

North Dakota Telephone Company(NDTC)

Resale Operations and Planning Guide

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RESALE GUIDE

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1. Introduction

Resale retail telecommunications services are available for resale from NDTC pursuant to the Telecommunications Act of 1996. Resale refers to the 'resale' of fully finished Residential and Business Line services and features in which NDTC provides the end-to-end service from the end-user premise, with the Reseller's brand instead of NDTC's. The Reseller may also offer its own services packaged with the end-user's existing services and features through NDTC. Resale provides a Reseller the ability to act as the end-user's single point of contact for all activities, including ordering, repair calls, inquiry and billing questions for their local exchange service.

The purpose of this handbook is to provide guidelines to the Reseller for ordering resale service(s) from NDTC. This handbook provides NDTC's procedures and operations for handling resold service and is not a contract between the parties. The terms and conditions under which NDTC provides resale services are set forth in the Company's executed Resale Agreement with Midcontinent.

This handbook provides procedures and forms for Ordering, Repair, and Billing. It also addresses information that must be communicated between companies to ensure a high quality of service is maintained.

2. Getting Started as a Reseller

The following is a quick reference list of items a Reseller will need in order to initiate business with NDTC as well as assist them in doing business once they get started. All of the information listed below is required prior to processing orders for local service:

- PSC Certification Approval
- Signed and State Commission Approved Resale Agreement
- Operating Company Number (OCN)
- Reseller Profile
- Proof of Tax Exempt Status (if applicable)
- Credit Policy/Deposits (if applicable)
- Company Contacts
- Blanket Letter of Agency
- Local Services Forecast

2.1 Doing Business with NDTC:

PSC Approval – Approval is required from the public service commission in the state you want to do business. This approval will include a Certificate of Operating Authority. Certification is the process by which the state PSC/PUC authorizes a Reseller to conduct business in that state. A contact number for your state commission can be found in the local telephone directory or via the Internet at www.naruc.org/stateweb.htm. The Reseller must provide proof of certification to NDTC. A copy of the letter received from the appropriate state commission will suffice. NDTC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. If proof of certification is not provided, orders will not be processed.

Resale Agreement – The signed Resale Agreement must be approved by the state commission prior to the Reseller submitting orders for service to NDTC.

Operating Company Number (OCN) – An Operating Company Number (OCN) will be required by a Reseller for each state in which it will operate. The Reseller must provide NDTC with the four-digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). It is the responsibility of the Reseller to obtain this code from NECA. Service requests cannot be processed without an OCN. A copy of the notification from NECA will suffice. To obtain an OCN application, visit NECA at: www.necaservices.com

Reseller Profile – This document provides NDTC with legal, tax and fee exemptions, contact numbers and other miscellaneous pieces of information that are necessary to provide and bill services to the Reseller. The Reseller Account Profile is located in Appendix A.

Proof of Tax Exemption Status – The Reseller must provide tax exemption documentation for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the Reseller will be billed the applicable taxes. The tax exempt documents should be submitted with the Reseller Profile.

Credit Policy – Before a new account can be established, NDTC may request information to determine deposit and advance payment requirements. The Reseller may be required to provide proof of satisfactory credit with NDTC or pay a deposit and/or an advance payment prior to processing service requests. NDTC will accept an irrevocable Bank Letter of Credit in lieu of a deposit.

Deposits – A deposit is a sum of money or security obtained from a customer to be held by NDTC to assure payment of an account. Deposits may be requested in connection with either new or existing services as deemed necessary by NDTC. Upon processing the Reseller Profile, if it is discovered that your company has not established 12-months of good payment history as a Reseller with NDTC, a deposit maybe required. The deposit amount will be determined by the information provided in the requested documents below:

- Acceptable Financial Statement documents are: Statements of Cash Flows, Balance Sheets, Income Statements
-and-
- Service Order Forecast: The forecast should state NDTC locations in which Reseller will offer service, the type of service Reseller will offer end-users, the number of end-users Reseller anticipates, and the types of service Reseller will order from NDTC.

NOTE: If a deposit is required, the Reseller single point of contact will be notified via a certified letter.

Contacts – The respective contacts that will assist you in doing business with NDTC will be listed on the Reseller Profile. The Reseller profile is located in Appendix A.

Products and Services – NDTC's tariffed local services are available for resale. One copy of the tariff is provided to each company reselling NDTC service. The Reseller's copy may be requested by contacting NDTC's single point of contact listed on the Reseller Profile and the Contact List. Tariff updates will be provided. The updates will be directed to the Reseller's single point of contact.

Blanket Letter of Agency – The Reseller may complete a Blanket Letter of Agency prior to processing Local Service Requests (LSR) involving existing NDTC end users. Refer to Appendix J for a template of the letter. The Blanket Letter of Agency does not relieve the Reseller of securing and maintaining end-user authorization, but it does alleviate the need to submit an LOA each time an LSR is submitted. NDTC may request a copy of the end-user authorization in the event of an end-user dispute.

Service Order Forecast – A forecast of the volume of services the Reseller estimates it will be requesting from NDTC is required prior to commencement of the ordering process. The forecast template is located in Appendix C of this guide.

Misdirected Calls Contact Number – Reseller shall designate a single point of contact for its end users' service needs, including without limitation, sales, service design, order taking, provisioning, change orders, training, maintenance, trouble reports, repair, post-sale servicing, billing, collection and inquiry. The Reseller shall make it clear to its end users that they are the end users of Reseller for resold services. NDTC requires Business Office and/or Repair Center numbers, which will be used by NDTC for referring misdirected end users to the Reseller. Reseller's end users contacting NDTC in error, the end user will be referred to the numbers provided by the Reseller. This information should be listed on the Reseller Profile.

2.2 Roles and Responsibilities

2.2.1 The following list provides an overview of the roles and responsibilities NDTC has in its relationship with the Reseller.

