provider number portability to each other using remote call forwarding ("RCF") and/or direct inward dialing (DID). The requesting Party will provide "forward to" telephone number that is within the same wire center. The GTE rates for INP service using RCF are set out in Appendix B attached to this Agreement and made a part hereof. QTC shall provide INP to GTE at the rates specified for QTC in Appendix B.

If a Party wishes to use Direct Inward Dialing (DID) to provide INP to its end users, dedicated truck group is required between the GTE end office where the DID numbers are served into the CLEC switch. If there are no existing facilities between GTE and the CLEC, the dedicated facilities and transport trunks will be provisioned as switched access or unbundled service using the Access Service Request (ASR) provisioning process. The requesting Party will reroute the DID numbers to the pre-positioned trunk group using an LSR. CLEC may activate purchase DID trunk service from GTE using only the LSR at the Wholesale rates set out in Appendix C attached to this Agreement and made a part hereof.

7.2 Local Number Portability (LNP). The Parties agree that they shall develop and deploy number portability in accordance to with the Act, such binding FCC and state mandates, and industry standards, as may be applicable. Upon implementation of LNP, the Parties agree to transition all INP customers and their services to LNP methods within a mutually agreed upon time frame and to discontinue further use of interim methods of number portability.

8. Meet-Point Billing.

8.1 Meet-Point Arrangements.

8.1.1 The Parties may mutually establish Meet-Point Billing ("MPB") arrangements in order to provide Switched Access Services to Access Service customers via a GTE access tandem in accordance with the MPB guidelines adopted by and contained in the Ordering and Billing Forum's MECAB and MECOD documents, except as modified herein and as described in Section 3.2.3 for Interim Portability.

8.1.2 Except in instances of capacity limitations, GTE shall permit and enable QTC to sub-tend the GTE access tandem(s) nearest to the QTC Rating Point(s) associated with the NPA-NXX(s) to/from which the Switched Access Services are homed. In instances of capacity limitation at a given access tandem, QTC shall be allowed to sub-tend the next-nearest GTE access tandem in which sufficient capacity is available.

8.1.3 Interconnection for the MPB arrangement shall occur at the "IP".

8.1.4 Common Channel Signaling shall be utilized in conjunction with MPB arrangements to the extent such signaling is resident in the GTE access tandem switch.

8.1.5 QTC and GTE will use diligent efforts, individually and collectively, to maintain provisions in their respective federal and state access tariffs, and/or provisions within the National Exchange Carrier Association ("NECA") Tariff No. 4, or any successor tariff, sufficient to reflect this MPB arrangement, including MPB percentages.

- 8.1.6 As detailed in the MECAB document, QTC and GTE will, in a timely fashion, exchange all information necessary to accurately, reliably and promptly bill Access Service customers for Switched Access Services traffic jointly handled by QTC and GTE via the meet-point arrangement. Information shall be exchanged in Electronic Message Record ("EMR") format, on magnetic tape or via a mutually acceptable electronic file transfer protocol.
- 8.1.7 QTC and GTE shall work cooperatively to coordinate rendering of Meet-Point bills to customers, and shall reciprocally provide each other usage data and related information at the appropriate charge.

8.2 Compensation.

- 8.2.1 Initially, billing to Access Service customers for the Switched Access Services jointly provided by QTC and GTE via the MPB arrangement shall be according to the multiple-bill method as described in the MECAB guidelines. This means each Party will bill the portion of service they provided at their appropriate tariff, or price list.
- 8.2.2 Subsequently, QTC and GTE may mutually agree to implement one of the following options for billing to third parties for the Switched Access Services jointly provided by QTC and GTE via the MPB arrangement: single-bill/single tariff method, single-bill/multiple tariff method, or to continue the multiple-bill method. Should either Party prefer to change among these billing methods, that Party shall notify the other Party of such a request in writing, ninety (90) Business Days in advance of the date on which such change is desired to be implemented. Such changes then may be made in accordance with MECAB guidelines and if the Parties mutually agree, the change will be made.

9. Common Channel Signaling.

- 9.1 Service Description. The Parties will provide Common Channel Signaling ("CCS") to one another via Signaling System 7 ("SS7") network interconnection, where and as available, in the manner specified in FCC Order 95-187, in conjunction with all traffic exchange trunk groups. SS7 signaling and transport services shall be provided by GTE in accordance with the terms and conditions of this Section 9 of this Article and Appendix G attached to this Agreement and made a part hereof. The Parties will cooperate on the exchange of all appropriate SS7 messages for local and intraLATA call set-up signaling, including ISUP and Transaction Capabilities Application Part ("TCAP") messages to facilitate full interoperability of all CLASS Features and functions between their respective networks. Any other SS7 message services to be provided using TCAP messages (such as data base queries) will be jointly negotiated and agreed upon.
- 9.2 Signaling Parameters. All SS7 signaling parameters will be provided in conjunction with traffic exchange trunk groups, where and as available. These parameters include Automatic Number Identification ("ANI"), Calling Party Number ("CPN"), Privacy Indicator, calling party category information, originating line information, charge number, etc. Also included are all parameters relating to network signaling information, such as Carrier Information Parameter ("CIP"), wherever such information is needed for call routing or billing. GTE will provide SS7 via GR-394-SS7 and/or GR-317-SS7 format(s).
- 9.3 Privacy Indicators. Each Party will honor all privacy indicators as required under applicable law.
- 9.4 Connection Through STP. QTC must interconnect with the GTE STP(s) serving the LATA in which the traffic exchange trunk groups are interconnected. Additionally, all interconnection to GTE's 800/888 database and GTE's LIDB shall, consistent with this section and Appendix G attached hereto, take place only through appropriate STP pairs.

- 9.5 Third Party Signaling Providers. QTC may choose a third-party SS7 signaling provider to transport messages to and from the GTE SS7 network. In that event, that third party provider must present a letter of agency to GTE, prior to the testing of the interconnection, authorizing the third party to act on behalf of QTC in transporting SS7 messages to and from GTE. The third-party provider must interconnect with the GTE STP(s) serving the LATA in which the traffic exchange trunk groups are interconnected.
- 9.6 Multi-Frequency Signaling. In the case where CCS is not available, in band Multi-Frequency ("MF"), wink start, E & M channel associated signaling with ANI will be provided by the Parties. Network signaling information, such as CIC/OZZ, will be provided wherever such information is needed for call routing or billing.
10. Network Outages. GTE shall work with QTC to establish reciprocal responsibilities for managing network outages and reporting. Each party shall be responsible for network outage as a result of termination of its equipment in GTE wire center or access tandem. QTC shall be responsible for notifying GTE of significant outages which could impact or degrade GTE switches and services.

ARTICLE VI
RESALE OF SERVICES

1. General. The purpose of this Article VI is to define the Exchange Services and related Vertical Features and other Services (collectively referred to for purposes of this Article VI as the "Services") that may be purchased from GTE and resold by QTC and the terms and conditions applicable to such resold Services. Except as specifically provided otherwise in this Agreement, provisioning of Exchange Services for resale will be governed by the GTE Guide. GTE will make available to QTC for resale any Telecommunications Service that GTE currently offers, or may offer hereafter, on a retail basis to subscribers that are not telecommunications carriers, except as qualified by Section 2.1 below.
2. Terms and Conditions.
 - 2.1 Restrictions on Resale. The following restrictions shall apply to the resale of retail services by QTC.
 - 2.1.1 QTC shall not resell to one class of customers a service that is offered by GTE only to another class of customers in accordance with state requirements (e.g., R-1 to B-1, disabled services or lifeline services to non-qualifying customers).
 - 2.1.2 QTC shall not resell lifeline services and services for the disabled.
 - 2.1.3 QTC shall not resell promotional offerings of 90 days or less in duration. These promotional offerings are not available to QTC for resale. GTE will apply any applicable wholesale discount to the ordinary rate for a retail service rather than the special promotional rate.
 - 2.2 Interim Universal Service Support Charge for Wholesale Services. QTC wishes to resell GTE's Basic Exchange Residential and Business services. It is GTE's position that GTE's current intraLATA toll rates include implicit subsidies that support below-cost prices for other services and thus promote universal service. This universal service support is lost where a CLEC resells GTE's local service but does not resell GTE's intraLATA toll service. For this reason, GTE will not resell Basic Exchange Residential or Business services unless QTC pays the monthly interim universal service support charge set forth in Appendix C. GTE believes that this interim surcharge is required by state and federal law.

The lawfulness of GTE's interim surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. The parties agree that GTE will offer for resale Basic Local Exchange Residential and Business services at the avoided cost discount rate set forth in Appendix C without the interim surcharge, but subject to the following terms and conditions:

 - 2.2.1 QTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, QTC will (i) begin paying the monthly interim surcharge in accord with Appendix C, and (ii) make a lump sum payment to GTE of the total interim surcharges retroactive to the effective date of this agreement.
 - 2.2.2 Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring the CLEC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.
 - 2.2.3 Nothing in this Agreement shall restrict or impair GTE from seeking injunctive relief or any other remedy at any time and in any court regarding GTE's interim surcharge or the Commission's rejection or modification of GTE's interim surcharge.

- 2.3 Restrictions on Discount of Retail Services. The discount specified in Section 5.3 herein shall apply to all retail services except for the following:
- 2.3.1 QTC may resell services that are provided at a volume discount in accordance with terms and conditions of applicable tariff. QTC shall not aggregate end user lines and/or traffic in order to qualify for volume discount.
 - 2.3.2 QTC may resell ICB/Contract services without a discount and only to end user customers that already have such services.
 - 2.3.3 QTC may resell COCOT coin or coinless line; however, no discount applies.
 - 2.3.4 QTC may resell special access; however, no discount applies.
 - 2.3.5 QTC may resell Operator Services and Directory Assistance as specified in Section 5.6 herein however no discount applies.
- 2.4 Resale to Other Carriers. Services available for resale may not be used by QTC to provide access to the local network as an alternative to tariffed switched and special access by other carriers, including, but not limited to; interexchange carriers, wireless carriers, competitive access providers, or other retail telecommunications providers.
3. Ordering and Billing.
- 3.1 Local Service Request. Orders for resale of services will be placed utilizing standard Local Service Request ("LSR") forms. GTE will continue to participate in industry forums for developing service order/disconnect order formats and will incorporate appropriate industry standards. Complete and accurate LSR forms (containing the requisite end user information as described in the Guide) must be provided by QTC before a request can be processed.
 - 3.2 Certificate of Operating Authority. When ordering, QTC must represent and warrant to GTE that it is a certified provider of local dial-tone service. QTC will provide a copy of its Certificate of Operating Authority or other evidence of its status to GTE upon request.
 - 3.3 Directory Assistance Listings. GTE shall include a QTC customer listing in its Directory Assistance database as part of the Local Service Request ("LSR") process. GTE will honor QTC Customer's preferences for listing status, including non-published and unlisted, as noted on the LSR and will enter the listing in the GTE database which is used to perform Directory Assistance functions as it appears on the LSR.
 - 3.4 Nonrecurring Charges. QTC shall be responsible for the payment of all nonrecurring charges ("NRCs") applicable to resold Services (e.g., installation, changes, ordering charges) as listed in Appendix C. In addition, NRCs for Field Service work (Installation/Repair requiring on site visits) will be charged from the appropriate tariff. No discount applies to nonrecurring charges.
 - 3.5 Transfers Between QTC and Another Reseller of GTE Services. When QTC has obtained an end user customer from another reseller of GTE services, QTC will inform GTE of the transfer by submitting standard LSR forms to GTE.
 - 3.6 Local Calling Detail. Except for those Services and in those areas where measured rate local service is available to end users, monthly billing to QTC does not include local calling detail. However, QTC may request and GTE shall consider developing the capabilities to provide local calling detail in those areas where measured local service is not available for a mutually agreeable charge.

- 3.7 Procedures. An overview of the procedures for preordering, ordering, provisioning and billing for resold services are outlined in Appendix F, attached hereto and made a part hereof.
- 3.8 LIDB. For resale services, the LSR will generate updates to GTE's LIDB for validation of calling card, collect, and third number billed calls.
- 3.9 Originating Line Number Screening (OLNS). Upon request, GTE will update the database to provide OLNS which indicates to an operator the acceptable billing methods for calls originating from the calling number (e.g., penal institutions, COCOTS).
4. Maintenance.
- 4.1 Maintenance, Testing and Repair. GTE will provide repair and maintenance services to QTC and its end user customers for resold services in accordance with the same standards and charges used for such services provided to GTE end user customers. GTE will not initiate a maintenance call or take action in response to a trouble report from a QTC end user until such time as trouble is reported to GTE by QTC. QTC must provide to GTE all end user information necessary for the installation, repair and servicing of any facilities used for resold services according to the procedures described in the Guide.
- 4.2 Specifics and Procedures for Maintenance. An overview of the procedures for maintenance of resold services and additional matters agreed to by the Parties concerning maintenance are set forth in Appendix F.
5. Services Available for Resale.
- 5.1 Description of Local Exchange Services Available for Resale. Resold basic Exchange Service includes, but is not limited to, the following elements:
- (a) Voice Grade Local Exchange Access Line - includes a telephone number and dial tone.
 - (b) Local Calling - at local usage measured rates if applicable to the end user customer.
 - (c) Access to long distance carriers
 - (d) E-911 Emergency Dialing
 - (e) Access to Service Access Codes - e.g., 800, 888, 900
 - (f) Use of AIN Services (those Currently Available to end users)
 - (g) End User Private Line Services
 - (h) Listing of telephone number in appropriate "white pages" directory; and
 - (i) Copy of "White Pages" and "Yellow Pages" directories for the appropriate GTE service area
 - (j) IntraLATA toll
- 5.2 List of Services Available for Resale. The type of Services listed on Appendix C, attached hereto and made a part of this Agreement, are available for resale by QTC. Subject to the limitations on resale enumerated in this Article, any new services that GTE offers in the future at retail to customers who are not telecommunications carriers shall also be available to QTC for resale under the same terms and conditions contained in this Agreement. Additional regulations, terms and conditions relating to the type of Services listed on Appendix C can be found in the

appropriate intrastate local, toll and access tariffs. Terms, conditions and other matters concerning rate applications, technical parameters, provisioning capability, definitions and feature interactions contained in such tariffs are applicable to the type of Services offered under this Agreement and are incorporated herein by reference. Modifications to Services listed on Appendix C shall be provided to QTC in accordance with GTE's practices and procedures.

