ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service

21.1 General

LIDB Access Service provides the customer the ability to query, in the form of signaling information, the Telephone Company's LIDB when used in conjunction with the Telephone Company's Common Channel Signaling (CCSA) option.

LIDB Access Service is provided to the customer via CCSA links, as set forth in Section 6. preceding, from a customer Signaling Point Of Interconnection (SPOI) to the Telephone Company Signaling Transfer Points (STPs) located with the LIDBs in the New York Metro LATA.

Customers may also obtain LIDB Access Service through a CCSA Hub provider that has previously ordered CCSA links and LIDB Access Service from the Telephone Company.

The LIDB contains the working telephone number of all Telephone Company end user customers, along with the calling card Personal Identification Number (PIN) associated with that telephone number or any restrictions regarding the acceptance of collect calls or charges for calls billed to a third number.

21.1.1 Limitations on Use - Proprietary Information

(A) Unless expressly authorized in writing by the customer and the Telephone Company, LIDB Access Service is not to be used for purposes other than those functions described in 21.2 following.

(B) Data accessed from LIDB may not be stored elsewhere by the customer for future use.

(C) Proprietary information residing in the Telephone Company LIDB is protected from unauthorized access and may not be stored in a customer's data base for any reason.

Examples of proprietary information include, but are not limited to, the following:

- Billed Number
- Personal Identification Numbers (PINs)
- Primary Interexchange Carrier (PIC) Information
- Originating Station or Equipment Indicators
- Billed Number Screening Indicators
- IC Denial Information
- Reports on LIDB Usage
- Information related to billing for LIDB usage
- Local Primary Interexchange Carrier
ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service (Cont'd)

21.1 General (Cont'd)

21.1.2 Liability

In the event of a claim or suit, by a customer or by any others for damages associated with LIDB Access Service, including but not limited to, any claims or suits for damages associated with the accuracy of the billing validation data accessed by the customer from LIDB, the Telephone Company's liability, if any, shall be as set forth in Section 2.1.3 preceding.

21.2 LIDB Service Applications

LIDB Access Service is provided by the Telephone Company to its customers in support of the following applications:

- Validation Service
- Originating Line Number Screening (OLNS) Service

Following are detailed descriptions of each of the available service applications:

21.2.1 Validation Service

Validation Service provides access to billing validation data residing in the Telephone Company LIDB for use with Alternate Billing Services (e.g., credit card, third number billed, collect).

Validation Service provides the customers the ability to validate calling cards, and toll billing exception data. In addition, Validation Service provides customers the ability to verify that a station being charged is not a pay telephone.

Validation Service provides customers with billing validation data required to perform the following functions:

- validation of Telephone Company and certain Independent Telephone Companies calling cards;
- determination of Toll Billing Exception information for use with alternately billed calls (e.g. collect, third party);
- determination of billed lines as a public or semi-public pay telephone;
ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service (Cont'd)

21.2 LIDB Service Applications (Cont'd)

21.2.2 Originating Line Number Screening (OLNS) Service

OLNS Service provides customers with access to the Telephone Company's LIDB to facilitate the completion of originating calls from working telephone numbers. In response to a properly formatted OLNS query, the Telephone Company will provide the originating screening requirements for call processing and billing that are associated with the originating line.

21.3 Ordering Options and Conditions

For LIDB Access Service, the customer shall specify, per access order, the LIDB OPC(s) and Location Identification Code(s) that will access the Telephone Company LIDB. When the order is placed, the Telephone Company will provide NPA, NXX and Revenue Accounting Office Codes for the customer's use in populating global title translation tables.
ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service (Cont’d)

21.4 Manner of Provision

21.4.1 Performance Standards

The Telephone Company performance standard for LIDB Access Service shall be set at an annual objective of no greater than 12 hours of downtime per LIDB.

21.4.2 LIDB Response Standard

The average response time for a LIDB query is .5 seconds per query and should not exceed 1 second for 99 percent of all queries.