NDTC Roles & Responsibilities
Assist the Reseller in understanding how to do business with Reseller
Provide Reseller information on available Operational Support Systems (if applicable)
Manage service inquiries regarding resale products and services in a timely manner
Administer the service order process i.e. such as examine service orders for accuracy and communicate enhancement recommendations to Reseller
Designate a single point of contact for ordering issues with the Reseller after the testing period (if appropriate)
Respond proactively and resolve trouble reports in a timely manner
Notify Reseller of Account Establishment upon completion
Provide Reseller with the proper Ordering Processes and Procedures

2.2.2 The following list provides an overview of the roles and responsibilities the Reseller has in its relationship with NDTC.

Reseller Roles & Responsibilities
Provide customer service to end-users
Maintain all end-user records
Serve as the end-user's single point of contact regarding NDTC resold products and services
Provide end-user maintenance and repair
Provide billing to end-users
Handle all telecommunications support for end-users
Familiarize staff with proper ordering processes and procedures
Become knowledgeable of all information provided by NDTC to Reseller available in this guide

3. Forecasting

3.1 Implementation Meeting

This section sets forth the overall standards of performance for services, processes, and systems capabilities that the Parties will provide to each other, and the intervals at which those services, processes and capabilities will be provided. The Parties understand that the arrangements and provision of services described in this section shall require technical and operational coordination between the Parties. Accordingly, the Parties agree to form a team (the "Implementation Team") that shall develop and identify those processes, guidelines, specifications and standards. The implementation team will meet as needed to review the provisions contained within this document.

3.2 Service Order Forecast

A Service Order Forecast must be completed and submitted to NDTC prior to ordering services. The forecast will include such information as NDTC locations in which Reseller will offer service, the type of service Reseller will offer end-users, service features, the number of end-users Reseller anticipates, any potential large resale accounts, and the types of service Reseller will order from NDTC requirements for both new growth and change in volumes.

Reseller will be required to provide NDTC with at least a two-year detailed forecast of traffic and volume requirements for its resale service. The Reseller will provide updated forecasts twice a year – January and June - as changes in the forecast occur. The forecast will be discussed during the implementation meetings and used for informational and planning purposes. The forecast template is located in Appendix C.

3.3 Implementation Plan

After the Reseller has completed and submitted the Reseller Profile, and Local Services Forecast and all other required documentation, NDTC will schedule an implementation meeting. This meeting must be held prior to the Reseller processing orders with NDTC for resale services. The meeting purpose is to establish an Implementation Plan. The Implementation Plan shall address the following matters, and may include any other matters agreed upon by the Implementation Team:

- Disaster recovery and escalation provisions
- Escalation procedures for ordering, provisioning, billing, and maintenance
- Single points of contact for ordering, provisioning, billing, and maintenance
- Service ordering and provisioning procedures
- Provisioning and maintenance support
- Procedures and processes for Directories and Directory Listings
- Billing processes and procedures
- Monitoring of inter-company operational processes

4. Ordering and Provisioning

4.1 Pre-Ordering Rules

Pre-Ordering is the first step in the resale ordering process with NDTC. The Reseller may complete validation functions prior to submitting a request for service to NDTC. Prior to submitting a Customer Service Record Request, the Reseller must obtain a Letter of Authorization (“LOA”) from the end user in order to access records associated with their service accounts. NDTC will not process a Customer Service Record Request without a signed blanket LOA from the Reseller on file. The end-user’s signed LOA must be available to NDTC upon demand. The Pre-Ordering process begins when the Reseller submits a completed Customer Service Record Request form to NDTC.

4.1.1 Customer Service Record Request

Customer Service Records (CSRs) provide end-user account information. A Reseller cannot access any other NDTC information that concerns the services provided its end-users. NDTC’s CSRs will be submitted to the Reseller upon NDTC’s CSC’s (Customer Support Center) receipt of a valid CSR Request form. The CSR form may be faxed to NDTC’s CSC or emailed. A copy of the form can be found in Appendix B of this document.

Upon receipt of a **valid CSR Request**, NDTC will provide CSR information to the Reseller via fax, or electronic mail address provided by the Reseller. The following verification end-user data will be provided to the Reseller:

- Telephone Number
- Listed Name
- Listed Address
- Billing Name
- Billing Address
- Service Address
- Directory Listing Information
- Directory Delivery Information
- Product and Service Information
- Long distance carrier identity
- PIC freeze indication

4.2 Reseller Ordering Procedures Overview

The ordering process enables Resellers to request services provided by NDTC on behalf of the Reseller's new end users.

The Reseller will place all requests for local resale, disconnection, directory listing and directory assistance information on an LSR. NDTC has provided a complimentary LSR template for requesting resale service with NDTC. In addition to the templates, NDTC has included the required fields for the form. The LSR template is derived from the eighth edition of Local Service Ordering Guidelines (LSOG 8).

The sections included on the LSR are as follows:

- Resale
- End User
- Administrative
- Directory Service
- Directory Listing
- Contact Information

Summary of the Ordering Process:

- Customer contacts Reseller for service.
- Reseller takes order information from the customer and prepares the Local Service Request (LSR).
- Reseller transmits LSR to NDTC's CSC.
- NDTC's CSC enters the order into NDTC's Service Order System and provides a Firm Order Confirmation (FOC) or a Reject Notification to the Reseller.

4.3 NDTC Local Service Order

Local Service Request Form (LSR)	The Local Service Request Form (LSR) as a whole contains information required for administrative, billing, contact and other details necessary to provide resold service to end-users.
Billing Section	The Billing section provides the name and address information required to bill the customer.
End User Form Section	The End User section contains location and access information required for ordering local service. Ordering options, such as disconnect information, are entered in the EU section.
Contact Section	The contact section contains initiator information, address, and telephone number, as well as implementation contact name and telephone number.
Resale Section	The Resale Section primarily contains service feature information pertaining to the service being resold, listing name, call features etc.
Administrative Section	The Administrative Section contains information pertaining to the service being ordered, such as Purchase Order Number (PON), requisition type and desired due date
Directory Section	The Directory Section includes sections for billing, key contact, advertising, service address, and delivery information.