- 5.2.1 Promotional Services. GTE shall make available for resale, those promotional offerings that are greater than 90 days in duration and the special promotional rate will be subject to the applicable wholesale discount.
- 5.3 Rates. The prices charged to QTC for Local Services shall be calculated as follows:
 - 5.3.1 Avoided Cost Discount as shown in Appendix C shall apply to all retail services except those services listed in Section 2.1 and Section 2.3 herein.
 - 5.3.2 The discount dollar amount calculated under Section 5.3.1 above will be deducted from the retail rate.
 - 5.3.3 The resulting rate is the Wholesale Rate.
 - 5.3.4 This discount dollar amount in Section 5.3.2 above shall not change during the Term of this Agreement, even though GTE may change its retail rates.
- 5.4 Grandfathered Services. Services identified in GTE Tariffs as grandfathered in any manner are available for resale only to end user customers that already have such grandfathered service. An existing end user customer may not move a grandfathered service to a new service location. Grandfathered Services are subject to a wholesale discount.
- 5.5 Access. GTE retains all revenue due from other carriers for access to GTE facilities, including both switched and special access charges.
- 5.6 Operator Services (OS) and Directory Assistance (DA). Operator Services for local and toll assistance (for example, call completion, busy line verification and emergency interruption) and Directory Assistance (e.g., 411 calls) are provided as an element of Exchange Services offered for resale. GTE may brand this service as GTE. QTC will be billed in accordance with Appendix C.
 - 5.6.1 If QTC requests branding or unbranding, GTE will provide such unbranding or rebranding with QTC's name pursuant to Article VII, Section 12.
 - 5.6.2 QTC will be billed a charge for unbranding or rebranding and customized routing as set forth in Article VII, Section 10.4 and additional charges specified in Article VII, Section 11.4.
 - 5.6.3 For those offices that QTC has requested GTE to rebrand and/or unbrand OS and DA, GTE will provide it where GTE performs its own OS and DA service subject to capability and capacity limitations where customized routing is Currently Available. If GTE uses a third-party contractor to provide OS or DA, GTE will not provide branding nor will GTE negotiate it with a third party on behalf of QTC. QTC must negotiate with the third party. In these instances, QTC will need to purchase customized routing and dedicated trunking to differentiate their OS/DA traffic from GTE's.

ARTICLE VII
UNBUNDLED NETWORK ELEMENTS

1. General. The purpose of this Article VII is to define the Unbundled Network Elements that may be leased by QTC from GTE. Unless otherwise specified in this Agreement, provisioning of unbundled network arrangements will be governed by the GTE Guide. Additional procedures for preordering, ordering, provisioning and billing of Unbundled Network Elements are outlined in Appendix F.
2. Unbundled Network Elements.
 - 2.1 Categories. There are several separate categories of network components that shall be provided as Unbundled Network Elements by GTE:
 - (a) Network Interface Device (NID)
 - (b) Loop Elements
 - (c) Port and Local Switching Elements
 - (d) Dedicated Transport
 - (e) SS7 Transport and Signaling
 - 2.2 Prices. Individual Unbundled Network Elements and prices are identified on Appendix D attached to this Agreement and made a part hereof, or under the appropriate GTE tariff as referenced in this Article. Nonrecurring charges relating to unbundled elements are also listed on Appendix D.
 - 2.2.1 Compensation For Exchange Of Traffic Using Unbundled Network Elements. Compensation arrangements between QTC and GTE for exchanging traffic when QTC uses GTE provided Unbundled Network Elements; i.e., port and local switching, transport, shall be as provided in Appendix J.
 - 2.3 Connection to Unbundled Elements. QTC may connect to the Unbundled Network Elements listed in Article VII, Section 2.1 that QTC chooses. The Unbundled Network Elements must be Currently Available and connection to them must be technically viable. QTC may combine these Unbundled Network Elements with any facilities that QTC may itself provide subject to the following:
 - 2.3.1 Connection of QTC facilities to unbundled elements shall be achieved via physical collocation arrangements QTC shall maintain at the wire center at which the unbundled services are resident.
 - a. In circumstances where physical collocation space is not available at the wire center where the unbundled services are resident, QTC shall maintain virtual collocation arrangements.
 - b. In circumstances where physical or virtual collocation arrangements cannot be accommodated at wire centers where the unbundled services are resident, alternative arrangements shall be negotiated between GTE and QTC. All incremental costs associated with the alternative arrangements shall be borne by QTC.
 - 2.3.2 Each unbundled element shall be delivered to QTC's designated terminal block, or equivalent termination point, as a part of the collocation arrangement. Each loop or port element shall be delivered to QTC collocation arrangement over a loop/port

connector applicable to the unbundled elements. Applicable rates for this cross connection are listed in Appendix D.

2.3.3 QTC shall combine Unbundled Network Elements with its own facilities. GTE has no obligation to combine any Unbundled Network Elements for QTC, nor does GTE agree to combine any network elements for QTC. QTC may not combine such Unbundled Network Elements to provide solely interexchange service or solely access service to an interexchange carrier.

2.4 Service Quality. GTE shall not be responsible for impacts on service attributes, grades of service, etc., resulting from QTC's specific use of or modification to any Unbundled Network Element.

2.5 Provisioning and Support. GTE agrees to provide Unbundled Network Elements in a timely manner considering the need and volume of requests, pursuant to agreed upon service provisioning intervals. GTE shall provide power to such elements on the same basis as GTE provides to itself.

3. Network Interface Device.

3.1 Direct Connection. QTC shall be permitted to connect its own Loop directly to GTE's NID in cases in which QTC uses its own facilities to provide local service to an end user formerly served by GTE, as long as such direct connection does not adversely affect GTE's network. In order to minimize any such adverse effects, the following procedures shall apply:

3.1.1 When connecting its own loop facility directly to GTE's NID for a residence or business customer, QTC must make a clean cut on the GTE drop wire at the NID so that no bare wire is exposed. QTC shall not remove or disconnect GTE's drop wire from the NID or take any other action that might cause GTE's drop wire to be left lying on the ground.

3.1.2 At multi-tenant customer locations, QTC must remove the jumper wire from the distribution block (i.e. the NID) to the GTE cable termination block. If QTC cannot gain access to the cable termination block, QTC must make a clean cut at the closest point to the cable termination block. At QTC's request and discretion, GTE will determine the cable pair to be removed at the NID in multi-tenant locations. QTC will compensate GTE for the trip charge necessary to identify the cable pair to be removed.

3.1.3 GTE agrees to offer NIDs for lease to QTC but not for sale. QTC may remove GTE identification from any NID which it connects to a QTC loop, but QTC may not place its own identification on such NID.

3.1.4 GTE Loop elements leased by QTC will be required to terminate only on a GTE NID. If QTC leasing a GTE loop wants a QTC NID, they will also be required to lease a GTE NID for the direct loop termination and effect a NID to NID connection.

3.2 NID to NID Connection. Rather than connecting its loop directly to GTE's NID, QTC may also elect to install its own NID and effect a NID to NID connection to gain access to the end user's inside wiring.

3.2.1 If QTC provides its own loop facilities, it may elect to move all inside wire terminated on a GTE NID to one provided by QTC. In this instance, a NID to NID connection will not be required. QTC, or the end user premise owner, can elect to leave the GTE disconnected NID in place, or to remove the GTE NID from the premise and dispose of it entirely.

3.3 Removal of Cable Pairs. Removal of existing cable pairs required for QTC to terminate service is the responsibility of QTC.

- 3.4 Maintenance. When QTC provides its own loop and connects directly to GTE's NID, GTE does not have the capability to perform remote maintenance. QTC can perform routine maintenance via its loop and inform GTE once the trouble has been isolated to the NID and GTE will repair (or replace) the NID, or, at QTC's option, it can make a NID to NID connection, using the GTE NID only to gain access to the inside wire at the customer location.
- 3.5 Collocation Requirement. When QTC purchases a GTE NID as a stand-alone unbundled element, the collocation arrangement described in Article VII, Section 2.3.1 is not required.

4. Loop Elements.

- 4.1 Service Description. A "Loop" is an unbundled component of Exchange Service. In general, it is the transmission facility (or channel or group of channels on such facility) which extends from a Main Distribution Frame ("MDF") or functionally comparable piece of equipment in a GTE end office or wire center to and including a demarcation or connector block in/at a subscriber's premises. Traditionally, Loops were provisioned as 2-wire or 4-wire copper pairs running from the end office MDF to the customer premises. However, a loop may be provided via other media, including radio frequencies, as a channel on a high capacity feeder/distribution facility which may, in turn, be distributed from a node location to the subscriber premises via a copper or coaxial drop facility, etc.
- 4.2 Categories of Loops. There are six general categories of loops:
- 4.2.1 "2-wire analog voice grade" loops will support analog transmission of 300-3000 Hz, repeat loop start or ground start seizure and disconnect in one direction (toward the end office switch), and repeat ringing in the other direction (toward the end user). This loop is commonly used for local dial tone service. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.2.2 "4-wire analog voice grade" loops conform to the characteristics of a 2-wire voice grade loop and, in addition, can support the simultaneous independent transmission of information in both directions. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.2.3 "2-wire digital" loops will support industry standard specifications for digital transmission. Special provisioning (removal of bridge taps and/or load coils) will be required to conform to these industry standards. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.2.4 "4-wire digital" loops will support industry standard specifications for digital transmission. Special provisioning (removal of bridge taps and/or load coils) will be required to conform to these industry standards. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.2.5 "DS-1" loops will support a digital transmission rate of 1.544 Mbps. The DS-1 loop will have no bridge taps or load coils and will employ special line treatment. DS-1 loops will include span line repeaters where required, office terminating repeaters, and DSX cross connects. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.2.6 "DS-3" loops will support the transmission of isochronous bipolar serial data at a rate of 44.736 Mbps. This DS-3 type of loop provides the equivalent of 28 DS-1 channels and shall include the electronics at either end. Rates are as reflected in Appendix D, including non-recurring charges.
- 4.3 Conditioned Loops. QTC may also require that the loops ordered above be conditioned in order for them to provide the end user service. Examples of this type of conditioning are: Type C, Type DA,

Improved C, Clear Channel, etc. The price for such a conditioned loops shall be the applicable charge as provided in the appropriate GTE intrastate special access tariff or, when applicable, in accordance with a Bona Fide Request (BFR).

4.4 Loop Testing.

- 4.4.1 GTE will not perform routine testing of the unbundled loop for maintenance purposes. QTC will be required to provision a loop testing device either in its central office (switch location), Network Control Center or in its collocation arrangement to test the unbundled loop. GTE will perform repair and maintenance once trouble is identified by QTC.
- 4.4.2 All Loop facilities furnished by GTE on the premises of QTC's end users and up to the network interface or functional equivalent are the property of GTE. GTE must have access to all such facilities for network management purposes. GTE employees and agents may enter said premises at any reasonable hour to test and inspect such facilities in connection with such purposes or, upon termination or cancellation of the Loop facility, to remove such facility.
- 4.4.3 GTE will provide loop transmission characteristics to QTC end users which are equal to those provided to GTE end users.
- 4.4.4 If QTC leases loops which are conditioned to transmit digital signals, as a part of that conditioning, GTE will test the loop and provide recorded test results to QTC. In maintenance and repair cases, if loop tests are taken, GTE will provide any recorded readings to QTC at time the trouble ticket is closed in the same manner as GTE provides to itself and its end users.

4.5 Digital Loop Carrier. Where GTE utilizes integrated digital loop carrier ("IDLC")¹ technology to provision the Loop element, GTE will take the necessary affirmative steps to provide unbundled Loops. The basic Loop provided will support voice grade services. Loop capabilities beyond voice grade (i.e., ISDN,) will be provided under the terms and conditions, and at the prices indicated in Section 4.3.

- 4.5.1 GTE will permit QTC to collocate digital loop carriers and associated equipment in conjunction with collocation arrangements QTC maintains at a GTE wire center for the purpose of interconnecting to unbundled Loop elements.

4.6 Unbundled Loop Facility Certification.

- 4.6.1 Before deploying any service enhancing copper cable technology (e.g., ISDN) over unbundled 2-wire analog voice grade loops leased from GTE, QTC shall notify GTE of such intentions to enable GTE to assess the loop transport facilities to determine whether there are any existing copper cable loop transport technologies (e.g., analog carrier) deployed within the same cable sheath that would be interfered with if QTC deployed the proposed service enhancing copper cable technology. If there are existing copper cable loop transport technologies already deployed within the same cable sheath, or if GTE already has existing near term (within 18 months of the date of facility certification) plans to deploy copper cable loop transport technologies that would be interfered with as described above, GTE will so inform QTC and QTC shall not be permitted to deploy such

¹ See Bellcore TR-TSY-000008, Digital Interface Between the SLC-96 Digital Loop Carrier System and Local Digital Switch and TR-TSY-000303, Integrated Digital Loop Carrier (IDLC) Requirements, Objectives and Interface.

service enhancing copper cable technologies. GTE will charge QTC the applicable engineering time and labor costs to perform the certification.

- 4.6.2 If QTC fails to notify GTE of its plans to deploy service enhancing copper cable technology and obtain prior certification from GTE of the facilities, if QTC's deployment of such technology is determined to have caused interference with existing or planned copper cable loop transport technologies deployed by GTE in the same cable sheath, QTC will immediately remove such service enhancing copper cable technology and shall reimburse GTE for all incurred expense related to this interference.

4.7 Unbundled Loop Facility Notification.

- 4.7.1 GTE reserves the right to deploy within its network at its sole discretion any and all copper cable loop transport technologies. If GTE plans to deploy copper cable loop transport technology within a cable sheath in which such technology was not previously deployed, GTE will provide notice to QTC of such planned deployment, indicating all service enhancing copper cable technologies that would cause interference with the technology to be deployed, or that would be interfered with by the deployment of such technology. Such notice will be provided at least ninety (90) Business Days in advance of the planned deployment. If QTC has deployed any technologies within the same cable sheath that would interfere with, or be interfered with, by the technology GTE plans to deploy, the parties will work together to resolve the situation.

4.8 Subloops.

- 4.8.1 GTE will provide as separate items the loop distribution, loop concentrator and loop feeder on a case-by-case basis pursuant to a Bona Fide Request ("BFR") as described in Article VIII, Section 1.
- 4.8.2 GTE will design and construct loop access facilities (including loop feeders and loop concentration/multiplexing systems) in accordance with standard industry practices as reflected in applicable tariffs and/or as agreed to by GTE and QTC.
- 4.8.3 Transport for loop concentrators/multiplexers services not supported by embedded technologies will be provided pursuant to applicable tariffs or as individually agreed upon by GTE and QTC. The Parties understand that embedded loop concentrators/multiplexers are not necessarily capable of providing advanced and/or digital services.
- 4.8.4 GTE will provide loop transmission characteristics as specified in Section 4.4.3 herein.

5. Port and Local Switching Elements.

- 5.1 Port. Port is an unbundled component of Exchange Service that provides for the interconnection of individual loops or trunks to the switching components of GTE's network. In general, it is a line card or trunk card and associated peripheral equipment on GTE end office switch that serves as the hardware termination for the end user's Exchange Service on that switch and generates dial tone and provides the end user access to the public switched telecommunications network. The port does not include such features and functions which are provided as part of Local Switching. Each line-side port is typically associated with one (or more) telephone number(s), which serve as the end user's network address.

