

ORDERING, PROVISIONING,
MAINTENANCE AND REPAIR ATTACHMENT

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1. ORDERING

- 1.1. Orders shall be submitted on Venture Local Service Request forms (LSR). Midcontinent will provide a guide, training, and access to its Porting Gateway system.
- 1.2. The Parties shall provision services during the regular business hours of 8:00 am and 5:00 pm central time.
- 1.3. The Parties agree when an End User transfers service from one Party to the other Party it may be necessary for the Parties to coordinate the timing for disconnection from one Party and connection with the other Party so that transferring End Users are not without service for any extended period of time.
- 1.4. Each Party is responsible for obtaining a Letter of Authorization (“LOA”) from each End User initiating Migration of service from one Party to the other Party. The Party obtaining the LOA from the End User will furnish it to the other Party upon request. Such LOA may be a blanket LOA or other form agreed upon between the Parties which authorizes the release of customer proprietary network information from one Party to the other Party or, if state or federal law provides otherwise, in accordance with such law. Transmission of the LOA will be made via facsimile or email in order to expedite order processing

1.5. Directory Listings

Each Party shall maintain and keep current its own customer information (i.e., directory assistance listing information, including name, address, phone number, nonlisted and nonpublished indicators, caption information, and other information Carrier provides to third party LECs) in currently available databases used in the provision of intercompany operator services (e.g., local assistance, directory assistance, directory assistance call completion, busy line verification/interrupt), and shall ensure that the other Party can obtain access to such information. If requested, each Party shall identify for the other Party its directory listings publisher and its directory listings publication cut-off date. It shall be the responsibility of the Party obtaining this information from the other Party to submit directory listings in the prescribed manner and timeframe to the publisher.

1.6. 911/E911 Services

Each Party shall be responsible for establishing its interconnection from its Switch to the emergency service 911/E911 service provider’s router.

1.7. Local Number Portability (LNP)

Local Number Portability (“LNP”) provides an End User of Local Exchange Traffic with an active account the ability to retain its existing telephone number when changing

from one local exchange telecommunications carrier to another at the same location. The Parties recognize that some of the Local Exchange Traffic to be exchanged under this Agreement may be destined for telephone numbers that have been ported.

1.8. The Parties shall provide LNP query, routing, and transport services in accordance with rules and regulations as prescribed by the FCC and the guidelines set forth by the North American Numbering Council (“NANC”). The applicable charges for LNP query, routing, and transport services shall be billed in accordance with each Party’s applicable tariff.

1.9. Each Party shall obtain its own NPA-NXX's.

1.10. Maintenance and Repair

The Parties agree to provide 24 /7 / 365 contact numbers for the purpose of emergency maintenance of service.