4.4 Types of Local Service Requests

LSRs will be used to transfer an existing NDTC customer to Reseller or to request service for a new customer who is not an existing Reseller customer. Depending on the situation, different information will be required on the LSR. The following are examples of potential LSRs to be submitted by the Reseller and the required information:

Conversion of a NDTC local customer to Reseller:

The LSR 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.

Identical services provided by NDTC are being changed to Reseller:

The LSR will indicate an "as is" transfer of service without the need for Reseller to complete the detailed listing of services.

A new customer who is not an existing Reseller customer:

The LSR must contain the customer's name, service address, service type, services, options, features and Reseller data. If known, the LSR should include the telephone number and due date/desired due date.

Disconnect Order

The LSR must include information relating to all services the customer requests for disconnection- including the customer's name, type of service to disconnect, location of service and features or options to disconnect.

4.5 NDTC Firm Order Confirmation (FOC) Process

NDTC will provide the FOC within forty-eight (48) hours after receipt of a valid service order. The FOC shall contain the appropriate data elements as defined by OBF standards, including the date the service requested on the order is to be initiated (due date).

Note: NDTC has provided a complimentary FOC in Appendix G of this guide.

4.5.1 Expedited Orders - LSRs submitted to and received by NDTC, from the Reseller, with a desired due date of less than 3-5 business days will be considered expedite orders. NDTC will give its best efforts to meet the expedite request.

4.5.2 Rejected Orders – NDTC shall reject and return any LSR request to Reseller that cannot be processed due to any technical reason, missing information or inaccurate information. When an order is rejected, the rejection notification shall describe the reason(s) for which the order was rejected.

4.6 NDTC Customer Support Center

NDTC's CSC has been designated as the single point of contact (SPOC) for processing all LSRs. The preferred method of transmitting orders is via electronic mail; however, NDTC's CSC will accept faxed orders. Faxed order forms must be typed. Handwritten forms will be rejected by the service center. These forms can be found in Appendix F.

4.7 Ordering Expectations

- Each party agrees 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 points of contact.
- NDTC shall provide Reseller with a specified customer contact center for purposes of placing service orders and coordinating the installation of services.
- To initiate an order for services, Reseller will submit a Local Service Request (“LSR”) to NDTC. The LSR will be submitted via either electronic email or facsimile.
- NDTC will process service orders during normal operating hours, at a minimum, on each business day between the hours of 8 a.m. to 4:30 p.m. central time and shall implement service orders within the same time intervals used to implement service orders for similar services for its own users.
- The LSR must be in NDTC’s receipt by 3:00 p.m. each day local time. Orders received after 3PM will be considered as received the next business day.
- After the LSR is processed, NDTC will submit the Firm Order confirmation (FOC) to the Reseller indicating that the LSR has been processed and provide a record of the telephone number and the due date.
- Upon receipt of a clean LSR, NDTC will use its best efforts to meet the desired due date within the standard 3-5 business day timeframe.

4.8 E911

E911 Service is incorporated in Resale Service to the Reseller. A more precise guide to E911 can be found in the Resale Agreement Attachment 1, Section 7.1. Changes and/or updates to an end-user’s E911 information in the ALL/DMS (Automatic Location Identification/Location Information) databases used to support 911/E911 services should be submitted to NDTC on the LSR.

4.9 Operator Services

Operator services shall be provided to Reseller for resale in the same manner as provided to NDTC customers. Charges for operator services shall be passed along to Reseller without discount.

4.10 Directory Assistance

NDTC shall populate the DA database based on the information submitted on the LSR. If there are charges to the DA listing, Reseller must submit a Change order to update the database.

5. Local Number Portability

5.1 NDTA Role

NDTC shall allow Reseller customers to change local service providers and retain their current telephone number, when technically feasible, within the same NDTC Wire Center. NDTC will not validate the end user information with Reseller prior to port.

5.1.1 Loss Notification

In the event a resold end-user number is requested to port to a new service provider, NDTC will notify the Reseller via the Loss Notification Form.

5.2 Reseller LNP Procedures

Should a New Service Provider (NSP) submit the Local Number Portability LSR for a resold end-user port to the Reseller, the Reseller must forward the LSR to NDTC's CSC as soon as the order is received. For resold numbers, NDTC must manage the port of the telephone number in the Number Portability Administration Center database. The Reseller should notify the NSP of the order being forwarded to NDTC for processing as the desired due date may be impacted. The Reseller should follow the procedures below for resold end-user port orders:

- Reseller receives LSR for LNP order.
- Reseller validates the end-user is a resold customer.
- Reseller notifies the New Provider of the resold status and that the LSR will be forwarded to NDTC.
- Reseller forwards LSR to NDTC's CSC upon validation. The normal service order time intervals shall commence upon NDTC's receipt of an LSR.
- Reseller receives the Port Notification form from NDTC
- Reseller prepares to perform port directly with the New Service Provider and perform any internal 'disconnects' of the end-user (if applicable) on the desired due date posted on NDTC's Port Notification Form

6. Trouble Administration

Before Reseller reports a trouble condition, it must first use its best reasonable efforts to isolate the trouble to NDTC's facilities, service, and arrangements. Reseller and NDTC will advise each other of any critical nature of the inoperative facilities, service, and arrangement. In cases where either NDTC or Reseller has indicated the essential or critical need for restoration of the facilities, services or arrangements, (i.e. law enforcement agencies, hospitals) Reseller or NDTC, respectively, shall use its best efforts to expedite the clearance of trouble.