- 5.2 Ports Available as Unbundled Network Elements. There are four types of Ports available as Unbundled Network Elements;

- 5.2.1 "2-wire analog line" Port is a line side switch connection employed to provide basic residential and business type Exchange Service.
- 5.2.2 "2-wire ISDN digital line" Port is a Basic Rate Interface (BRI) line side switch connection employed to provide ISDN Exchange Services.
- 5.2.3 "DS-1 digital trunk" Port is a direct inward dialing (DID) trunk side switch connection employed to provide the equivalent of 24 analog incoming trunk type Exchange Services.
- 5.2.4 "4-wire ISDN digital DS-1 trunk" Port is a Primary Rate Interface (PRI) trunk side switch connection employed to provide the ISDN Exchange Services
- 5.3 Port Prices. Prices for Ports are listed in Appendix D.
- 5.4 Local Switching. Local switching provides the basic switching functions to originate, route and terminate traffic and any signaling deployed in the switch. Vertical features are optional services provided through software programming in the switch which can be added on a per-feature basis with applicable rate. GTE will offer only those features and functions Currently Available to the particular platform used (e.g., DMS, 5ESS, GTD5). Any feature or function which is not available, but the switch is capable of providing, may be requested via the BFR process. QTC will be responsible for bearing any costs incurred by GTE in making such feature/function available, including Right-to-Use (RTU) fees. The rates for Local Switching and Vertical Features are listed in Appendix D.
 - 5.4.1 QTC must purchase Local Switching with the line-side Port or trunk-side Port, if applicable.
- 5.5 Compliance with Section 2.3. QTC shall only order unbundled elements in accordance with Section 2.3 herein and it will be the responsibility of QTC to make arrangements for the delivery of interexchange traffic and routing of traffic over interoffice transmission facilities, if applicable.
- 5.6 Shared Transport is the physical interoffice facility medium that is used to transport a call between switching offices. A central office switch translates the end user dialed digits and routes the call over a Common Transport Trunk Group that rides interoffice transmission facilities. These trunk groups and the associated interoffice transmission facilities are accessible by any end user (GTE end user or CLEC end user when CLEC has purchased unbundled local switching), and are referred to as "shared transport facilities".
 - 5.6.1 Many calls riding shared transport facilities will also be switched by GTE's access tandem. This tandem switching function is included as a rate component of Shared Transport, as set forth in Appendix D. GTE will provide shared transport from a call originating from an unbundled switch port to the point where the call leaves GTE's network (IP).
 - 5.6.2 When the requesting CLEC purchases unbundled local switching the CLEC is obligated to purchase unbundled Shared Transport. All of the billing elements associated with Shared Transport are billed upon call origination, unless the call involves an interexchange carrier.
 - 5.6.3 The rating of Shared Transport is based upon the duration a voice grade (or DS0) call on GTE's network. Shared Transport is comprised of three billing components; 1) Shared Transport - Facility Miles (usage and distance sensitive), 2) Shared Transport - Termination (per end, usage sensitive), and 3) Tandem Switching (usage sensitive). Until an industry standard solution is implemented for generating AMA recordings that identify tandem routed local calls, the parties will use a Shared Transport composite

rate using the Tandem Switching rate, two (2) terminations, and an assumed Facility miles length of ten (10) miles. This interim methodology will be used in lieu of actual detailed AMA recordings and bill generation.

- 5.6.4 GTE is responsible for the sizing of the Shared Transport network. All analysis, engineering, and trunk augmentations to Common Transport Trunk Groups will be the sole responsibility of GTE. To ensure that the network is appropriately sized, GTE may request traffic forecasts from the CLEC requesting unbundled local switching. These forecasts must be provided to GTE on a quarterly basis, with a 12 month outlook.
- 5.6.5 GTE provides Shared Transport between GTE switching offices (e.g. between GTE end offices, a GTE end office and a GTE tandem switch, between a GTE end office and the IP of a connecting telecommunications company, or between a tandem switch and the IP of a connecting telecommunications company). However, the transport between a GTE switching office and the requesting CLEC's switching office must be purchased as dedicated transport and is not provided as Shared Transport.

6. Dedicated Transport

- 6.1 Dedicated Transport is an Unbundled Network Element that is purchased for the purpose of transporting Telecommunication Services between designated Serving Wire Centers (SWC) within the same LATA. Dedicated Transport may extend between two GTE SWCs (Interoffice Dedicated Transport or IDT) or may extend from the GTE SWC to the CLEC premise (CLEC Dedicated Transport CDT). CDT remains within the exchange boundaries of the SWC, while IDT traverses exchange boundaries. IDT and CDT are further defined in Sections 6.2 and 6.3 below.
- 6.2 CLEC Dedicated Transport is the dedicated transport facility connecting the GTE Serving Wire Center (SWC) to the requesting CLEC's Customer Dedicated Location (CDL). The CDL will be the designated location where the CLEC's physical network begins (the CDL cannot be designated at an end user customer location).
- 6.3 This Unbundled Network Element includes the equipment required to terminate the interoffice facility within requesting CLEC's CDL and within the GTE SWC. The product also includes the transport facility between the two locations, but extends no further into GTE's network than the CDL's SWC. CLEC Dedicated Transport is a dedicated Unbundled Network Element which has no switching components. CLEC Dedicated Transport can be purchased in bandwidth increments of DSO, DS1, or DS3 at rates outlined in Appendix D.
- 6.4 CLEC Dedicated Transport consists of monthly recurring (non-usage sensitive) billable elements that are dependent on bandwidth, but may vary depending on the termination arrangement at the CDL (Office Terminating Repeater vs. SONET terminal, first system vs. additional system, etc.)
- 6.5 Interoffice Dedicated Transport is the dedicated transport facility connecting two GTE Serving Wire Centers (SWCs). Interoffice Dedicated Transport excludes the facilities between the Servicing Wire Center (SWC) and the Customer Designated Location (CDL). Interoffice Dedicated Transport is a dedicated Unbundled Network Element which has no switching components. Interoffice Dedicated Transport can be purchased at the bandwidth levels of DSO, DS1, or DS3 at rates outlined in Appendix D.
- 6.6 The price of the Interoffice Dedicated Transport Unbundled Network Element varies with the bandwidth purchased and consists of monthly recurring (non-usage sensitive) billable elements. The components are Transport Facility Miles (monthly recurring), and Transport Termination (per end, monthly recurring).

7. SS7 Transport and Signaling. QTC does not at this time require SS7 signaling and transport services in support of QTC's local exchange services. Should QTC require SS7 signaling and transport services in the future a separate Agreement shall be provided.
 - 7.1 GTE will provide interconnection with its SS7 network at the STPs but not at other points.
8. LIDB Services. Access to GTE's LIDB shall be provided in accordance with the rates, terms and conditions of GTE's switched access tariff, GTOC Tariff FCC No. 1, Section 8.
9. Database 800-Type Services. Access to GTE's 800-Type database (*i.e.*, 888, 877) shall be provided in accordance with the rates, terms and conditions of GTE's switched access tariff, GTOC Tariff FCC No. 1, Section 8.
10. Operator Services (OS) and Directory Assistance (DA). GTE will provide OS and DA to QTC in accordance with the terms set forth as follows:
 - 10.1 When OS and/or DA is to be provided for calls that originate from a CLECs own switch, GTE will provide branded or unbranded OS and/or DA pursuant to separate contracts to be negotiated in good faith between the parties after execution and approval of this Agreement by the Commission. (Refer to Article VIII for further details).
 - 10.2 When OS and/or DA is to be provided for calls that originate from an unbundled Port with Local Switching, as provided herein, and neither branding nor unbranding is requested, the CLECs calls will access GTE's OS and/or DA platform and will be processed in the same manner as GTE calls.
 - 10.3 When OS and/or DA is to be provided for calls that originate from an unbundled Port with Local Switching, as provided herein, and either branding or unbranding is requested, GTE will provide such unbranding or rebranding on a switch-by-switch basis, subject to capability and capacity limitations where Customized Routing is Currently Available. Upon receipt of an order for unbranding or rebranding, GTE will implement within 90 Business Days when technically capable.
 - 10.4 QTC will be billed charges for OS and DA and a charge for unbranding or rebranding and Customized Routing as set forth in Section 11.2. In addition, charges specified in Section 11.4 will apply.
 - 10.5 For those offices that QTC has requested GTE to rebrand and/or unbrand OS and DA, GTE will provide it where GTE performs its own OS and DA service subject to capability and capacity limitations where Customized Routing is Currently Available. If GTE uses a third-party contractor to provide OS or DA, GTE will not provide branding nor will GTE negotiate it with a third party on behalf of QTC. QTC must negotiate with the third party. In these instances, QTC will need to purchase customized routing to differentiate OS/DA traffic from GTE's.
11. Customized Routing. Where Currently Available and upon receipt of a written Bona Fide request (BFR) from QTC as described in Article VIII, Section 1, GTE agrees to provide customized routing for the following types of calls:
 - 0-
 - 0+Local
 - 0+411
 - 1+411
 - 0+HNPA-555-1212 (intraLATA, only when intraLATA presubscription is not available)
 - 1+HNPA-555-1212 (intraLATA, only when intraLATA presubscription is not available).
 - 11.1 GTE will provide QTC a list of switches that can provide customized routing using line class codes or similar method (regardless of current capacity limitations). QTC will return a list of these switches ranked in priority order. GTE will return to QTC a schedule for customized routing in the switches with existing capabilities and capacity.

- 11.2 In response to the BFR from QTC, GTE will provide QTC with applicable charges, and terms and conditions, for providing OS and DA, branding, and customized routing.
- 11.3 Subject to the above provisions, GTE will choose the method of implementing customized routing of OS and DA calls.
- 11.4 When GTE agrees to provide customized routing to QTC, QTC will be required to establish dedicated transport in order to route OS/DA traffic to the designated platform. If unbundled Dedicated Transport is used to route OS/DA traffic to the designated platform, QTC must purchase a trunk side port and establish a collocation arrangement in accordance with Section 2.3 of this Article. The rates for these Unbundled Network Elements will be billed in accordance with Appendix D. If the Dedicated Transport used to route OS/DA traffic to the designated platform is ordered out of the applicable access tariff, no collocation arrangement or trunk side port is required.
12. Advanced Intelligent Network Access (AIN). GTE will provide QTC access to GTE AIN functionality from GTE's AIN SCP via GTE's local switch or QTC's local switch.
13. Directory Assistance Listing. When QTC orders an unbundled port or an unbundled loop, QTC has the option to submit a Directory Service Request (DSR) to have the listings included in GTE's Directory Assistance database. The applicable ordering charge will be applied for processing the DSR.
14. Operational Support Systems (OSS). GTE shall provide OSS functions to QTC for ordering, provisioning and billing that are generally available as described in Appendix F attached to this Agreement.

ARTICLE VIII
ADDITIONAL SERVICES AND COORDINATED SERVICE ARRANGEMENTS

1. Bona Fide Request Process.
 - 1.1 Intent. The Bona Fide Request process is intended to be used when QTC requests certain services, features, capabilities or functionality defined and agreed upon by the Parties as services to be ordered as Bona Fide Requests.
 - 1.2 Process.
 - 1.2.1 A Bona Fide Request shall be submitted in writing by QTC and shall specifically identify the need to include technical requirements, space requirements and/or other such specifications that clearly define the request such that GTE has sufficient information to analyze and prepare a response.
 - 1.2.2 QTC may cancel a Bona Fide Request in writing at any time prior to QTC and GTE agreeing to price and availability. GTE will then cease analysis of the request.
 - 1.2.3 Within five (5) Business Days of its receipt, GTE shall acknowledge in writing the receipt of the Bona Fide Request and identify a single point of contact and any additional information needed to process the request.
 - 1.2.4 Except under extraordinary circumstances, within fifteen (15) Business Days of its receipt of a Bona Fide Request, GTE shall provide a proposed price and availability date, or it will provide an explanation as to why GTE elects not to meet QTC's request. If extraordinary circumstances prevail, GTE will inform QTC as soon as it realizes that it cannot meet the fifteen (15)-Business Day response due date. QTC and GTE will then determine a mutually agreeable date for receipt of the request.
 - 1.2.5 Unless QTC agrees otherwise, all proposed prices shall be consistent with the pricing principles of the Act, FCC and/or the Commission. Payments for services purchased under a Bona Fide Request will be made upon delivery, unless otherwise agreed to by QTC, in accordance with the applicable provisions of the Agreement.
 - 1.2.6 Upon affirmative response from GTE, QTC will submit in writing its acceptance or rejection of GTE's proposal. If at any time an agreement cannot be reached as to the terms and conditions or price of the request GTE agrees to meet, the Dispute resolution procedures described in Article III herein may be used by a Party to reach a resolution.
2. Transfer of Service Announcements. When an end user customer transfers service from one Party to the other Party, and does not retain its original telephone number, the Party formerly providing service to the end user will provide, upon request and if such service is provided to its own customers, a referral announcement on the original telephone number. This announcement will provide the new number of the customer and will remain in effect for the same time period this service is provided to GTE's own end users.
3. Misdirected Calls. The Parties will employ the following procedures for handling any misdirected calls (e.g., Business office, repair bureau, etc.):
 - 3.1 To the extent the correct provider can be determined, each Party will refer misdirected calls to the proper provider of local exchange service. When referring such calls, both Parties agree to do so in a courteous manner at no charge.

- 3.2 For misdirected repair calls, the Parties will provide their respective repair bureau contact number to each other on a reciprocal basis and provide the end user the correct contact number.
- 3.3 In responding to misdirected calls, neither Party shall make disparaging remarks about each other, nor shall they use these calls as a basis for internal referrals or to solicit end users or to market services.
4. 911/E911 Arrangements.
- 4.1 Description of Service. QTC will install a minimum of two (2) dedicated trunks to GTE's 911/E911 selective routers (i.e., 911 tandem offices) that serve the areas in which QTC provides Exchange Services, for the provision of 911/E911 services and for access to all subtending PSAPs. The dedicated trunks shall be, at a minimum, DS-0 level trunks configured as a 2-wire analog interface or as part of a digital (1.544 Mbps) interface in which all circuits are dedicated to 9-1-1 traffic. Either configuration shall use CAMA type signaling with multi-frequency ("MF") tones that will deliver ANI with the voice portion of the call. GTE will provide QTC with the appropriate CLLI codes and specifications of the tandem office serving area or the location of the primary PSAP when there is no 911 routing in that 911 district. If a QTC central office serves end users in an area served by more than one (1) GTE 911/E911 selective router, QTC will install a minimum of two (2) dedicated trunks in accordance with this Section to each of such 911/E911 selective routers or primary PSAP.
- 4.2 Transport. If QTC desires to obtain transport from GTE to the GTE 911 selective routers, QTC may purchase such transport from GTE at the rates set forth in Appendix E .
- 4.3 Cooperation and Level of Performance. The Parties agree to provide access to 911/E911 in a manner that is transparent to the end user. The Parties will work together to facilitate the prompt, reliable and efficient interconnection of QTC's systems to the 911/E911 platforms, with a level of performance that will provide the same grade of service as that which GTE provides to its own end users. To this end, GTE will provide documentation to QTC showing the correlation of its rate centers to its E911 tandems at rates set forth in Appendix E .
- 4.4 Basic 911 and E911 General Requirements:
- 4.4.1 Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911).
- 4.4.2 Where GTE has a 911 selective router installed in the network serving the 911 district, GTE shall use subscriber data derived from the Automatic Location Identification/Database Management System (ALI/DMS) to selectively route the 911 call to the Public Safety Answering Point (PSAP) responsible for the caller's location.
- 4.4.3 All requirements for E911 also apply to the use of SS7 as a type of signaling used on the interconnection trunks from the local switch to an end office or a selective router.
- 4.4.4 Basic 911 and E911 functions provided to QTC shall be at least at parity with the support and services that GTE provides to its subscribers for such similar functionality.
- 4.4.5 Basic 911 and E911 access from Local Switching shall be provided to QTC in accordance with the following:
- 4.4.5.1 GTE and QTC shall conform to all state regulations concerning emergency services.
- 4.4.5.2 For E911, both QTC and GTE shall use their respective service order processes to update access line subscriber data for transmission to the database

management systems. Validation will be done via MSAG comparison listed in Section 4.4.5.5.

