

APPENDIX WHITE PAGES (WP) – RESALE

This Appendix White Pages - Resale (WP-Resale) to Attachment 1: Resale, sets forth SBC MISSOURI's and CLEC's agreement to the following terms and conditions for the inclusion of CLEC Customer information associated with Resale services in the White Pages directories:

1.0 INTRODUCTION

- 1.1 SBC MISSOURI publishes White Pages directories for geographic local service areas in which CLEC also provides local exchange telephone service in the same area(s), and CLEC wishes to include listings information for its customers in the appropriate SBC MISSOURI White Pages directories.
- 1.2 CLEC also desires distribution to CLEC's customers of the White Pages directories that include listings of such customers.
- 1.3 SBC MISSOURI will make available to CLEC, for these CLEC customers, non-discriminatory access to White Pages directory listings (Directory Listings), as described in Section 2.0 of this Attachment.

2.0 SERVICE PROVIDED

- 2.1 SBC MISSOURI will use the practices and procedures and the rules and regulations applicable to its provision of White Pages directories on a nondiscriminatory basis. SBC MISSOURI will include in appropriate White Pages directories the primary alphabetical listings of all CLEC customers (other than non-published or non-list Customers) located within the local directory area. When CLEC provides its subscriber listing information to SBC MISSOURI's listings database, CLEC will receive for its End User, one primary listing in SBC MISSOURI's White Pages directory and a listing in SBC MISSOURI's directory assistance database.
- 2.2 CLEC will furnish to SBC MISSOURI subscriber listing information pertaining to CLEC customers located within the SBC MISSOURI local directory area, along with such additional information as SBC MISSOURI may require to prepare and print the alphabetical listings of said directory. SBC MISSOURI will accept listing information from CLEC according to the manual and mechanized listing methods, procedures and ordering instructions provided via the CLEC Online website. CLEC agrees to submit listing information via the mechanized process within six (6) months of the effective date of this Attachment, or upon CLEC reaching a volume of two hundred (200) listing updates per day, whichever comes first. Notwithstanding the foregoing, CLEC may continue to manually submit directory listing information for complex caption sets with two (2) or greater degrees of indent. CLEC will submit listing information within three (3) Business Days of installation, disconnection or other change in service (including change of non-listed or non-published status) affecting the Directory Assistance database or the directory listing of a CLEC retail end users. SBC MISSOURI shall process CLEC orders for updates to subscriber listing information within three (3) Business Days of receipt. CLEC must submit all listing information intended for publication by the directory close date. Both parties will use commercially reasonable efforts to ensure the accuracy of the submission and processing of the listing updates.
- 2.3 SBC MISSOURI will include the listing information for CLEC's customers for Resale services in SBC MISSOURI's White Pages directory database in the same manner as it includes listing information for SBC MISSOURI's end user customers.
- 2.4 SBC MISSOURI will provide, via the SBC CLEC Online web site, the directory listing criteria, methods, procedures and ordering information to CLEC for White Pages listings and will provide changes to such

criteria not later than thirty (30) days in advance of such changes becoming effective. This information will include, but not be limited to:

- 2.4.1 Business rules for standard White Pages listings (e.g., space restrictions, non-listed and non-published listings, abbreviated listings, secondary, additional and foreign listings);
- 2.4.2 **Business rules for residential Enhanced White Pages (e.g., bold, indent, italics) listings available.** Conformed pursuant to Missouri Commission Award- WP Resale issue # 1.

2.6 Publication schedules for the White Pages: CLEC can access via the SBC CLEC Online website, the directory close dates for areas where CLEC is providing local service. SBC MISSOURI will provide directory schedule updates, including the directory schedule for a new calendar year, not later than thirty (30) calendar days prior such changes becoming effective.

2.7 CLEC's subscriber listings are to be interfiled (interspersed) with SBC MISSOURI's and other LSPs' subscriber listings in the White Pages directory with no discernible differentiation in the listings to indicate to the reader that the listings are served by another LSP.

SBC MISSOURI will deliver SBC MISSOURI's White Pages directory to CLEC's End Users at no charge in the same manner and at the same time that they are delivered to SBC MISSOURI's subscribers during the annual delivery of newly published directories.