6.1 Trouble Resolution Process

- Before Reseller reports a trouble condition, it must first use its best reasonable efforts to isolate the trouble to NDTC's facilities, service, and arrangements. Prescreening must be completed by the Reseller in order to obtain the information necessary for reporting the trouble to NDTC's CSC (Customer Support Center). A sample prescreening "Trouble Repair Questionnaire" for the Reseller has been provided in Appendix H.
- After verifying the service trouble cannot be resolved by the Reseller, The Reseller will report the trouble to NDTC's CSC via email or fax. The Reseller will provide NDTC all information listed in the Required Trouble Reporting Information section of this document.
- Upon receipt of the trouble report, NDTC will generate an internal trouble ticket and forward for internal processing. A trouble ticket number, for tracking purposes, may be provided to Reseller. The resold end-user trouble ticket will be worked in the same manner as NDTC's end-user trouble reports.
- NDTC's CSC will notify the Reseller of the trouble ticket status within 24 hours from receipt of the trouble report. The Reseller will be notified via a faxed or emailed NDTC Trouble Resolution Report.

6.2 Required Trouble Reporting Information

The following information will be required for trouble reports to NDTC Customer Support Center:

- Carrier Name
- Contact Information including name, phone number, fax number, and email address
- Service affected end user telephone number
- Description of service trouble
- Resolution date and time commitment given to the end user (if applicable)

Note: NDTC will assign a Trouble Ticket Number

6.3 Trouble Resolution Report

NDTC's CSC (Customer Support Center) will notify the Reseller once the trouble has been cleared via a faxed or emailed Trouble Resolution Report. Trouble Resolution Reports are faxed to the Single point of contact listed on the Reseller Contact List. A sample of the report is found in Appendix K. NDTC will only notify Reseller of trouble status. Reseller is responsible for notifying the end user of the trouble status.

7.0 Billing

7.1 Compliance

NDTC will comply with industry standards for display of billed charges. Each bill will be labeled for the type of service being billed.

Billing labels currently established:

- Summary
- NDTC Services monthly charges
- Usage Charges
- Other credits & charges(if applicable)

Miscellaneous service charges:

- Directory assistance
- Operator assistance

7.2 Bill Date

The bill date will be present on each bill and must be a valid calendar date.

7.3 Billing Account Number (BAN)

A BAN will be provided consistently each month. Only one invoice is to be produced for each BAN each month on the same bill date each month.

7.4 Billing Charges

All billing charges will be itemized on the invoice.

7.5 Usage Identification

All usage will be identified, displayed and labeled on the invoice.

7.6 Billing Distribution

All invoices will be forwarded via mail paper format to the Billing Address listed In the Billing Section of the Reseller Account Profile.

8. Application of Charges

This section defines the application of charges listed in the North Dakota Telephone Company and Midcontinent Communications of North Dakota General Terms and Conditions of Resale Pricing Attachment

Discount Rates - apply to tariff rates listed in the resale agreement's tariff rates table.

Discount Rates do not apply to the pricing listed in the resale agreement.

General Charges:

Service Order Charge - The Service Order Charge in the pricing attachment of the agreement shall apply to each new service order.

Cancellation Charge - A cancellation charge applies to any order canceled after the FOC has been issued.

Expedite Charge - An expedite charge applies if the Reseller requests a due date less than the standard 3 to 5 business day interval or less than the date listed on the FOC.

Technical Labor:

Technician charge - applies in addition to the SOC when physical installation is required at the central office for new service only.

Customer Service (Customer Service Representative Time) Charge - applies when Reseller requests a summary of the services currently subscribed to by the end user or CLEC request customer service support outside normal working practices (outside normal hours or processes).

9. Exclusions & Limitations on Services Available For Resale

Type of Service	North Dakota	
	Resale	Discount
1 Grandfathered Services (Note 1)	Yes	Yes
2 Promotions - > 90 Days (Note 2)	Yes	Yes
3 Promotions - \leq 90 Days (Note 2)	No	No
4 N11 Services	No	No
5 Federal Subscriber Line Charges	Yes	No
6 Nonrecurring Charges	Yes	No
7 Public Telephone Access Svc (PTAS)	Yes	Yes
8 Voice Mail	No	No
9 Private Line including FX (Note 3)	No	No
10 Employee Discount	No	No
11 Centrex	No	No
12 Line Information	No	No
13 Joint Use Service	No	No
14 Special Billing Number	No	No
15 Lifeline (Note 4)	No	No
16 Deregulated services – Inside wire, ISP, Toll, etc.	No	No
17 Volume Discounts	No	No

Applicable Notes:

1. Grandfathered services can be resold only to existing subscribers of the grandfathered service.
2. Where available for resale, promotions will be made available only to End User Customers who would have qualified for the promotion had it been provided by NDTC directly.
3. Midcontinent can order services from the access tariff
4. Midcontinent would apply directly for Lifeline support

Appendix A

Reseller Account Profile

This form should be completed by the Reseller and faxed or e-mailed to North Dakota Telephone Company at the address at the end of the form. Please return the form as soon as possible to avoid any delay in your company's implementation into the resale service market. Electronic copies of the form are preferred and can be requested, via e-mail, to the address listed at the end of the form.

- A. NEW PROFILE
- B. UPDATE to an Existing Profile (please indicate changes in bold or a different color font)

Date: mm/dd/yyyy

I. GENERAL INFORMATION:

Business Name						
Address						
City, State, Zip						
Contact Name/Number						
E-Mail Address						
CCNA		CIC		RAO Code		OCN:

Tax Exemption: Check the type of Tax Exemption Certificate that you have provided to NDTC. To be Tax Exempt, you **must** provide the appropriate Tax Exemption Certificate(s). If you are tax exempt, Federal and/or State Forms are **REQUIRED** before exemption is added. Please provide a copy.

Check Applicable Box	Type of Exemption	Tax Exemption Certification Number	Signed Date of Certificate	Date Received By NDTC
<input type="checkbox"/>	Federal			
<input type="checkbox"/>	State			
<input type="checkbox"/>	Local			
<input type="checkbox"/>	Other (Surcharges/Fees)			
<input type="checkbox"/>	Letter of Indemnification			

Reseller Contacts: This information is needed by the NDTC for receiving or sending information to Reseller. Please provide the person(s) NDTC should contact regarding each individual issue.