- 4.4.5.3 If legally required by the appropriate jurisdiction, GTE shall provide or overflow 911 traffic to be routed to GTE Operator Services or, at QTC's discretion, directly to QTC Operator Services.
- 4.4.5.4 Basic 911 and E911 access from the QTC local switch shall be provided from GTE to QTC in accordance with the following:
 - 4.4.5.4.1 If required by QTC and Currently Available, GTE shall interconnect direct trunks from the QTC network to the E911 PSAP, or to the E911 selective routers as designated by QTC. Such trunks may alternatively be provided by QTC.
 - 4.4.5.4.2 In government jurisdictions where GTE has obligations under existing Agreements as the primary provider of the 911 System to the county (i.e., "lead telco"), QTC shall participate in the provision of the 911 System as follows:
 - 4.4.5.4.2.1 Each Party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each Party's portion of the 911 System.
 - 4.4.5.4.2.2 QTC and GTE recognize that the lead telco in a 911 district has the responsibility of maintaining the ALI database for that district. Each company will provide its access line subscriber records to the database organization of that lead telco. QTC and GTE will be responsible for correcting errors when notified by either the 911 district or its customer, and then submitting the corrections to the lead telco. Lead telco database responsibilities are covered in Section 4.4.5.5 of this Article.
 - 4.4.5.4.2.3 QTC shall have the right to verify the accuracy of information regarding QTC customers in the ALI database using methods and procedures mutually agreed to by the Parties. The fee for this service shall be determined based upon the agreed upon solution.
 - 4.4.5.4.3 If a third party is the primary service provider to a 911 district, QTC shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations between such third party and QTC are totally separate from this Agreement and GTE makes no representations on behalf of the third party.
 - 4.4.5.4.4 If QTC or Affiliate is the primary service provider to a 911 district, QTC and GTE shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.

- 4.4.5.4.5 Interconnection and database access shall be at rates as set forth in Appendix E.
 - 4.4.5.4.6 GTE shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.
 - 4.4.5.4.7 In a resale situation, where it may be appropriate for GTE to update the ALI database, GTE shall update such database with QTC data in an interval no less than is experienced by GTE subscribers, or than for other carriers, whichever is faster, at no additional cost.
- 4.4.5.5 The following are Basic 911 and E911 Database Requirements:
- 4.4.5.5.1 The ALI database shall be managed by GTE, but is the property of GTE and any participating LEC or QTC which provides their records to GTE.
 - 4.4.5.5.2 Copies of the MSAG shall be provided within five (5) Business Days after the date the request is received and provided on diskette or paper copy at the rates set forth in Appendix E.
 - 4.4.5.5.3 QTC shall be solely responsible for providing QTC database records to GTE for inclusion in GTE's ALI database on a timely basis.
 - 4.4.5.5.4 GTE and QTC shall arrange for the automated input and periodic updating of the E911 database information related to QTC end users. GTE shall work cooperatively with QTC to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide ("MSAG"). GTE shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association ("NENA") Version #2 format.
 - 4.4.5.5.5 QTC shall assign an E911 database coordinator charged with the responsibility of forwarding QTC end user ALI record information to GTE or via a third-party entity, charged with the responsibility of ALI record transfer. QTC assumes all responsibility for the accuracy of the data that QTC provides to GTE.
 - 4.4.5.5.6 GTE shall update the database within one (1) Business Day of receiving the data from QTC. If GTE detects an error in the QTC provided data, the data shall be returned to QTC within one day from when it was provided to GTE. QTC shall respond to requests from GTE to make corrections to database record errors by uploading corrected records within one day. Manual entry shall be allowed only in the event that the system is not functioning properly.
 - 4.4.5.5.7 GTE agrees to treat all data on QTC subscribers provided under this Agreement as strictly confidential and to use data on QTC subscribers only for the purpose of providing E911 services.

- 4.4.5.5.8 GTE shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from QTC. The Carrier Code will be used to identify the carrier of record in NP configurations. The NENA Carrier Code for QTC is "QTC"; the NENA Carrier Code for GTE is "GTE."
- 4.4.5.6 GTE and QTC will comply with the following requirements for network performance, maintenance and trouble notification.
 - 4.4.5.6.1 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual trunk level. Monitoring shall be conducted by GTE for trunks between the selective router and all associated PSAPs.
 - 4.4.5.6.2 Repair service shall begin immediately upon report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Where an on-site technician is determined to be required, a technician will be dispatched without delay.
 - 4.4.5.6.3 GTE shall notify QTC forty-eight (48) hours in advance of any scheduled testing or maintenance affecting QTC 911 service. GTE shall provide notification as soon as possible of any unscheduled outage affecting QTC 911 service.
 - 4.4.5.6.4 All 911 trunks must be capable of transporting Baudot Code necessary to support the use of Telecommunications Devices for the Deaf ("TTY/TDDs").
- 4.4.5.7 Basic 911 and E911 Additional Requirements
 - 4.4.5.7.1 All QTC lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. Where GTE is the lead telco and provides the ALI, the ALI record will contain both the QTC number and GTE ported number. The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent. GTE shall cooperate with QTC to ensure that 911 service is fully available to all QTC end users whose telephone numbers have been ported from GTE, consistent with State provisions.
 - 4.4.5.7.2 QTC and GTE shall be responsible for reporting all errors, defects and malfunctions to one another. GTE and QTC shall provide each other with a point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.
 - 4.4.5.7.3 QTC may enter into subcontracts with third parties, including QTC Affiliates, for the performance of any of QTC's duties and obligations stated herein.
 - 4.4.5.7.4 Where GTE is the lead telco, GTE shall provide QTC with notification of any pending selective router moves within at least ninety (90) days in advance.

- 4.4.5.7.5 Where GTE is the lead telco, GTE shall establish a process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.
 - 4.4.5.7.6 Where GTE is the lead telco, GTE shall provide the ability for QTC to update 911 database with end user information for lines that have been ported via INP or LNP.
- 4.4.6 Basic 911 and E911 Information Exchanges and interfaces. Where GTE is the lead telco:
- 4.4.6.1 GTE shall provide QTC access to the ALI Gateway which interfaces to the ALI/DMS database. GTE shall provide error reports from the ALI/DMS database to QTC within one (1) day after QTC inputs information into the ALI/DMS database. Alternately, QTC may utilize GTE or a third-party entity to enter subscriber information into the database on a demand basis, and validate subscriber information on a demand basis. The rates are set forth in Appendix E.
 - 4.4.6.2 GTE and QTC shall arrange for the automated input and periodic updating of the E911 database information related to QTC end users. GTE shall work cooperatively with QTC to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide ("MSAG"). GTE shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association ("NENA") Version #2 format.
 - 4.4.6.3 Updates to MSAG. Upon receipt of an error recording an QTC subscriber's address from GTE, and where GTE is the lead telco, it shall be the responsibility of QTC to ensure that the address of each of its end users is included in the Master Street Address Guide ("MSAG") via information provided on QTC's Local Service Request ("LSR") or via a separate feed established by QTC pursuant to Section 4.4.5.7 of this Article.
 - 4.4.6.4 The ALI database shall be managed by GTE, but is the property of GTE and all participating telephone companies. The interface between the E911 Switch or Tandem and the ALI/DMS database for QTC subscriber shall meet industry standards.

4.5 Compensation.

- 4.5.1 In situations in which GTE is responsible for maintenance of the 911/E911 database and can be compensated for maintaining QTC's information by the municipality, GTE will seek such compensation from the municipality. QTC will compensate GTE for such maintenance of the 911/E911 database only if and to the extent that GTE is unable to obtain such compensation from the municipality. GTE shall charge QTC a portion of the cost of the shared 911/E911 selective router as set forth in Appendix E.
- 4.5.2 For states where GTE bills and keeps the 9-1-1 surcharges, e.g. Hawaii, Ohio, and Michigan's Technical Surcharge, QTC will bill its access line subscribers the 9-1-1 surcharge that is currently in effect and remit that charge to GTE. Payments to GTE are due within thirty (30) days of QTC's payment due date from its access line subscribers and will be identified as "9-1-1 Surcharge Payment for the month of (list appropriate month)" as a separate line item in the remittance documentation.
- 4.5.3 For all states (except Hawaii and Ohio), including Michigan's Operational Surcharge, where GTE bills and remits the 9-1-1 surcharges, less an administrative fee of one to three percent, to the 9-1-1 district, QTC will bill its access line subscribers the

9-1-1 surcharge that is currently in effect and remit that charge to that government agency. GTE will have no responsibility in billing or remitting surcharges that apply to QTC's access line subscribers.

4.5.4 Should the 9-1-1 surcharge fee change, GTE will promptly inform QTC of that change so that QTC may conform to the new rate(s).

4.6 Liability. GTE will not be liable for errors with respect to 911/E911 services except for its gross negligence as addressed in applicable tariffs.

5. Information Services Traffic.

5.1 Routing. Each Party shall route traffic for Information Services (i.e., 900-976, Internet, weather lines, sports providers, etc.) which originates on its network to the appropriate Information Service Platform.

5.2 Billing and Collection and Information Service Provider (ISP) Remuneration.

5.2.1 In the event GTE performs switching of ISP traffic associated with resale or unbundled ports for QTC, GTE shall provide to QTC the same call detail records that GTE records for its own end users, so as to allow QTC to bill its end users. GTE shall not be responsible or liable to QTC or ISP for Billing and Collection and/or any receivables of Information Service Providers.

5.2.2 Notwithstanding and in addition to Article III, Section 25, GTE shall be indemnified and held harmless by QTC from and against any and all suits, actions, losses, damages, claims, or liability of any character, type, or description, including all expenses of litigation and court cost which may arise as a result of the provisions contained in this Article VIII, Section 5.2.1 supra. The indemnity contained in this section shall survive the termination of this Agreement, for whatever reason.

5.2.3 GTE agrees to notify QTC in writing within ten (10) Business Days, by registered or certified mail at the address specified in Article III, Section 28, of any claim made against GTE on the obligations indemnified against pursuant to this Article VIII, Section 5.

5.2.4 It is understood and agreed that the indemnity provided for in this Article VIII, Section 5 is to be interpreted and enforced so as to provide indemnification of liability to GTE to the fullest extent now or hereafter permitted by law.

5.3 900-976 Call Blocking. GTE shall not unilaterally block 900-976 traffic in which GTE performs switching associated with resale or Unbundled Network Elements. GTE will block 900-976 traffic when requested to do so, in writing, by QTC. QTC shall be responsible for all costs associated with the 900-976 call blocking request. GTE reserves the right to block any and all calls which may harm or damage its network.

5.4 Miscellaneous. GTE reserves the right to provide to any Information Service Provider a list of any and all Telecommunications Providers doing business with GTE.

6. Telephone Relay Service. Local and intraLATA Telephone Relay Service ("TRS") enables deaf, hearing-impaired, or speech-impaired TRS users to reach other telephone users. With respect to resold services, QTC's end users will have access to the state authorized TRS provider to the extent required by the Commission, including any applicable compensation surcharges.

7. Directory Assistance (DA) and Operator Services (OS). Where QTC is providing local service with its own switch, upon QTC's request GTE will provide to QTC rebranded or unbranded directory assistance services

and/or operator services pursuant to separate contracts to be negotiated in good faith between the Parties. If QTC so requests directory assistance services and/or operator services, such contracts shall provide for the following:

- 7.1 Directory Assistance Calls. GTE directory assistance centers shall provide number and addresses to QTC end users in the same manner that number and addresses are provided to GTE end users. If information is provided by an automated response unit ("ARU"), such information shall be repeated twice in the same manner in which it is provided to GTE end users. Where available, GTE will provide call completion to QTC end users in the same manner that call completion is provided to GTE end users. GTE will provide its existing services to QTC end users consistent with the service provided to GTE end users.
 - 7.2 Operator Services Calls. GTE operator services provided to QTC end users shall be provided in the same manner GTE operator services are provided to GTE end users. In accordance with GTE practices and at GTE rates, GTE will offer to QTC end users collect, person-to-person, station-to-station calling, third-party billing, emergency call assistance, calling card services, credit for calls, time and charges, notification of the length of call, and real time rating. GTE operators shall also have the ability to quote QTC rates upon request but only if there is appropriate cost recovery to GTE and to the extent it can be provided within the technical limitations of GTE's switches. GTE will provide its existing services to QTC end users consistent with the service GTE provides to its own end users.
8. Directory Assistance Listings Information. GTE will make available to QTC, at QTC's request, GTE end user and authorized CLEC directory assistance listing information stored in GTE's DA database for the purposes of QTC providing directory assistance service to its customers in the local GTE calling area. Implementation of customized routing, pursuant to Article VII, Section 11 is required for QTC to provide Directory Assistance Service for GTE Resold and Unbundled Port services.
- 8.1 Directory Assistance Listing Information is the listed names, addresses and telephone numbers of GTE and authorized CLEC subscribers. Excluded are listings for restricted CLEC lines. GTE directory assistance listing information includes 800/888 listings, non-listed numbers and foreign listings within the GTE franchise. GTE will also provide non-published listings subject to the following limitations:
 - 8.1.1 GTE will provide the name and address for non-published listings along with a non-published indicator. GTE may also provide the full ten (10) digit telephone number on an interim basis only, until GTE, in its sole discretion, modifies its systems to preclude the delivery of the non-published telephone number. Following such modification, QTC agrees that the non-published telephone numbers will no longer be available.
 - 8.1.2 QTC agrees to defend, hold harmless and indemnify GTE against any claims, damages or liabilities arising out of any complaint, suit or other action brought by third parties relating to the release by QTC of any non-published customer names, addresses or numbers.
 - 8.2 GTE shall provide to QTC, at QTC's request, directory assistance listing information within sixty (60) Business Days after an order is received for that specific state. The DA listing information will be provided in GTE format via magnetic tape or National Data Mover (NDM) as specified by QTC. Updates to the DA listing information shall be provided on a daily basis through the same means used to transmit the initial load. DA listing information provided shall indicate whether the customer is a residence or business customer. The rates to be paid by QTC to GTE for the initial load and daily updates are shown in Appendix D.
 - 8.2.1 Such listings shall be confidential information under this Agreement and QTC will use the listings only for its directory assistance services to its end users. QTC is not

authorized to release GTE's DA listing information to any other party or to provide DA to any other party using GTE DA listing information, including QTC's affiliates, subsidiaries or partners, except with the expressed written permission of GTE. In those instances where QTC's affiliates, subsidiaries or partners also desire to use GTE's DA listing information, each affiliate, subsidiary or partner must negotiate a contract with GTE to obtain the listings.

8.2.2 If QTC uses a third-party directory assistance service to its end users, QTC will ensure that such third party likewise treats the listings as Confidential Information under this Agreement, and uses them only for CLEC directory assistance.