2.9 SBC MISSOURI has no obligation to warehouse White Pages directories for CLEC or provide White Pages directories to CLEC's End Users subsequent to the annual distribution of newly published directories. CLEC may arrange for additional directory distribution services with SBC MISSOURI's directory publishing affiliate, pursuant to terms and conditions agreed to by the publisher and CLEC.

2.10 At its option, CLEC may purchase one (1) information pages (Customer Guide Pages) in the informational section of the SBC MISSOURI White Pages directory covering the geographic area(s) it is serving. This page will be in alphabetical order with other local service providers and will be no different in style, size, color and format than SBC MISSOURI information pages. CLEC will provide to SBC MISSOURI, sixty (60) days prior to the directory close date, the information page(s) in camera ready format. SBC MISSOURI will have the right to approve, and, with CLEC's agreement, SBC MISSOURI may, but is not required to, revise the format and content of such information page(s). See Appendix Pricing, Schedule of Prices, for rates associated with the Information Page.

2.11 SBC MISSOURI will include CLEC specific information (i.e., business office, residence office, repair bureau, etc.) in the White Pages directory on an "index-type" information page, in alphabetical order along with other local service providers, at no charge. The space available to CLEC on such page will be minimum size of 4 column directories = 1 1/2" by 3 1/8", 3 column directories = 2" by 3", 2 column directories = 1 1/5" by 2 1/5" or the equivalent size as other local service providers listed in the Local Service Alternatives section of the directory. In order to have such information published sixty (60) calendar days prior to directory close date, CLEC will provide SBC MISSOURI the information to be published on the information page according to the instructions provided on SBC CLEC Online website (CLEC will be limited to a maximum of one representation of the "index type" information box in any single edition of a SBC MISSOURI White Pages directory, under either this Subsection or Attachment 19: White Pages-Other to this Agreement).

2.12 SBC MISSOURI will provide electronic directory listing verification to CLEC through the Web Listing Lookup on the SBC CLEC Online website. Upon request, SBC MISSOURI will provide daily electronic directory listing verification via SBC MISSOURI's White Page listing systems at no charge to CLEC. Each report will

reflect CLEC subscriber directory listings successfully processed on the previous workday. Information for directory listing verification is located on the SBC CLEC Online website.

- 2.13 In addition, at least sixty (60) calendar days prior to the business office close date for a particular directory, SBC MISSOURI will provide CLEC, upon request, an electronic verification report, in directory appearance format, of all subscriber listings, containing the listing information that will appear in the directory. CLEC will make its request for this report at least eighty (80) days prior to the Business Office Close Date for a particular directory. SBC MISSOURI will accept standing requests for this report on those White Page directories specified by CLEC.
- 2.14 In addition at least sixty (60) calendar days prior to the business office close date for a particular directory, SBC MISSOURI will provide CLEC, upon request, a CLEC specific directory listing verification list, This verification list shall contain only CLEC's End Users and shall be in electronic delimited text format or equivalent format that may be electronically searched and sorted. CLEC will make its request for this verification list at least eighty (80) days prior to the Business Office Close Date for a particular directory. CLEC will review this electronic verification list and will submit any necessary additions, deletions or modifications to SBC MISSOURI via the appropriate directory listing correction process no less than thirty (30) days prior to the SBC MISSOURI Business Office Close date for that directory, provided that SBC MISSOURI made the electronic verification list available to CLEC in a timely manner as specified above.

3.0 OWNERSHIP AND USE OF SUBSCRIBER LISTING INFORMATION

- 3.1 Subscriber listing information for Resale services, maintained in SBC MISSOURI's White Page database including listings of CLEC Customers, is and will remain the property of SBC MISSOURI. SBC MISSOURI may provide to Third Parties such subscriber listing information that includes CLEC Customers. Nothing in this Section is intended to preclude CLEC's independent development of subscriber listing information and provision of the same to Third Parties.

4.0 Rates

- 4.1 Rates associated with this Attachment are in the Price Schedule. Conformed pursuant to Missouri Commission Award- WP Resale issue # 2.
- 4.2 CLEC may purchase non-published, non-listed, foreign, enhanced or other listings in addition to the primary listing on a per listing basis and will pay SBC MISSOURI amounts attributable to such listings used by its customers in accordance with the applicable SBC MISSOURI tariff. Conformed pursuant to Missouri Commission Award- WP Resale issue # 1.