	Name	Telephone Number	Fax Number	E-Mail Address
PRE-ORDERING				
ORDERING				
ORDER CONFIRMATION				
REPAIR				

Reseller End User Contact Numbers for Misdirected Calls: When your end user contacts NDTC, NDTC will provide them with the following numbers:

Department	Telephone Number
Order Center	
Repair Center	
Billing Center	
Billing Inquiry Center	
General Information	
Directory Center	

Trouble Reporting

Check Preferred Method	Method for reporting trouble to NDTC
<input type="checkbox"/>	Verbal Notification
<input type="checkbox"/>	E-mail
<input type="checkbox"/>	Fax

II. Billing Information

Contact Name	
Contact Billing Address	
City, State and Zip	
Contact Telephone Number	

Contact Fax Number		
Contact E-Mail Address		

III. Credit Information

Does your company have an account established with NDTC?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Account ID:		
Ownership		
Sole Owner		
Owner Name		
Partnership		
Names of Partners		
Corporation		
City/State Incorporated		
Date Incorporated		
Primary Company Officers:		
<u>Name</u>	<u>Address</u>	<u>Tel. No.</u>
Parent Corporation		
How long in this line of business?		
Principal Bank Name		
Address		
Account Number		
Any suits, judgments, legal proceedings or bankruptcies? (Give details on the following page. Attach additional sheets, if necessary.)		

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P. CREDIT RELEASE:

I hereby authorize our bank to release credit information to NDTC and further authorize NDTC to obtain other credit information including Credit Bureau Reports.

Company: _____ Date: _____

Signed By: _____

Printed Name: _____

Signature of Applicant

Date

IV. FOR NDTC USE ONLY

Name:	<u>North Dakota Telephone Company</u>
Point of Contact:	<u>Rod Hoffmeyer</u>
Telephone Number:	<u>701.662.1100</u>
Fax Telephone Number:	<u>701.662.6446</u>
E-mail address:	<u>rodh@ndtel.com</u>

Please e-mail or FAX completed form to the point of contact listed above.

Reseller Account Profile Instructions

The following instructions are to assist your company in properly completing the Reseller Account Profile. Please contact NDTC's Point of Contact should you have questions regarding the completion of this form.

General Information

Business Name

List the legal name of the entity.

Address

List the physical address of the entity.

City/State/Zip

List the city, state and zip of the entity's physical address.

Contact name/Number/email address

List the name, telephone number and email address of the person to contact regarding the Company's Account Profile.

CCNA:

Customer Carrier Name Abbreviation as assigned to your company by Telcordia.

CIC:

Carrier identificaton code as assigned to your company by NANPA.

RAO Code

Revenue accounting office code as assigned to your company by Telcordia.

OCN

Operating company number as assigned to your company by NECA.

Operator Services

Check Yes

If your company will rely on (NDTC) to provide Operator Services to your resold end-users.

Check No

If your company will not rely on (NDTC) to provide Operator Services to your resold end-users

Tax Exemption

Provide the proper type of tax exemption documentation for your company.

Reseller Contacts

List the contact name, telephone number, fax number and email address for Pre-Ordering, Ordering, Order Confirmation and Repair.

Misdirected Calls

List the proper telephone number for NDTC to distribute to your resold end-users in the event NDTC receives misdirected calls.

Trouble Reporting

Check the box correlating to the method of trouble reporting your company prefers. List the applicable email address and/or fax number in the field provided.

Billing Information

List the contact information to direct NDTC in invoicing your company for services rendered.

Credit Information

If your company does not currently have an account established with NDTC, check no.

If your company currently has an account established with NDTC, check yes.

If yes, list the account Identification.

Ownership

Sole Owner: If yes, list the owner's name. If no, leave this section blank.

Partnership: If yes, list the names of the partners. If no, leave this section blank.

Corporation: If yes, list the city, state and date of incorporation. If no, leave this section blank.

Primary Officers

List the executive level personnel name, address and telephone number.

Credit Release

This section should be completed by a company official.

Appendix B

NDTC Customer Service Record (CSR) Request Form

TN: _____

End User
Name: _____

Address: _____

Building/Room
Number: _____

City, State, Zip
Code: _____

Requesting Company Information

Company Name: _____

Contact Name: _____

Contact Telephone Number: _____

Contact Fax
Number: _____

Contact E-mail
Address: _____

Contact
Address: _____

Building/Room
Number: _____

City, state, Zip
Code: _____

End User Authorization Obtained? YES NO

Appendix C

NDTC Resale Service Order Forecast

Forecast prepared on:			
Reseller Company Name:			
Reseller CCNA:			
Forecast Issued By:			Contact Phone:
This Forecast is for:	OCN:		
	LATA:		
	STATE:		

Instructions: Complete one section per Service Location.

Service Location:	
Type of Service:	
Service Features	
Number of End-Users:	
No. of large resale accounts:	
Services ordering from NDTC:	
Estimated new growth and changes in volumes:	
REMARKS:	

Service Location:	
Type of Service:	
Service Features	
Number of End-Users:	
No. of large resale accounts:	
Services ordering from NDTC:	
Estimated new growth and changes in volumes:	
REMARKS:	

Appendix D

SAMPLE CSR LOA

ACME Food
8401 Washington Street
Denver, CO 80202
303 555-1000

DATE:

ABC CLEC, Inc.
Bob Walker, Sales Associate
1234 Anywhere Street
Anytown, WI 80202

Dear Mr. Jones:

This letter authorizes ABC Reseller, Inc. to act as our communications representative/agent when dealing with (CLEC Name Here).

We authorize ABC Reseller, Inc. to obtain information and/or copies of all our network services and to order and manage all negotiations for the installation of telecommunications services for the above listed address and with respect to the following numbers:

555-1000
555-1001
555-1002

This authorization shall remain in effect until canceled by us in writing. This letter of agency rescinds any other letter of agency previously entered into by Food for Less

Sincerely,

Angus O'Leary, President
ACME Food

Appendix E

NDTC Loss Notification Form

Pursuant to the Resale Operations Manual guidelines, this form is to notify **(Reseller name)** of its resold end-users that are ported out of North Dakota Telephone Company's network.