8.3 The Parties will not release DA listing information that includes the other Party's end user information to third parties without the other Party's written approval. The other Party will inform the Releasing Party if it desires to have the Releasing Party provide the other Party's DA Listing Information to the third party, in which case, the Releasing Party shall provide the other Party's DA listing information at the same time as the Releasing Party provides the Releasing Party's DA Listing Information to the third party. The rate to be paid by the Releasing Party to the other Party shall be no more than the direct costs of compiling such information. The other Party shall be responsible for billing the third party.

8.4 The Parties will work together to identify and develop procedures for database error corrections.

9. Directory Listings and Directory Distribution. QTC will be required to negotiate a separate agreement for directory listings and directory distribution, except as set forth below, with GTE's directory publication company.

9.1 Listings. QTC agrees to supply GTE on a regularly scheduled basis, at no charge, and in a mutually agreed upon format (e.g. Ordering and Billing Forum developed), all listing information for QTC's subscribers who wish to be listed in any GTE published directory for the relevant operating area. Listing information will consist of names, addresses (including city, state and zip code) and telephone numbers. Nothing in this Agreement shall require GTE to publish a directory where it would not otherwise do so.

Listing inclusion in a given directory will be in accordance with GTE's solely determined directory configuration, scope, and schedules, and listings will be treated in the same manner as GTE's listings.

9.2 Distribution. Upon directory publication, GTE will arrange for the initial distribution of the directory to service subscribers in the directory coverage area at no charge.

QTC will supply GTE in a timely manner with all required subscriber mailing information including non-listed and non-published subscriber mailing information, to enable GTE to perform its distribution responsibilities.

10. Busy Line Verification and Busy Line Verification Interrupt. Each Party shall establish procedures whereby its operator assistance bureau will coordinate with the operator assistance bureau of the other Party to provide Busy Line Verification ("BLV") and Busy Line Verification and Interrupt ("BLVI") services on calls between their respective end users. Each Party shall route BLV and BLVI inquiries over separate inward operator services trunks. Each Party's operator assistance bureau will only verify and/or interrupt the call and will not complete the call of the end user initiating the BLV or BLVI. Each Party shall charge the other for the BLV and BLVI services at the rates contained in Appendix C, or if there is no applicable rate listed in Appendix C, at the rates in their respective tariffs.

11. Street Address Guide (SAG). GTE will provide to QTC upon request the Street Address Guide at a reasonable charge. Two companion files will be provided with the SAG which lists all services and features at all end offices, and lists services and features that are available in a specific end office.
12. Dialing Format Changes. GTE will provide reasonable notification to QTC of changes to local dialing format, *i.e.*, 7 to 10 digit, by end office.

ARTICLE IX
COLLOCATION

1. Physical Collocation. GTE shall provide to QTC physical collocation of equipment pursuant to 47 CFR § 51.323 necessary for interconnection or for access to Unbundled Network Elements, provided that GTE may provide virtual collocation in place of physical collocation, or in some cases deny a particular collocation request entirely, if GTE demonstrates that physical collocation, or perhaps even virtual collocation, is not practical because of technical reasons or space limitations, as provided in Section 251(c)(6) of the Act. GTE will work with QTC to install collocation arrangements within 120 calendar days absent extenuating circumstances, GTE will provide such collocation for purposes of interconnection or access to Unbundled Network Elements pursuant to the terms and conditions in the applicable federal and state EIS tariffs.
 - 1.1 Space Planning. In addition to such provisions for space planning and reservation as may be set forth in the applicable GTE federal and state EIS tariffs, the parties agree to the following terms and conditions.
 - 1.1.1 GTE has the right to reserve space within its central offices for its own use based on a 5-year planning horizon.
 - 1.1.2 GTE will notify QTC if it plans to build an addition to a central office where QTC has collocated facilities, if such addition would result in a material increase of space available for collocation.
 - 1.1.3 Should QTC submit to GTE a two-year forecast for space planning for collocated facilities in a central office, GTE will, in good faith, consider and discuss such forecast with QTC when considering space planning or utilization decisions for such central office; provided, however that any final space planning or utilization decision shall be made by GTE in its sole discretion in light of GTE requirements.
 - 1.1.4 Subject to technical feasibility and space limitations, GTE will make available at applicable federal and state EIS tariffs such intraoffice facilities as may be necessary to accommodate projected volumes of QTC traffic.
 - 1.2 Connection to Customer Loops and Ports. Facilities for cross-connection to unbundled loops and ports shall be provided under the applicable GTE federal tariff for Special Access Cross Connect, until such time as a local tariff applicable to the facilities used for such cross-connection is filed.
 - 1.3 Connection to Other Collocated Carriers. Subject to technical feasibility and space limitations, QTC may interconnect with other carriers collocated at a GTE central office at which QTC has collocated facilities; provided, however, that QTC and such other carriers must be collocated at the GTE central office for the primary purpose of interconnecting with GTE or accessing GTE's Unbundled Network Elements. If QTC wants to interconnect with other carriers collocated at a GTE central office, QTC must provide GTE with thirty Business Days' prior written notice, during which time GTE may elect to provide the facilities necessary to accomplish such interconnection. QTC and the other collocated carriers may provide the necessary interconnection facilities only if GTE elects not to provide such facilities or fails to so elect within the thirty day notice period. If GTE elects to provide interconnection facilities under this section, GTE will provide this cross connection under the GTE federal tariff for Special Access Cross Connect, until such time as a local tariff applicable to the facilities used for such interconnection facilities is filed.
 - 1.4 Choice of Vendor. QTC may use the vendor of its choice to install, maintain and repair equipment within QTC's collocated space. Access by the employees, agents or contractors of such vendor

shall be subject to the same restrictions on access by employees, agents or contractors of QTC imposed under the applicable GTE federal and state EIS tariffs, including but not limited to certification and approval by GTE.

- 1.5 Monitoring. Subject to technical feasibility and space limitations, QTC may extend its own facilities for remote monitoring of its collocated equipment to its collocated space. QTC may request that GTE provide the facilities necessary for such remote monitoring, at which time GTE and QTC will negotiate in good faith the price, terms and conditions of remote monitoring by GTE.
- 1.6 Phone Service. Upon ordering collocated space, QTC may order that its collocation cage be provided with plain old telephone service (POTS) commencing at such time as GTE has completed construction of the collocated space. QTC shall pay separately for any ordered POTS service.
- 1.7 Intraoffice Diversity. At QTC's request, GTE will provide diversity for ingress/egress fiber and power cables where such diversity is available and subject to technical feasibility and space limitations.
- 1.8 QTC Proprietary Information. GTE will protect all QTC proprietary information to the extent required under non-disclosure agreements existing as of the date GTE completes construction of a physical collocation space at QTC's request.
- 1.9 Notification of Modifications. GTE will notify QTC of modifications to collocation space in accord with the terms of applicable GTE state and federal EIS tariffs. Additionally, GTE shall notify QTC when major upgrades are made to the power plants supporting QTC's collocation space. The following shall constitute such major upgrades:
 - (a) replacement of a rectifier;
 - (b) addition or replacement of a new fusing module;
 - (c) addition or replacement of a power distribution unit frame; or
 - (d) addition or replacement of modular rectifiers.
- 1.10 Drawings. When QTC orders collocated space, GTE and QTC will hold a GTE/Customer meeting in accord with applicable GTE state and federal EIS tariffs. At such meeting, GTE will provide such drawings of GTE's central office facility as may be necessary to adequately depict QTC's proposed collocation space.
- 1.11 Construction of Space. GTE will construct QTC's collocation space in accord with the terms and conditions set forth in the applicable GTE state and federal EIS tariff. Additionally, GTE agrees to the following terms and conditions regarding construction of collocated space:
 - 1.11.1 Space will be constructed in 100 square foot increments, and shall be designed so as to prevent unauthorized access.
 - 1.11.2 A standard 100 square foot cage shall have the following standard features:
 - (a) eight-foot high, nine gauge chain link panels;
 - (b) three of the panels listed at (a) above shall measure eight by ten feet, the fourth panel shall measure eight by seven feet;
 - (c) the door to the cage shall measure eight by three feet and shall also consist of nine gauge chain link;

- (d) the cage shall be provided with one padlock set, with GTE retaining one master key;
 - (e) one AC electrical outlet;
 - (f) one charger circuit system;
 - (g) one electrical sub-panel;
 - (h) such additional lighting as may be necessary;
 - (i) one fire detection requirement evaluation;
 - (j) grounding for the cage consistent with COEI.
- 1.11.3 Modifications to the standard configuration set forth in Section 1.11.2 can be made on an individual case basis. If modifications are agreed upon and made by the Parties, GTE will work with QTC to implement such additional modifications as may be necessary to ensure that QTC's collocated space is protected from unauthorized access.
- 1.11.4 At such time as construction of QTC's collocation space is approximately 50 percent completed, GTE will give QTC notification, and such notification shall include scheduled completion and turnover dates.
- 1.11.5 Upon completion of construction of collocated space, GTE will conduct a walk through of the collocated space with QTC. Should QTC note any deviations from the plan agreed upon by GTE and QTC at the customer meeting, and if such deviations were not requested by QTC or not required by law, GTE shall correct such deviations at its own expense within five (5) Business Days.
- 1.12 Connection Equipment. QTC may provision equipment for the connection of QTC termination equipment to GTE equipment using either of the following methods:
- 1.12.1 QTC may extend an electrical or optical cable from the terminal within QTC's collocation cage and terminate that cable at GTE's network.
 - 1.12.2 QTC may install a patch panel within its collocation cage and then hand the cabling to GTE to extend to and have GTE terminate that cable at GTE's network.
- 1.13 Access to QTC Collocation Space. The terms and conditions of access to QTC's collocation space shall be as set forth in applicable GTE state and federal EIS tariffs. Additionally, GTE agrees that the following terms and conditions shall apply to access:
- 1.13.1 GTE shall implement adequate measures to control access to collocation cages.
 - 1.13.2 Collocation space shall comply with all applicable fire and safety codes.
 - 1.13.3 Doors with removable hinges or inadequate strength shall be monitored by an alarm connected to a manned site. All other alarms monitoring QTC collocation space provided by GTE shall also be connected to a manned site. QTC may, at its option, provide its own intrusion alarms for its collocated space.
 - 1.13.4 GTE shall control janitorial access to collocation cages, and restrict such access to approved and certified employees, agents or contractors.
 - 1.13.5 GTE shall establish procedures for access to collocation cages by GTE and non-GTE emergency personnel, and shall not allow access by security guards unless such access

comports with this section and is otherwise allowed under applicable GTE state and federal EIS tariffs.

1.13.6 GTE shall retain a master key to QTC's collocation space for use only in event of emergency as detailed in applicable GTE state and federal tariffs. At QTC's option, the Parties shall review key control procedures no more frequently than once in any twelve month period. At any time, QTC may elect to change keys if it suspects key control has been lost, provided, however, that GTE will be provided with a master key in accord with this section.

1.13.7 Not more frequently than once a year, QTC may audit the security and access procedures and equipment applicable to its collocated space and the central office housing the collocation space. Access by personnel necessary to conduct such an audit shall be limited as set forth in applicable GTE state and federal EIS tariffs. Should QTC identify deficiencies in security and access procedures and equipment as a result of such audit, the cost, terms and conditions of the correction of such deficiencies shall be negotiated in good faith between the parties.

2. Virtual Collocation. Subject to Section 1 of this Article IX, GTE will provide virtual collocation for purposes of interconnection or access to Unbundled Network Elements pursuant to the terms and conditions in the applicable GTE federal and state EIS tariffs. In addition, GTE agrees that the terms and conditions set forth in this Section 2 shall apply to virtual collocation provided to QTC.

2.1 Existing Virtual Collocation. If, on the effective date of this Agreement, QTC is virtually collocated in a GTE premise, QTC may (i) elect to retain its virtual collocation arrangement in that premise or (ii) unless it is not practical for technical reasons or because of space limitations, convert its virtual collocation arrangement at that premise to physical collocation. If QTC elects the latter option, QTC's request shall be treated as a new physical collocation request and QTC shall pay GTE at the applicable tariff rates for construction and rearrangement of QTC's equipment as well as all applicable tariffed physical collocation recurring charges.

2.2 Vendors. Choice of vendors for equipment used for virtual collocation shall be under the terms and conditions set forth in the applicable GTE federal and state EIS tariff. Upon request by QTC, GTE shall provide a list of locally qualified vendors approved for the type of equipment to be collocated.

2.3 Inspection. Upon provision of virtual collocation by GTE, the Parties shall agree on a mutually acceptable schedule whereby QTC may inspect the equipment in its virtual collocation space.

ARTICLE X
ACCESS TO POLES, DUCTS, CONDUITS AND RIGHTS-OF-WAY

To the extent required by the Act, GTE and QTC shall each afford to the other access to the poles, ducts, conduits and rights of way it owns or controls on terms, conditions and prices comparable to those offered to any other entity pursuant to each Parties tariffs and/or standard agreements. Accordingly, GTE and QTC shall execute pole attachment and conduit occupancy agreements if access to the poles, ducts, conduits and rights of way it owns or controls is required by QTC in the future.

QTC agrees that separate pole attachment and conduit occupancy agreements must be executed before it makes any attachments to GTE facilities or uses GTE's conduit according to the terms of this Agreement. Unauthorized attachments or unauthoriized use of conduit will be a breach of this Agreement.

IN WITNESS WHEREOF, each Party has executed this Agreement to be effective as of the date first above written.

GTE SOUTH INCORPORATED

QUICK-TEL COMMUNICATIONS, INC.

By _____ By _____

Name _____ Name _____

Title _____ Title _____

Date _____ Date _____

APPENDIX A
 RATES AND CHARGES FOR
 TRANSPORT AND TERMINATION OF TRAFFIC

General. The rates contained in this Appendix A are the rates as defined in Article V and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

Each Party will bill the other Party as appropriate:

- A. The Local Interconnection rate element that applies to Local Traffic on a minute of use basis that each Party switches for termination purposes at its wire centers. The local interconnection rate is **\$0.0049294**.
- B. The Tandem Switching rate element that applies to tandem routed Local Traffic on a minute of use basis. The tandem switching rate is **\$0.0010971**.
- C. The Common Transport Facility rate element that applies to tandem routed Local Traffic on a per minute/per mile basis. The Common Transport Facility rate is **\$0.0000041**.
- D. The Common Transport Terminal element that applies to tandem routed Local Traffic on a per minute/per termination basis. The Common Transport Termination rate is **\$0.0000970**.
- E. The Tandem Transiting Charge is comprised of the following rate elements:

Tandem Switching:	=	\$0.0010971
Tandem Transport (10 mile average): 10 x \$0.0000041		\$0.0000410
Transport Termination (2 Terminations): 2 x \$0.0000970	=	\$0.0001940
Transiting Charge:	=	\$0.0013321

APPENDIX B
RATES AND CHARGES FOR LOCAL NUMBER PORTABILITY USING RCF

General. The rates contained in this Appendix B are as defined in Article V, Section 7, and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

In addition, as defined in Article V, Section 3.2.3, the Party providing the ported number will pay the other Party the rate per line per month for each ported business line and the rate per line per month for each ported residential line for the sharing of Access Charges on calls to ported numbers.

Business Rate Per Line Per Month:	\$ 6.94
Residential Rate Per Line Per Month:	\$ 3.99

Service Number Portability

Remote Call Forwarding	\$ 3.90 line/month
Simultaneous Call Capability	\$ 2.60 path/month
Non-recurring for Portability	\$10.50

APPENDIX C
SERVICES AVAILABLE FOR RESALE

General. The rates contained in this Appendix C are based upon an avoided cost discount from GTE's retail rates as provided in Article VI , Section 5.3 of the Agreement to which this Appendix C is attached. The avoided cost discount is based upon GTE's most current available cost studies and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Universal Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation.

GTE assesses a separate interim universal service fund surcharge for resale of Basic Local Exchange Residential and Business Services at the avoided cost discount set forth to provide continued universal service support that is implicit in GTE's current retail services prices. This surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. The parties agree that GTE will offer for resale Basic Local Exchange Residential and Business Services set forth in Appendix C without the interim surcharge, but subject to the following terms and conditions:

- A. QTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, QTC will (i) begin paying the monthly interim surcharge in accord with Appendix F, and (ii) make a lump sum payment to GTE of the total interim surcharges retroactive to the effective date of this Agreement.
- B. Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring QTC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.
- C. Nothing in this Agreement shall restrict or impair GTE from seeking injunctive relief or any other remedy at any time and in any court regarding GTE's interim surcharge or the Commission's rejection or modification of GTE's interim surcharge.

The avoided cost discount for Kentucky is 10.4%.

The attached matrix is a list of all services from the GTE Retail Tariff.

Non-Recurring Charges for Resale Services

Initial Service Order (per order)	\$47.25
Transfer of Service Charges (per order)	\$16.00
Subsequent Service Order (per order)	\$24.00
Customer Service Record Research (per request)	\$ 5.25
Resale Line Installation (per line)	\$24.60
Outside Facility Connection Charge*	\$63.50

* Per Tariff: This charge will apply when field work is required for establishment of new resale service. The terms, conditions and rates that apply for this work are described in GTE's retail local service tariffs.

Universal Service Fund (USF) Support Surcharge

Residential (per line)	\$ 4.88
Business (per line)	\$ 3.52

APPENDIX D
PRICES FOR UNBUNDLED ELEMENTS

General. The rates contained in this Appendix D are the rates as defined in Article VII and are subject to change resulting from future Commission or other proceedings, including but not limited to any generic proceeding to determine GTE's unrecovered costs (e.g., historic costs, contribution, undepreciated reserve deficiency, or similar unrecovered GTE costs (including GTE's interim Service Support Surcharge)), the establishment of a competitively neutral universal service system, or any appeal or other litigation. GTE will offer unbundled loops and ports under the following conditions:

GTE assesses a separate interim universal service fund surcharge for loops and ports to provide continued universal service support that is implicit in GTE's current retail services prices; and to respect the careful distinctions Congress has drawn between access to UNEs, on the one hand, and the purchase at wholesale rates of GTI services on the other. This surcharge is being addressed (or will be addressed) by the Commission or a court of competent jurisdiction. The parties agree that GTE will offer the port and loop UNEs at the rates set forth below in Appendix D without the interim surcharge, but subject to the following terms and conditions:

- A. QTC agrees that within thirty (30) days after the effective date of a Commission or court order affirming GTE's interim surcharge, QTC will (i) begin paying the monthly interim surcharge in accord with Appendix F, and (ii) make a lump sum payment to GTE of the total interim surcharges retroactive to the effective date of this Agreement.
- B. Notwithstanding any provision in this Agreement, GTE may, at its sole discretion and at any time, seek injunctive or other relief (i) requiring QTC to pay GTE's interim surcharge or (ii) requiring the Commission to immediately impose the interim surcharge.
- C. Nothing in this Agreement shall restrict or impair GTE from seeking injunctive relief or any other remedy at any time and in any court regarding GTE's interim surcharge or the Commission's rejection or modification of GTE's interim surcharge.

Local Loops

2 Wire Analog Voice Grade Loop	\$ 30.00	
4 Wire Analog Voice Grade Loop	\$ 48.00	
2 Wire Digital Loop	\$	TBD
4 Wire Digital Loop	\$	TBD
DS-1 Loop	\$	TBD
DS-3 Loop	\$	TBD
Network Interface Device		
Basic NID	\$	1.30
12 x NID	\$	1.60

Local Switching (must purchase port)

Ports

2 Wire Analog Line Port	\$ 5.10
2 Wire ISDN Digital Line Port	\$ TBD
DS-1 Digital Trunk Port	\$ 76.40
4 Wire ISDN Digital DS-1 Port	\$ TBD

Shared Transport

Transport Termination MOU/Term	\$ 0.0000970
Transport Facility MOU/Mile	\$ 0.0000041
Tandem Switching MOU	\$ 0.0010971

Vertical Features

See Attached

Dedicated Transport

CLEC Dedicated Transport

2 Wire Voice	\$ 30.00
4 Wire Voice	\$ 48.00
DS1 Standard 1st System	\$ 325.00
DS1 Standard Add'l System	\$ 150.00
DS3 Protected, Electrical	\$1,300.00
DS1 to Voice Multiplexing	\$ 200.00
DS3 to Voice Multiplexing	\$ 450.00

Interoffice Dedicated Transport

Voice Facility Per ALM	\$ 4.05
DS1 Facility Per ALM	\$ 11.75
DS1 Per Termination	\$ 40.00
DS3 Facility Per ALM	\$ 45.00
DS3 Per Termination	\$ 300.00

Databases and Signaling Systems

Signaling Links and STP

56 Kbps Links	GTOC FCC-1 Tariff
DS-1 Link	GTOC FCC-1 Tariff
Signal Transfer Point (STP) Port Term	GTOC FCC-1 Tariff

Call Related Databases

Line Information Database (ABS-Queries)	GTOC FCC-1 Tariff
Toll Free Calling Database (DB800 Queries)	GTOC FCC-1 Tariff

Universal Service Fund (USF) Support Surcharge

Per Loop	\$ TBD
Per Port	\$ TBD

Non-Recurring Charges for Unbundled Services

Service Ordering (loop or port)

Initial Service Order, per order	\$ 47.25
Transfer of Service Charges, per order	\$ 16.00
Subsequent Service Order, per order	\$ 24.00
Customer Service Record Research, per request	\$ 5.25

Installation

Unbundled Loop, per loop	\$ 24.60
Unbundled Port, per port	\$ 24.60

Loop Facility Charge, per order \$ 63.50

This charge will apply when field work is required for establishment of new unbundled loop service.

Monthly Recurring Charge for EIS

DS0 Level Connection
DS1 Level Connection

Tariff
Tariff

KENTUCKY UNBUNDLED VERTICAL FEATURES

VERTICAL FEATURES		(Subject to Availability)
Three Way Calling	\$/line/month	\$1.13
Call Forwarding Variable	\$/line/month	\$1.23
Cust. Changeable Speed Calling 1-Digit	\$/line/month	\$0.90
Cust. Changeable Speed Calling 2-Digit	\$/line/month	\$0.92
Call Waiting	\$/line/month	\$0.73
Cancel Call Waiting	\$/line/month	\$0.25
Automatic Callback	\$/line/month	\$0.41
Automatic Recall	\$/line/month	\$0.32
Calling Number Delivery	\$/line/month	\$4.01
Calling Number Delivery Blocking	\$/line/month	\$0.62
Distinctive Ringing / Call Waiting	\$/line/month	\$1.96
Customer Originated Trace	\$/line/month	\$0.47
Selective Call Rejection	\$/line/month	\$2.53
Selective Call Forwarding	\$/line/month	\$2.94
Selective Call Acceptance	\$/line/month	\$7.43
Call Forwarding Variable CTX	\$/line/month	\$0.92
Call Forwarding Incoming Only	\$/line/month	\$0.26
Call Forwarding Within Group Only	\$/line/month	\$0.25
Call Forwarding Busy Line	\$/line/month	\$0.26
Call Forwarding Don't Answer All Calls	\$/line/month	\$0.48
Remote Call Forward	\$/line/month	\$1.11
Call Waiting Originating	\$/line/month	\$0.33
Call Waiting Terminating	\$/line/month	\$0.71
Cancel Call Waiting CTX	\$/line/month	\$0.25
Three Way Calling CTX	\$/line/month	\$1.38
Call Transfer Individual All Calls	\$/line/month	\$0.31
Add-on Consultation Hold Incoming Only	\$/line/month	\$0.25
Speed Calling Individual 1-Digit	\$/line/month	\$0.63
Speed Calling Individual 2-Digit	\$/line/month	\$0.64
Direct Connect	\$/line/month	\$0.42
Distinctive Alerting / Call Waiting Indicator	\$/line/month	\$1.46
Call Hold	\$/line/month	\$0.59
Semi-Restricted (Orig/Term)	\$/line/month	\$1.85
Fully-Restricted (Orig/Term)	\$/line/month	\$1.85
Toll Restricted Service	\$/line/month	\$0.26
Call Pick-up	\$/line/month	\$0.34
Directed Call Pick-up w/Barge-In	\$/line/month	\$0.40
Directed Call Pick-up w/o Barge-In	\$/line/month	\$0.39
Special Intercept Announcements	\$/line/month	\$8.49
Conference Calling - 6-Way Station Cont.	\$/line/month	\$4.24

VERTICAL FEATURES		(Subject to Availability)
Station Message Detail Recording	\$/line/month	\$1.61
Station Message Detail Recording to Premises	\$/line/month	\$3.12
Fixed Night Service - Key	\$/line/month	\$3.05
Attendant Camp-on (Non-DI Console)	\$/line/month	\$1.36
Attendant Busy Line Verification	\$/line/month	\$4.45
Control of Facilities	\$/line/month	\$0.25
Fixed Night Service - Call Forwarding	\$/line/month	\$0.32
Attendant Conference	\$/line/month	\$12.88
Circular Hunting	\$/line/month	\$2.95
Preferential Multiline Hunting	\$/line/month	\$0.45
Uniform Call Distribution	\$/line/month	\$3.42
Stop Hunt Key	\$/line/month	\$0.25
Make Busy Key	\$/line/month	\$0.60
Queuing	\$/line/month	\$1.10
Automatic Route Selection	\$/line/month	\$0.35
Facility Restriction Level	\$/line/month	\$0.25
Expansive Route Warning Tone	\$/line/month	\$0.25
Time-of-Day Routing Control	\$/line/month	\$0.31
Foreign Exchange Facilities	\$/line/month	\$13.40
Anonymous Call Rejection	\$/line/month	\$5.31
Basic Business Group Sta-Sta ICM	\$/line/month	\$10.23
Basic Business Group CTX	\$/line/month	\$1.76
Basic Business Group DOD	\$/line/month	\$0.71
Basic Business Auto ID Outward Dialing	\$/line/month	\$0.25
Basic Business Group DID	\$/line/month	\$0.25
Business Set Group Intercom All Calls	\$/line/month	\$7.55
Dial Call Waiting	\$/line/month	\$0.57
Loudspeaker Paging	\$/line/month	\$12.38
Recorded Telephone Dictation	\$/line/month	\$13.28
On-Hook Queuing for Outgoing Trunks	\$/line/month	\$4.46
Off-Hook Queuing for Outgoing Trunks	\$/line/month	\$1.54
Teen Service	\$/line/month	\$0.82
Bg - Automatic Call Back	\$/line/month	\$0.83
Voice/Data Protection	\$/line/month	\$0.25
Authorization Codes for Afr	\$/line/month	\$0.36
Account Codes for Afr	\$/line/month	\$0.59
Code Restriction Diversion	\$/line/month	\$0.37
Code Calling	\$/line/month	\$14.60
Meet-Me Conference	\$/line/month	\$5.93
Call Park	\$/line/month	\$0.25

VERTICAL FEATURES		(Subject to Availability)
Executive Busy Override	\$/line/month	\$0.25
Last Number Redial	\$/line/month	\$0.50
Direct Inward System Access	\$/line/month	\$0.25
Authorization Code Immediate Dialing	\$/line/month	\$0.25
Bg - Speed Calling Shared	\$/line/month	\$0.25
Attendant Recall from Satellite	\$/line/month	\$0.25
Bg - Speed Calling 2-Shared	\$/line/month	\$0.25
Business Set - Call Pick-up	\$/line/month	\$0.25
Authorization Code for Mdr	\$/line/month	\$0.25
Locked Loop Operation	\$/line/month	\$0.25
Attendant Position Busy	\$/line/month	\$0.25
Two-Way Splitting	\$/line/month	\$0.84
Call Forwarding - All (Fixed)	\$/line/month	\$1.75
Business Group Call Waiting	\$/line/month	\$0.25
Music on Hold	\$/line/month	\$6.41
Automatic Alternate Routing	\$/line/month	\$4.95
DTMF Dialing	\$/line/month	\$0.25
BG DTMF Dialing	\$/line/month	\$0.25
Business Set Access to Paging	\$/line/month	\$3.97
Call Flip-Flop (Ctx-A)	\$/line/month	\$3.52
Selective Calling Waiting (Class)	\$/line/month	\$2.80
Direct Inward Dialing	\$/line/month	\$11.85
Customer Dialed Account Recording	\$/line/month	\$3.37
Deluxe Automatic Route Selection	\$/line/month	\$0.68
MDC Attendant Console	\$/line/month	\$63.74
Warm Line	\$/line/month	\$0.25
Calling Name Delivery	\$/line/month	\$0.25

APPENDIX E
RATES AND CHARGES FOR 911/E911 ARRANGEMENTS

I. The following services are offered by GTE for purchase by QTC for Unbundled Network Elements or Interconnection, where an individual item is not superseded by a tariffed offering.