Reseller CONTACT SECTION:

Contact Name: _____

Contact Phone: _____

Contact Fax: _____

Reseller CUSTOMER SECTION:

Bill Account Name: (name of the end-user who ported their TN): _____

Bill Account Number: _____

Account Phone Number: _____

Port Authorization Name: _____

Date/Time of Port: _____

Remarks:

Appendix F

Local Service Request

Administrative Section

CCNA: _____	PON: _____	LSR NO: _____
LOC QTY: _____	ATN: _____	PG: _____ OF: _____
D/T SENT: _____	DDD: _____	DDDO: _____
APP TIME: _____	REQ TYP: _____	ACT: _____ EXP: _____
RTR: _____ NSP: _____	OSP: _____ AGAUTH: _____	DATED: _____
AUTHNM: _____		
REMARKS: _____		

Contact Section

INIT: _____	TEL. NO: _____
EMAIL: _____	FAX NO: _____
REMARKS: _____	

End User Section

NAME: _____	
STREET: _____	CITY: _____
STATE: _____ ZIP: _____	TEL. NO: _____ ELT: _____

REMARKS: _____

Billing Section

EATN: _____	FBI: _____
BILLNM: _____	
STREET: _____	CITY: _____
STATE: _____	ZIP: _____
REMARKS: _____	

Resale Section

RSQTY: _____	LNA: _____ FPI: _____	PIC: _____
FA: _____	FEATURE: _____	
FEATURE DETAIL: _____		
REMARKS: _____		

Directory Section

DOR: _____	LTN: _____				
TOA: _____	LACT: _____	LTY: _____	RTY: _____	STYC: _____	EA: _____

RT: _ DLNUM: _____

LISTNM: _____

E911 Data Changes

List ANY end-user E911 data changes in the box below. A FULL description of the change is necessary to ensure correct E911 database updates. If no E911 changes will occur on the end-user's account, leave the box blank.

Change From:

End-User:	
Telephone Number:	
Service Address:	
City, St., Zip	

Reseller LSR Field Definitions

This document is intended to assist Resellers in successfully completing the Resale LSR for submission to NDTC. The following are LSR field descriptions.

LSR Administrative Section

CCNA

Customer Carrier Name Abbreviation

Identifies the COMMON LANGUAGE IAC code for the customer.

PON

Purchase Order Number

Identifies the customer's unique purchase order or requisition number that authorizes the issuance of this request or supplement.

LSR NO

Local Service Request Number

Identifies the number that may be generated by the provider's mechanized systems, pre-assigned to the customer by the provider or manually assigned by the provider to identify a customer's request for service.

LOC QTY

Location Quantity

Identifies the number of service locations for the service requested.

ATN

Account Telephone Number

Identifies the end-user's account telephone number.

D/T SENT

Date/Time Sent

Identifies the date and time the LSR is sent to NDTC.

DDD

Desire Due Date

Identifies the customer's desired due date for service.

DDDO

Desired Due Date Out

Identifies the customer's desired due date for suspension or disconnection of service.

APP TIME

Appointment Time

Identifies the time period during which the end user's service will be established and/or a technician is scheduled to visit the end user's premises.

LSR Administrative Section – Cont'd.

REQ. TYP

Requisition Type and Status

Identifies the type of service being requested and the status of the request.

First Character

R = Resold Service

Second Character

A = Service Inquiry

B = Firm Order

ACT

Activity

Identifies the activity involved in this service request.

Valid Entries

N = New installation and/or account

C = Change an existing account, e.g., rearrangement, partial disconnect or addition

D = Disconnection

V = Conversion of service to new LSP as specified

EXP

Indicates that expedited treatment is requested and any charges generated in provisioning this request (e.g., additional engineering charges or labor charges if applicable) will be accepted.

VALID ENTRIES:

Y = Expedite charges authorized

N = Expedite NOT charges authorized

AFO

Additional Forms

Indicates which additional forms are being submitted with this request.

Character Position 1 = End user information form

Character Position 2 = Directory assistance

RTR

Response Type Request

Identifies the type of response requested by the Reseller.

VALID ENTRIES:

C = Confirmation

E = Errors only

H = Confirmation and errors

N = No response requested

New Service Provider

Identifies the Service Provider Identifier (SPI) of the New Service Provider (NSP).

OSP***Old Service Provider***

Identifies the SPI of the current network service provider.

AGAUTH

Indicates that the customer is acting as an end user's agent and has authorization on file.

Dated***LOA Date***

Identifies the date appearing on the agency authorization.

Authnm***LOA Authorizer***

Identifies the end user who signed the authorization.

LSR Contact Section**INIT*****Initiator Identification***

Identified the customer representative who originated the request.

TEL NO***Telephone Number***

Identifies the customer representative telephone number

EMAIL***Electronic Mail Address***

Identifies the customer representative email address

FAX NO***Faxsimile Number***

Identifies the customer representative fax number

REMARKS

Identifies a free flowing field that can be used to expand upon and clarify other data on this form.

LSR End User Section

NAME

End User Name

Identifies the name of the end user.

STREET

Identifies the end-user's service address/location.

CITY

City

STATE

State/Province

ZIP

ZIP/Postal Code

TEL NO

Identifies the end-user's telephone number.

ELT

End User Listing Treatment

Identifies the listing changes desired by the end user when changing local service providers.

VALID ENTRIES:

A = Retain end user listings "as is" in both directory and/or directory assistance

B = Do not retain end user listings

C = Change end user listings

LSR Billing Section

EATN

Existing Account Telephone Number

Identifies the end user's existing account telephone number.

FBI

Final Bill Information Indicator

Indicates whether a final bill should be sent to either the existing billing address or a different address.

VALID ENTRIES:

D = Different

E = Existing

BILLNM***Bill Name***

Identifies the name of the person, office or company to whom the customer has designated that the bill be sent.