	<u>NRC</u>	<u>MRC</u>
A. 9-1-1 Selective Router Map	\$125.00	n/a
<p>Provided is a color map showing a selective router's location and the GTE central offices that send their 9-1-1 call to it. The selective router and central office information will include CLLI codes and NPA/NXXs served. The map will include boundaries of each central office and show major streets and the county boundary. Permission to reproduce by QTC for its internal use is granted without further fee. Non-tariffed price.</p>		
B. 9-1-1 Selective Router Pro-Rata Fee/trunk	\$0	\$100.77
<p>This fee covers the cost of selective routing switch capacity per trunk to cover investment to handle the additional capacity without going to the 9-1-1 districts for additional funding.</p>		
C. PS ALI Software	\$790.80	
<p>A personal computer software program running on Windows 3.1™ for formatting subscriber records into NENA Version #2 format to create files for uploading to GTE's ALI Gateway. Fee includes software, warranty and 1 800 872-3356 support at no additional cost.</p>		
D. ALI Gateway Service	\$135.00	\$36.12
<p>Interface for delivery of ALI records to GTE's Data Base Management System. This provides a computer access port for QTC to transmit daily subscriber record updates to GTE for loading into ALI databases. It includes support at 1 800 872-3356 at no additional cost.</p>		
E. 9-1-1 Interoffice Trunk	Tariff	Tariff
<p>This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.</p>		
F. ALI Database	Tariff	Tariff
<p>This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.</p>		

	<u>NRC</u> Tariff	<u>MRC</u> Tariff
G. Selective Router Database per Record Charge		
Fee for each ALI record used in a GTE selective router. This is a tariffed offering, to be found in each state's Emergency Number Service Tariff.		
H. MSAG Copy		
Production of one copy of a 9-1-1 Customer's Master Street Address Guide, postage paid.		
a. Copy provided in paper format	\$238.50	\$54.00
b. Copy provided in flat ASCII file on a 3½" diskette	\$276.00	\$36.00
II. The following services are offered by GTE when QTC resells GTE's local exchange services, where an item is not superseded by a tariffed offering:		
A. 911 Selective Router Map	\$125.00	N/A
Provided is a color map showing a selective router's location and the GTE central offices that send their 911 call to it. The selective router and central office information will include CLLI codes and NPA/NXXs served. The map will include boundaries of each central office and show major streets and the county boundary. Permission to reproduce by QTC for its internal use is granted without further fee. Non-tariffed price.		
B. MSAG Copy		
Production of one copy of a 911 Customer's Master Street Address Guide, postage paid		
1. Copy provided in proper format	\$238.50	\$ 54.00
2. Copy provided in flat ASCII file on a 3-1/2" diskette	\$276.00	\$ 36.00

APPENDIX F
SERVICE ORDERING, PROVISIONING, BILLING AND MAINTENANCE

1. Service Ordering, Service Provisioning, and Billing Systems Generally. The following describes generally the operations support systems that GTE will use and the related functions that are available for ordering, provisioning and billing for resold services, interconnection facilities and services and Unbundled Network Elements. Except as specifically provided otherwise in this Agreement, service ordering, provisioning, billing and maintenance shall be governed by the GTE Guide. Before orders can be taken, QTC will provide GTE with its Operating Company Number ("OCN") and Company Code ("CC") as follow
 - a. QTC must provide its OCN (four-digit alpha-numeric assigned by NECA or number administrator) on the QTC Profile. The GTE Guide provides the necessary information for QTC to contact NECA to obtain the OCN. There are no optional fields on the Profile.
 - b. Before the Local Service Request ("LSR") and Directory Service Request ("DSR") order forms can be processed QTC must provide the OCN and Customer Carrier Name Abbreviation ("CCNA").
- 1.1 Operations Support Systems for Trunk-Side Interconnection
 - 1.1.1 QTC will be able to order trunk-side interconnection services and facilities from GTE through a direct electronic interface over the GTE Network Data Mover ("NDM") in a nondiscriminatory manner. Orders for trunk-side interconnection will be initiated by an Access Service Request ("ASR") sent electronically by QTC over the NDM. ASRs for trunk-side interconnection will be entered electronically into GTE's Carrier Access Management System ("CAMS") to validate the request, identify any errors, and resolve any errors back to QTC. CAMS is a family of GTE systems comprised primarily of EXACT/TUF, SOG/SOP, and CABS.
 - 1.1.2 The use of CAMS to support QTC's requests for trunk-side interconnection will operate in the following manner: GTE will route the ASR through its data center to one of two National Access Customer Centers ("NACC"). The ASR will be entered electronically into the EXACT/TUF system for validation and correction of errors. Errors will be referred back to QTC. QTC then will correct any errors that GTE has identified and resubmit the request to GTE electronically through a supplemental ASR, without penalty or charge (e.g., order modification charge) to QTC. Similarly, errors committed by GTE subsequent to the receipt of a valid ASR from QTC will be expeditiously identified and corrected by GTE without the need for QTC's submission of a supplemental ASR. GTE then will translate the ASR into a service order for provisioning and billing. In order to convert the ASR into a service order, GTE personnel must apply the necessary elements to provision the service and include the billable elements necessary for GTE to bill QTC for the services provided. This application also requires a determination of the access tandem to end office relationships with the service requested.
 - 1.1.3 At the next system level, translated service orders will be distributed electronically through the SOG/SOP systems to several destinations. The SOG/SOP system will begin the actual provisioning of the service for QTC. Other GTE provisioning systems are CNAS and ACES. The GTE Database Administrative Group ("DBA") and the Special Services Control Center ("SSCC") will be the two most important destinations at this level. The DBA location will identify codes for the appropriate GTE switch in order to provide the functions required by the ASR. The SSCC will provide the engineering for the facilities over which the services will be handled. Information from these two groups (and others) then will be transmitted electronically to GTE's field service personnel (Customer Zone Technicians or "CZTs") who will establish the trunks and facilities, thus connecting the GTE facilities to a connecting company, if one is required, and to QTC. GTE's CZTs also will contact QTC directly to perform testing, and upon acceptance by QTC, will make the

necessary entries into the GTE system to complete the order. The completed orders then will pass to GTE's Carrier Access Billing System ("CABS") which will generate the bill to QTC. The billing process under CABS requires coordination with several other systems.

- 1.1.4 Billing for transport and termination services cannot be accomplished without call records from GTE's central office switches. Records of usage will be generated at GTE's end office switches or the access tandems. Call usage records will be transmitted electronically from GTE's switches through GTE's Billing Intermediate Processor ("BIP"). This system will collect the call records, perform limited manipulations to the record and transfer them to a centralized data center where they will be processed through the Universal Measurement System ("UMS") to determine the validity and accuracy of the records. UMS also will sort the records and send them to the CABS billing system, from which GTE will produce a bill and send it to QTC.

1.2 Operations Support Systems for Resold Services and Unbundled Elements

- 1.2.1 QTC will also be able to order services for resale and Unbundled Network Elements, as well as interim number portability, directly from GTE through an electronic interface. To initiate an order for these services or elements, QTC will submit a Local Service Request ("LSR") from its data center to GTE's Data Center using the same electronic NDM interface used for trunk-side interconnection. If no NDM interface exists or if QTC chooses to establish a separate NDM interface, QTC must request an NDM facility. For new entrants that elect not to interface electronically, GTE will accommodate submission of LSR orders by facsimile, E-mail, Internet or a dial NDM arrangement. An LSR is very similar to an ASR, except that it will be used exclusively for line-side interconnection requests. GTE will transfer LSRs to GTE's NOMC centralized service order processing center electronically.
- 1.2.2 Most LSRs will be used either to transfer an existing GTE customer to QTC or to request service for a new customer who is not an existing GTE customer. Depending on the situation, different information will be required on the LSR. LSRs for a conversion of a GTE local customer to QTC must include information relating to all existing, new and disconnected services for that customer, including the customer's name, type of service desired, location of service and features or options the customer desires. QTC will be able to obtain this customer information after GTE has received the customer's written consent as specified in Article IV, Section 8. For service to a new customer who is not an existing GTE customer, the LSR must contain the customer's name, service address, service type, services, options, features and CLEC data. If known, the LSR should include the telephone number and due date/desired due date.
- 1.2.3 While QTC would have its own customer information and may have the SAG/GTE products on tape from GTE, QTC would not have the due date or new telephone number for new customers since that information is contained in GTE's systems. Therefore, a process is required to provide this information to QTC. GTE itself does not have uniform access to this information electronically. Until GTE and QTC have agreed and established electronic interfaces, QTC agrees that an 800 number is the method that will be used. The 800 telephone number will connect QTC directly to GTE's NOMC service representatives. When QTC receives a request for basic services from a new local service customer, QTC will call GTE's NOMC through the 800 number, and, while the new customer is on hold, GTE will provide the due date for service and the new telephone number for that customer. At the same time, QTC will give GTE the new customer's name, service address and type of requested service (i.e., R1, B1). GTE will enter that information into its SORCES or SOLAR service ordering systems to be held in suspense until QTC sends the confirming LSR. QTC will then return to its customer holding on the line and provide the due date and new telephone number.

- 1.2.4 After concluding the telephone call with the new customer, QTC will complete a confirming LSR for the new service and send it electronically to GTE's data center for processing. Upon receipt, GTE will match the LSR with the service order suspended in GTE's system, and if there is a match, GTE will process the LSR. After the LSR is processed, GTE will transmit confirmation electronically to QTC through the NDM that the LSR has been processed, providing a record of the telephone number and due date. QTC will be required to submit the confirming LSR by 12:00 p.m. each day local time, as defined by the location of the service address. If QTC fails to submit the LSR in a timely manner, the suspended LSR will be considered in jeopardy, at which time GTE will assign a new due date upon receipt of the delayed LSR for such customer requests and notify QTC of the change.
- 1.2.5 Number assignments and due date schedules for services other than single line service and hunt groups up to 12 lines will be assigned within approximately twenty-four (24) hours after GTE's receipt of the LSR using the standard Local Confirmation ("LSC") report sent electronically to QTC over the NDM, thereby providing a record of the newly established due date. An exception would be a multi-line hunt group for 12 lines or fewer. The other numbers then will be provided through the normal electronic confirmation process.
- 1.2.6 The processing of specifically requested telephone numbers (called "vanity numbers") is as follows. GTE will work with QTC on a real time interface to process vanity numbers while QTC's customer is still on the line. If a number solution can be established expeditiously, it will be done while the customer is still on the line. If extensive time will be required to find a solution, GTE service representatives will work with QTC representatives off line as GTE would for its own customers. For all of this, the basic tariff guidelines for providing telephone numbers will be followed.
- 1.2.7 Once the order for line-side interconnection service is established, it is moved for provisioning to the next system level. Here, GTE will validate and process the LSR to establish an account for QTC and, if GTE continues to provide some residual services to the customer, GTE will maintain a GTE account. In GTE's system, GTE's account is called the Residual Account and QTC's account is referred to as the QTC Account. If any engineering for the service is necessary, the account would be distributed to the SSCC. Otherwise, it will be distributed for facility assignment.
- 1.2.8 With the account established and any engineering and facility assignment complete, GTE then will transmit electronically a record to GTE's CZT field personnel if physical interconnection or similar activity is required. The CZTs will provision the service and then electronically confirm such provision in the SOLAR/SORCES system when completed. The accounts then will be transmitted to GTE's Customer Billing Services System ("CBSS"). GTE shall provide to QTC a service completion report. Call records for actual service provided to QTC's customers on GTE facilities will be transmitted from GTE's switches through some usage rating systems (BIP, UMS), screened and eventually delivered to CBSS for the generation of bills.
- 1.2.9 CBSS is a different system than CABS, and it is the one that GTE will utilize to produce the required bills for resold services, unbundled elements and local number portability. CBSS will create a bill to QTC for resold services and unbundled elements along with a summary bill master. Daily unrated records for intraLATA toll usage and local usage (in collect usage data will be provided on rated basis) on QTC's accounts will be generated and transmitted electronically to QTC.
- 1.2.10 On resale and UNE port accounts, GTE will provide usage in EMR format per existing file exchange schedules. The usage billing will be in agreed upon level of detail for QTC to issue a bill to its end users.

- 1.2.11 GTE will provide QTC with detailed monthly billing information in a paper format until an agreed upon Electronic Data Interchange 811 electronic bill format is operational.
- 1.2.12 State or sub-state level billing will include up to ten (10) summary bill accounts.
- 1.2.13 GTE accepts QTC's control reports and agrees to utilize industry standard return codes for unbillable messages. Transmission will occur via the NDM. Tape data will conform to Attachment "A" of the LRDTR. Data will be delivered Monday through Friday except for Holidays as agreed. Data packages will be tracked by invoice sequencing criteria. GTE contacts will be provided for sending/receiving usage files.
- 1.2.14 GTE will retain data backup for 45 Business Days. To the extent this retention is exclusively for QTC, QTC shall reimburse GTE for all expenses related to this retention.
- 1.2.15 In addition to the LSR delivery process, QTC will distribute directory assistance and directory listing information (together sometimes referred to hereafter as "DA/DL information") to GTE via the LSR ordering process over the NDM. GTE will provide listings service via its "listing continuity" offering.
- 1.2.16 Charges and credits for PIC changes ordered via an LSR will appear on the wholesale bill. As QTC places a request for a PIC change via LSR, the billing will be made on QTC account associated with each individual end user. GTE will process all PIC changes from IXCs that are received for QTC end users by rejecting back to the IXC with QTC OCN. Detail is provided so that QTC can identify the specific charges for rebilling to their end user.
- 1.2.17 CMDS. The parties will provide for the distribution of intraLATA CMDS incollect messages and/or selected local measured service messages as follows:
- 1.2.17.1 Messages to be Screened. GTE receives CMDS I transmissions containing intraLATA incollect messages from the state RBOC CMDS host each Business Day. Per QTC's request, GTE will screen the incollects by NPA and line number and accumulate the Collect, Third Number Billed and Credit Card (collectively called incollects) messages in a data file. The screening will be for end users who have chosen QTC as their local service provider through a Resale or Unbundled Network arrangement. The screened incollect messages and any Local Measured Service (LMS) usage will be accumulated and forwarded to QTC. The Parties will mutually agree on the frequency of the data exchange and the method of transmission (i.e., magnetic tape or direct electronic transmission). GTE will forward the screened messages in the industry standard EMR format. GTE intraLATA toll messages that are recorded by GTE and dialed on a one plus or zero plus basis are not part of this section and will not be screened.
- 1.2.17.2 Compensation. GTE will bill QTC monthly for all services related to the screening, accumulating, processing and transmitting of incollect messages and LMS usage, if applicable, at a reasonable and mutually agreeable charge. In addition, any message processing fee associated with QTC's incollect messages that are charged to GTE by the CMDS Host will be passed on to QTC on the monthly statement. All revenue, surcharges, taxes and any other amounts due to the CMDS Host for QTC's incollect messages will be billed on the monthly statement. It is QTC's responsibility to bill and collect all incollect and LMS amounts due from its end users. The incollect and LMS revenue amounts that are listed on the monthly invoice are payable to GTE in total. The Parties agree that the arrangement for invoicing the incollect and LMS revenue amounts due GTE is not a settlement process with QTC.

1.2.17.3 Administration. The Parties agree to develop a process whereby QTC's end user information is available in a timely manner to allow GTE to build tables to screen the CMDS incollect files and LMS files on behalf of QTC.

1.2.18 Backbilling. GTE shall bill QTC on a timely basis. In no case shall GTE bill QTC for previously unbilled charges that are for more than one year prior to the current bill date.

1.3 Order Processing.

1.3.1 Order Expectations. QTC agrees to warrant to GTE that it is a certified provider of telecommunications service. QTC will document its Certificate of Operating Authority on the QTC Profile and agrees to update this QTC Profile as required to reflect its current certification. The Parties agree to exchange and to update end user contact and referral numbers for order inquiry, trouble reporting, billing inquiries, and information required to comply with law enforcement and other security agencies of the government. The Parties also agree to exchange and to update internal order, repair and billing point of contacts. Prior to submitting an order under this Agreement, QTC shall obtain such documentation as may be required by state and federal laws and regulations.

1.3.2 GTE shall provide QTC with a specified customer contact center for purposes of placing service orders and coordinating the installation of services. These activities shall be accomplished by telephone call or facsimile until electronic interface capability has been established. The Parties adopt the OBF LSR and DSR forms for the ordering, confirmation and billing of resale and unbundled services. The Parties adopt the OBF ASR forms for the ordering, confirmation and billing of trunk-side interconnection.

1.3.3 GTE will process such service orders during normal operating hours, at a minimum on each Business Day between the hours of 8 a.m. to 8 p.m. Eastern Time and shall implement service orders within the same time intervals used to implement service orders for similar services for its own users.

1.3.4 GTE will provide current GTE customer proprietary network information (name, address, telephone number and description of services provided by GTE including PIC and white page directory listing information) as provided in Article VI, Section 3. The return of customer information will be via facsimile or via electronic transmission.

2. Maintenance Systems.

2.1 General Overview

2.1.1 If QTC requires maintenance for its local service customers, QTC will initiate a request for repair (sometimes referred to as a "trouble report") by calling GTE's Customer Care Repair Center. During this call, GTE service representatives will verify that the end user is a QTC customer and will then obtain the necessary information from QTC to process the trouble report. While QTC representatives are still on the line, GTE personnel will perform an initial analysis of the problem and remote line testing for resale services. If engineered services are involved, the call will be made to the GTE SSCC for handling. If no engineering is required and the line testing reveals that the trouble can be repaired remotely, GTE personnel will correct the problem and close the trouble report while QTC representatives are still on the line. If on-line resolution is not possible, GTE personnel will provide QTC representatives a commitment time for repair, and the GTE personnel then will enter the trouble ticket into the GTE service dispatch queue. QTC's repair service commitment times will be within the same intervals as GTE provides to its own end users. Maintenance and repair of GTE facilities is the responsibility of GTE and will be performed at no incremental charge to QTC. If, as a result of QTC-initiated

trouble report, trouble is found to be the responsibility of QTC (e.g., non-network cause) GTE will charge QTC for trouble isolation. QTC will have the ability to report trouble for its end users to appropriate trouble reporting centers 24 hours a day, 7 days a week. QTC will be assigned a customer contact center when initial service agreements are made.

- 2.1.2 Repair calls to the SSCC for engineered services will be processed in essentially the same manner as those by the GTE Customer Care Center. GTE personnel will analyze the problem, provide the QTC representative with a commitment time while they are still on the line, and then place the trouble ticket in the dispatch queue.
- 2.1.3 GTE then will process all QTC trouble reports in the dispatch queue along with GTE trouble reports in the order they were filed (first in, first out), with priority given to out-of-service conditions. If, at any time, GTE would determine that a commitment time given to QTC becomes in jeopardy, GTE service representatives will contact QTC by telephone to advise of the jeopardy condition and provide a new commitment time.
- 2.1.4 Trouble reports in the dispatch queue will be transmitted electronically to GTE CZT service technicians who will repair the service problems and clear the trouble reports. For cleared QTC trouble reports, GTE service technicians will make a telephone call to QTC directly to clear the trouble ticket. GTE service technicians will make the confirmation call to the telephone number provided by QTC. If QTC is unable to process the call or places the GTE technician on hold, the call will be terminated. To avoid disconnect, QTC may develop an answering system, such as voice mail, to handle the confirmation calls expeditiously.
- 2.1.5 GTE will provide electronic interface access to operation support systems functions which provide the capability to initiate, status and close a repair trouble ticket. GTE will not provide to QTC real time testing capability on QTC end user services. GTE will not provide to QTC an interface for network surveillance (performance monitoring).

2.2 Network Management Controls.

- 2.2.1 Network Maintenance and Management. The Parties will work cooperatively to install and maintain a reliable network.
- 2.2.2 Neither Party shall be responsible to the other if necessary changes in network configurations render any facilities of the other obsolete or necessitate equipment changes.
- 2.2.3 Network Management Controls. Each Party shall provide a 24-hour contact number for Network Traffic Management issues to the other's network surveillance management center. A fax number must also be provided to facilitate event notifications for planned mass calling events. Additionally, both Parties agree that they shall work cooperatively that all such events shall attempt to be conducted in such a manner as to avoid degradation or loss of service to other end users. Each Party shall maintain the capability of respectively implementing basic protective controls such as "Cancel To" and "Call Gap."

3. Electronic Interface. The Parties shall work cooperatively in the implementation of electronic gateway access to GTE operational support systems functions in the long-term in accordance with established industry standards.

- 3.1 QTC shall have immediate access to the following OSS electronic interfaces that will provide functionality to enable QTC to service customers in an equal and non-discriminatory manner:

- 3.1.1 Pre-Order functions, e.g., TN Assignment, DD Reservation, Address Validation, Product Availability, that are available on a dial-up or dedicated basis using the Secure Integrated Gateway System (SIGS).
 - 3.1.2 Order functions that are available on a dial-up or dedicated basis using CONNECT: Mail file transfer.
 - 3.1.3 Initial trouble reports via SIGS.
 - 3.1.4 Electronic transfer of the QTC bill in electronic data 811 format.
 - 3.2 QTC may migrate to fully interactive system to system interconnectivity. GTE, with input from QTC and other carriers, shall provide general interface specifications for electronic access to this functionality. These specifications will be provided to enable QTC to design system interface capabilities. Development will be in accordance with applicable national standards committee guidelines. Such interfaces will be available as expeditiously as possible.
 - 3.3 All costs and expenses for any new or modified electronic interfaces exclusively to meet QTC requirements that GTE determines are Currently Available and GTE agrees to develop will be paid by QTC.
 - 3.4 QTC shall be responsible for modifying and connecting any of its pre-ordering and ordering systems with GTE provided interfaces as described in this Appendix.
4. GTE Initiated Electronic System Redesigns. GTE will not charge QTC when GTE initiates its own electronic system redesigns/reconfigurations.

APPENDIX G
COMPENSATION FOR EXCHANGE OF TRAFFIC USING UNBUNDLED ELEMENTS

1. This Appendix describes the compensation terms that apply for exchanging local, intraLATA, toll and interexchange traffic when QTC uses GTE-provided unbundled ports, local switching and shared transport to provide service to QTC's end users. Reciprocal compensation does not apply in a resale environment.
2. Compensation for QTC's Purchase of GTE's unbundled local switching.
 - 2.1 For local intra-switch calls between lines connected to GTE's switch where QTC has purchased GTE's unbundled local switching, the Parties agree to impose no call termination charges on each other. GTE's local switching charge will apply as described below where the call is:
 - 2.1.1 Originated by QTC's customer using GTE's unbundled local switching and completed to a GTE customer:
 - a. (For use of the local switch): local switching charge the originating office will apply to QTC.
 - 2.1.2 Originated by QTC's customer using GTE's unbundled local switching and completed to the customer of a third party LEC (not affiliated with QTC) using GTE'S unbundled local switching.
 - a. (For use of the local switch): local switching charge at the originating office will apply to QTC.
 - 2.1.3 Originated by QTC's customer using GTE's unbundled local switching and completed to another QTC's customer using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the originating office will apply to QTC.
 - 2.1.4 Originated by a GTE customer and terminated to QTC's customer using GTE's unbundled local switching.
 - a. No local switching charge will apply to QTC.
 - 2.1.5 Originated by the customer of a third-party LEC (not affiliated with QTC) using GTE's unbundled local switching and terminated to QTC's customers using GTE's unbundled local switching.
 - a. No local switching charge will apply to QTC.

- 2.2 For local inter-switch calls where *CLEC has purchased GTE's unbundled local switching. GTE's charges will apply to CLEC as described below where the call is:
- 2.2.1 Originated from QTC's end user customer using GTE's unbundled local switching and completed to a GTE customer:
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. A mileage-based transport charge will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - d. (For call termination): Charges for local interconnection/call termination, when applicable
 - 2.2.2 Originated from QTC's customer using GTE's unbundled local switching and completed to a third-party LEC (not affiliated with QTC) customer using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. A mileage-based transport charge will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - 2.2.3 Originated from QTC's customer using GTE's unbundled local switching and completed to the interconnected network of a third-party LEC (not affiliated with QTC).
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. A mileage-based transport charge will apply when QTC uses GTE's transport, and mileage shall be measured between the originating office and the IP of the Third Party's network.
 - c. Tandem Switching, if applicable.
 - 2.2.4 Originated from QTC's customer using GTE's unbundled local switching and completed to QTC's customer using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. A mileage-based transport charge will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - d. (For use of the local switch): Local switching charge at the terminating office.
 - 2.2.5 Originated by a GTE customer and terminated to QTC's customer using GTE's unbundled local switching.
 - a. (For use at local switch): local switching charge at the terminating office.
 - b. (For call termination): QTC shall charge GTE for local interconnection/call termination, when applicable.

- 2.2.6 Originated by a customer of a third-party LEC using GTE's unbundled local switching and terminated to QTC's customer using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the terminating office.
- 2.2.7 Originated by a customer of the interconnected network of a third-party LEC and terminated to QTC's customers using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the terminating office.
- 2.3 For intraLATA toll calls where QTC has purchased GTE's unbundled local switching, charges shall apply as follows:
 - 2.3.1 Originated by QTC's customer and completed to a GTE customer:
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. Shared transport charge between the two offices will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - d. (For call termination): End Office Switching charge at the terminating office (Switched Access Rate).
 - 2.3.2 Originated by QTC's customer and completed to the customer of a third-party LEC using GTE's unbundled local switching in a distant end office.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. Shared transport charge between the two offices will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - 2.3.3 Originated by QTC's customer and completed to the network of a third-party LEC interconnected with GTE's network.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. Common transport charge will apply when QTC uses GTE's transport, and mileage shall be measured between the originating office and the IP of the Third Party's network.
 - c. Tandem Switching, where applicable.
 - 2.3.4 Originated by QTC's customer and completed by another of QTC's customers being served through GTE's unbundled local switching in a distant office.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. Shared transport charge between the two offices will apply when QTC uses GTE's transport.
 - c. Tandem Switching, if applicable.
 - d. (For use of the local switch): local switching charge at the terminating office.

- 2.3.5 Originated by a GTE customer and terminated to QTC's customer using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the terminating office.
 - b. (For call termination): QTC will charge GTE local switching at the terminating office.
- 2.3.6 Originated by a customer of a third-party LEC (not affiliated with QTC) using GTE's unbundled local switching in a distant end office and terminated to QTC's customers using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the terminating office.
- 2.3.7 Originated by a customer of the network of a third-party LEC interconnected with GTE's network and terminated to QTC's customers using GTE's unbundled local switching.
 - a. (For use of the local switch): local switching charge at the terminating office.
- 2.4 For intrastate Switched Access calls where QTC is using GTE's unbundled local switching for calls originated from or terminated to an IXC for completion:
 - 2.4.1 For calls originated from QTC's customer to an IXC switch for completion.
 - a. (For use of the local switch): local switching charge at the office.
 - b. Shared Transport;
 - c. Tandem Switching
 - 2.4.2 For calls terminating to QTC's end user customer from an IXC switch for completion.
 - a. (For use of the local switch): local switching charge at the terminating office.
 - b. Shared Transport;
 - c. Tandem Switching
- 2.5 For interstate Switched Access calls where QTC is using GTE's unbundled local switching for calls originated from or terminated to an IXC for completion:
 - 2.5.1 For calls originated from QTC's customer to an IXC switch for completion.
 - a. (For use of the local switch): local switching charge at the originating office.
 - b. Shared Transport;
 - c. Tandem Switching
 - 2.5.2 For calls terminating to QTC's customer from an IXC switch for completion:
 - a. (For use of the local switch): local switching charge at the terminating office.

- b. Shared Transport;
- c. Tandem Switching

- 3. Unbundled local switching will be billed on a per minute of use basis and applied to all originating and interswitch terminating traffic, including, but not limited to local, toll, operator services, directory assistance, 911/E911, 500, 700, 800/888, 900, 950, 976, busy calls, no answer, incomplete. Where non-conversation time cannot be measured, the parties will mutually agree on the appropriate measure and charge. Where measurement of terminating local switching minutes is not available, the number of minutes billed for terminating usage will be equal to the number of originating minutes. The Parties will mutually agree on a method and procedure to periodically sample and validate or adjust the ratio of originating to terminating minutes for billing purposes.

Appendix H

GTE/QTC OPT-IN NEGOTIATION ISSUES

GTE TERMS

Pursuant to Section 46 of Article III of this Agreement and subject to all of the terms and conditions of that Section 46, each of the following rates or terms may be replaced or supplemented by the correlative rate or term set forth in the AT&T TERMS listed in <u>Appendix I</u> , as provided in Section 46 and under the conditions prescribed by Section 46.		
ISSUE NUMBER	ISSUE DESCRIPTION	AGREEMENT REFERENCE
I.	<p>The arbitrated rates for:</p> <ul style="list-style-type: none"> Unbundled Elements <ul style="list-style-type: none"> Local Loops NID Ports Local Switching End Office Switching Features Local Interconnection Dedicated Transport Common Transport Tandem Switching Databases and Signaling Systems <ul style="list-style-type: none"> Signaling Links and STP Call Related Databases Interim Number Portability Collocation Resale Avoided Cost Discount Nonrecurring Charges 	<p>Substitute each rate and charge in <u>Appendix A</u> with the rate or charge that may be indicated for the same items in <u>Appendix I</u>.</p> <p>Substitute each rate and charge in <u>Appendix B</u> with the rate or charge that may be indicated for the same items in <u>Appendix I</u>.</p> <p>Substitute each rate and charge in <u>Appendix D</u> with the rate or charge that may be indicated for the same items in <u>Appendix I</u>.</p> <p>Substitute the Avoided Cost Discount in <u>Appendix C</u> with the resale discount rate(s) that may be indicated in <u>Appendix I</u>.</p>
II.	<p>Whether, if any, of the following arbitrated resale restrictions or discounts, except for cross class selling, may be removed.</p> <p>Services not available for resale: residential services, and promotional offerings.</p> <p>Services available for resale but not at a discount: services provided at a volume discount and cannot be aggregated to qualify for volume discount, ICBs, COCOT coin or coinless, Lifeline and disabled services, special access, operator services and directory assistance, and nonrecurring charges (including ordering charges).</p>	<p>Substitute the list of services excluded from resale under Article VI, Sections 2.1 and 2.2 to remove those services to be made available for resale that may be indicated in <u>Appendix I</u>.</p> <p>Substitute the list of services available for resale but not at a discount under Article VI, Section 2.3 to modify those services to be made available for resale at a discount that may be indicated in <u>Appendix I</u>.</p>

III.	Whether symmetrical rates for termination and transport may be applicable in the selected AT&T arbitrated agreement.	Substitute the term and condition for requiring asymmetrical rates and charges under Article V, Section 2.1 with the term and condition that may be indicated for the same item in <u>Appendix I</u> .
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<p>II.</p>	<p>Whether, if any, of the following arbitrated resale restrictions or discounts, except for cross class selling, may be removed.</p> <p>Services not available for resale: residential services, and promotional offerings.</p> <p>Services available for resale but not at a discount: services provided at a volume discount and cannot be aggregated to qualify for volume discount, ICBs, COCOT coin or coinless, Lifeline and disabled services, special access, operator services and directory assistance, and nonrecurring charges (including ordering charges).</p>	<p>The services that were ordered in the final Agreement to be made available for resale which would otherwise be excluded from available resale services under Article VI, Sections 2.1 and 2.2 of this Agreement.</p> <p>The services that were ordered in the final Agreement to be made available for resale at a discount which would otherwise be made available but not at a discount under Article VI, Section 2.3 of this Agreement.</p>
<p>III.</p>	<p>Whether symmetrical rates for termination and transport may be applicable in the selected CLEC arbitrated agreement.</p>	<p>The terms and conditions that will permit symmetrical rates to apply for transport and termination of Local Traffic as established by the final Agreement.</p>