STREET

Identifies the end-user's billing address for service.

CITY***City*****STATE*****State/Province*****ZIP*****ZIP/Postal Code*****LSR Resale Section****RSQTY*****Resale Quantity***

Identifies the quantity of resale services (e.g., lines, circuits, trunks, etc.) involved in this service request.

LNA***Line Activity***

Identifies the activity involved at the line level.

VALID ENTRIES:

B = Restore

C = Change, e.g., rearrangement, feature activity

D = Disconnection

H = Short term

L = Seasonal

M = Inside move of the physical termination within a building

N = New installation and/or account

P = PIC change

R = Record activity is for ordering administrative changes

S = Suspend

T = Outside move of end user location

V = Conversion of service to new LSP as specified

W = Conversion as is

X = Telephone number change

Y = Deny

FPI***Freeze PIC Indicator***

Identifies a request that PIC activity on the Working Telephone Number (WTN) be restricted.

VALID ENTRIES:

A = Freeze IntraLATA PIC
B = Freeze Inter & IntraLATA PIC
E = Freeze InterLATA PIC
R = Remove InterLATA freeze
S = Remove IntraLATA freeze
T = Remove Inter & IntraLATA freezes

PIC***InterLATA Pre-subscription Indicator Code***

Identifies the Pre-subscription Indicator Code (PIC) of the carrier the customer has selected for InterLATA traffic.

VALID ENTRIES:

Enter a valid PIC
NONE = Customer does not want to pre-subscribe.
NA = Service may not require a PIC.
DFLT = PIC will be assigned by the provider.
NC = Used in a conversion as is activity scenario or change activity when the PIC is not impacted.
UNDC = Customer has not decided which carrier to select.

FA***Feature Activity***

Indicates the activity type for the feature.

VALID ENTRIES:

N = Add/install
C = Change to feature detail
D = Disconnect
I = Insert listing/data
O = Delete listing/data
V = Conversion to new LSP as specified
W = Conversion as is

FEATURE***Feature Codes***

Identifies the type of feature associated with the line.

FEATURE DETAIL***Feature Detail***

Identifies additional information for the type of feature associated with the line.

LSR Directory Section

LTN

Listed Telephone Number

Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).

DOR

Date of Receipt

Identifies the date this directory service request was received.

VALID ENTRIES:

<u>U.S. Standard</u>	<u>Metric Format</u>
Two Digit Month (01-12)	Two Digit Century (00-99)
Two Digit Day (01-31)	Two Digit Year (00-99)
Two Digit Century (00-99)	Two Digit Month (01-12)
Two Digit Year (00-99)	Two Digit Day (01-31)

TOA

Type of Account

Identifies the type of account for this listing.

VALID ENTRIES:

B = Business
C = County Government
F = Federal government
L = Local or city government
R = Residence
S = State government
BP = Business class, person name
MI = Military
PO = Port
RE = Regional
RP = Residence class, business name
SC = School
SD = Special district
TR = Tribal
TW = Township

LACT

Listing Activity Indicator

Identifies the activity involved for this listing request.

VALID ENTRIES:

N = New listing
D = Delete listing
I = Change listing (new data to be inserted)
O = Change listing (old data)
Z = No change to listing

LTY***Listing Type***

Identifies the type of listing with respect to publication and Directory Assistance (DA) appearance rules.

VALID ENTRIES:

- 1 = **Listed**: appears in DA and the directory
- 2 = **Non-listed**: appears only in DA
- 3 = **Non-published**: does not appear in the directory and telephone number does not appear in DA
- 4 = **Non-published emergency**: does not appear in the directory, end user may be contacted in an emergency
- 5 = **Non-published special**: does not appear in the directory nor DA, end user never wants to be contacted
- 6 = **Omit DA**: listing only appears in the published directory
- 7 = **No appearance**: primary telephone number has no listing in the directory or DA, but additional station numbers may be listed
- 8 = **Temporary listing**: appears only in DA for a short interval

RTY***Record Type***

Identifies the type of listing with respect to pricing and tariffs.

VALID ENTRIES:**First Character (Area)**

F = Foreign

L = Local

S = Secondary

Second & Third Characters (Type of Listing)

AL = Additional listing

AM = Additional main

AS = Answer service

AU = Alternate user listing

CM = Client main

CR = Cross-reference listing

EN = Enterprise

ML = Main listing

STYC***Style Code***

Identifies whether the listing is a straight line, Straight Line Under (SLU) header, caption header, etc.

VALID ENTRIES:

CH = Caption header

CI = Caption indent

CS = Caption sub-header
SH = SLU header
SI = SLU indent
SL = Straight line

EA

Existing Advertising

Identifies the end user's advertising status.

VALID ENTRIES:

N = End user does not have existing advertising
U = Unknown
Y = End user has existing advertising

RT

Response type

Identifies the type of response sent to the customer.

VALID ENTRIES:

B = Firm order with facility information
C = Firm order confirmation
D = Confirmation and DLR (private line)
E = Errors only (directory)
F = Facility confirmation
G = Confirmation and DL errors (directory)
H = Combined (service and directory listing) confirmation and DL errors
I = LIDB confirmation
J = Jeopardy notice
L = Directory services completion
N = Confirmation of customer requested cancellation
P = Provider initiated
S = Provider initiated cancellation of the service request
Z = Completion

DLNUM

Directory Listing Reference Number

Identifies each listing segment as a unique number.

LISTNM

Listed Name

Identifies the name contained in the listing.

Appendix G

Firm Order Confirmation

PON:		
TN(s):		
STATUS:	<input type="checkbox"/> Confirmed <input type="checkbox"/> Missed Due Date	<input type="checkbox"/> Suspended <input type="checkbox"/> Held Order <input type="checkbox"/> Canceled
Confirmed Due Date:		
Remarks:		
CLEC CONTACT SECTION		
Name:		
Phone:		
Fax:		
Email:		
ADMINISTRATIVE SECTION		
Account Holder Name:		
Bill Account Number:		

Appendix H

Trouble Repair Questionnaire

To determine the degree of telephone service outage, the end-user should be asked the following questions:

11. *What is the name of the author of the book?*

1. Telephone number or circuit ID being reported

1. **What is the primary purpose of the study?**

2. End-user/Business name

11. *What is the primary purpose of the following statement?*

3. End-user premises address

4. City and State

Trouble reported by

5. End-user/Bus. Account #

Account Holder Name

6. Report received by (Reseller contact)

Do you consider yourself without telephone service? Yes No

Does the problem occur when the end user:

a. Receives a call? Yes No

If yes, provide the calling telephone number: (xxx) xxx-xxxx

b. Is calling a telephone number? Yes No

Is the trouble on all the end-user telephone numbers (if applicable)? Yes No
If no, which telephone number has the trouble? _____

The following are typical types of trouble:

- No dial tone
- Static or noise on the line
- Phones cut out
- Hearing busy or dial tone while talking
- Hearing clicking on the line
- Can't hear the other party
- Other party can't hear me
- Can't be called

After all the questions above are answered, call the NDTC CSC to report trouble.

The NDT Customer Support Center (CSC) is staffed 8AM-5:00 PM CST. The telephone number is 701-662-1100. For after hour trouble reports, please call 701-662-1100.

Appendix I

NDTC & Reseller Contact List

	NDTC	Reseller
Joint Planning Meetings	<p>Name & Title Dave Dircks</p> <p>Address/Mail code 211 22nd St NW</p> <p>City, ST, ZIP Devils Lake, ND 58301</p> <p>Telephone 701.662.6435</p> <p>Fax 701.665.7435</p> <p>Email daved@ndtel.com</p>	
Service Order Forecasting	<p>Name & Title Rod Hoffmeyer/Customer Service Manager</p> <p>Address/Mail code 211 22nd St NW</p> <p>City, ST, ZIP Devils Lake, ND 58301</p> <p>Telephone 701.662.6443</p> <p>Fax 701.662.6446</p> <p>Email rodh@ndtel.com</p>	
Customer Support Center (CSC)	<p>Name & Title Kathy Young/Business Office Supervisor</p> <p>Address/Mail code 211 22nd St NW</p> <p>City, ST, ZIP Devils Lake, ND 58301</p> <p>Telephone 701.662.6426</p> <p>Fax 701.662.6444</p> <p>Email kathy@ndtel.com</p>	
Network Maintenance	<p>Name & Title Richard Ellison/Network Services Manager</p> <p>Address/Mail code 211 22nd St NW</p> <p>City, ST, ZIP Devils Lake, ND 58301</p> <p>Telephone 701.662.6441</p> <p>Fax 701.662.6446</p> <p>Email riche@ndtel.com</p>	
Billing	<p>Name & Title Kathy Young/Business Office Supervisor</p> <p>Address/Mail code 211 22nd St NW</p> <p>City, ST, ZIP Devils Lake, ND 58301</p> <p>Telephone 701.662.6424</p> <p>Fax 701.662.6444</p> <p>Email kathy@ndtel.com</p>	

Appendix J

RESALE SERVICE PROVIDER BLANKET AGENCY AGREEMENT LETTER

I am an official of (Reseller Name Here) and am authorized to commit my company to the conditions stated herein:

1. (Reseller Name Here) will not submit any requests or inquiries for resale service provisioning under Blanket Agency Agreement procedures to NDTC for which it does not have proper authorization from the End User upon whose behalf services is offered.
2. (Reseller Name Here) has entered into an agreement to provide local service for the End User.
3. The agreement between (Reseller Name Here) and the End User provides that the (Reseller Name Here) is solely responsible for representing the End User in all requests relating to local service. The agreement between (Reseller Name Here) and the End User holds the End User responsible to (Reseller Name Here) for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Reseller Name Here).
4. The End User will deal directly with (Reseller Name Here) on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. NDTC is authorized to release all information regarding the End User's local service to (Reseller Name Here).
6. In the event that the End User challenges action taken by NDTC as a result of the above mentioned service requests, (Reseller Name Here) will provide evidence of proper End User authorization and indemnify and hold harmless NDTC and its affiliates for any damages or losses including, but not limited to unauthorized change charges, resulting from (Reseller Name Here) preparation and submission of service requests for which it did not have proper End User authorization.
7. In the event that the End User challenges billing which resulted from local service requests submitted to NDTC by (Reseller Name Here) under this Blanket Agency Agreement, then (Reseller Name Here) will indemnify and hold harmless NDTC and its affiliates for any damages, losses, costs and attorney's fees, if any, arising from NDTC provisioning and maintenance of the End User's local service due to errors in the ordering of said services by (Reseller Name Here).
8. In the event that the End User disputes actions taken by NDTC as a result of a submission by (Reseller Name Here) of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User Authorization, the (Reseller Name Here) will indemnify and hold harmless NDTC and its affiliates for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.
9. This Agreement shall continue in effect unless canceled by prior written notice by NDTC or (Reseller Name Here) thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

Signature of Officer

Company Name

Title of Officer

Date (MM/DD/YYYY)

Appendix K

Trouble Resolution Report

The following is North Dakota Telephone Company (NDTC's) response to the Trouble Ticket issued by (Reseller Name).

Trouble Report	
Company Name:	
Contact Name:	
Contact Phone No:	
Contact Fax No:	
Contact Email:	
Trouble Report Date and Time:	
Resolution date and time commitment given to the end user:	Date: mm/dd/yyyy Time: 00:00 pm
Description of Trouble Reported:	
Resolution	
Telephone Number:	
Trouble Ticket Number:	
Resolution Date:	
Ticket Status:	<input type="checkbox"/> Repaired <input type="checkbox"/> Delayed <input type="checkbox"/> No Response from (Reseller)
Remarks:	
NDTC Contact Information	
Contact Name:	Repair Center
Contact Phone No:	Business Office Supervisor
Contact Fax No:	701.662.6475
Contact email:	repair@ndtel.com