21.4.3 Data Base Updates

The Telephone Company will update the LIDB information; e.g. add, delete, and modify customer accounts as customers move, become delinquent on their account or order new service. Routine updates (i.e., add, deletes, changes) of the Telephone Company LIDB will be conducted daily during normal business hours.

The Telephone Company has procedures in place to deactivate, both on a mechanized and manual basis, billing validation data in the event of fraudulent use. These procedures include monitoring calling card activity 24 hours a day, 7 days week through the use of thresholds based on the number of call attempts charged to the Telephone Company’s calling card. Calling card thresholds are set based on historical customer calling patterns. If the threshold for a calling card is exceeded, the mechanized system automatically sends a notification to a Telephone Company investigator. The Telephone Company will also investigate reports of suspected fraudulent calling card activity received from LIDB customers. Once fraudulent activity is suspected, the Telephone Company will investigate and take appropriate action in a timely manner including, where indicated, deactivation of the Telephone Company’s calling card.

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Vice President
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21. Line Information Data Base (LIDB) Access Service (Cont'd)

21.5 Report Requirements

21.5.1 Jurisdictional Report Requirements

LIDB Access Service will be subject to Jurisdictional Report Requirements as set forth in Section 2.3.10(A)(6) preceding.

21.5.2 Network Management

The customer shall provide, on a semi-annual basis, a LIDB Network Management Report, as described in Technical Reference GR-954-CORE, Issue 4. The Telephone Company will implement network management controls such as automatic code gapping which will instruct the query originator (i.e. LIDB customer) to reduce the number of queries sent to an overloaded LIDB. The Telephone Company will return an Automatic Code Gap (ACG) component in the response to LIDB access customers’ queries when the LIDB has reached an overload condition. ACG is applied uniformly to all accessors of the LIDB. When the LIDB customer receives an ACG response, the customer is expected to enter the six digit code (i.e., NPA-NXX) on a control list and follow the code gapping procedures outlined in Section 3.5.4 of Technical Reference GR-954-CORE, Issue 4. Once the overload condition is over, the response from the LIDB will no longer contain the ACG component and the six digit code should be removed from the LIDB customer’s control list.

21.6 Testing Requirements

21.6.1 Acceptance Testing Requirements

At no additional charge, the Telephone Company will cooperatively test with the customer, at the time of installation, network compatibility and other operational tests as described in Technical Reference GR-954-CORE, Issue 4. Successful completion and acceptance of all testing requirements must occur in order to receive LIDB Access Service.

21.6.2 Additional Cooperative Acceptance Testing Requirements

Additional Cooperative Acceptance Testing as described in Section 13. preceding will be performed on a cooperative basis with the customer. Additional Cooperative Acceptance Tests for LIDB Access are described in Technical Reference GR-954-CORE, Issue 4.

Rates and charges for Additional Cooperative Acceptance Testing are set forth in Section 31.13 following.

(x) GR-954-CORE, Issue 4, replaces TR-NWT-000954 in its entirety.
ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service (Cont’d)

21.7 Rate Categories

LIDB Access Service is subject to recurring charges on a per query basis. The LIDB Transport Charge provides for the transport of the query and response.

LIDB Access Service is also subject to a nonrecurring charge. The LIDB Service Establishment Charge provides for the establishment of Originating Point Codes into the Telephone Company STP and SCP routing and screening tables. The nonrecurring charge will apply on a per Originating Point Code (OCP) basis. Changes in a LIDB OPC will be treated as a discontinuance of the existing OPC and an installation of a new OPC and will be subject to nonrecurring charges and new minimum period requirements.

21.8 Rate Regulations

21.8.1 LIDB Service Establishment Charge

The LIDB Service Establishment Charge is a nonrecurring charge which will apply for the establishment of Originating Point Code(s). The charge will also apply when changes are made to existing OPC(s). The LIDB Service Establishment Charge will apply per OPC.

21.8.2 LIDB Transport Charge

The LIDB Transport Charge will apply for the transport of the LIDB Service Application query from the Telephone Company Signaling Transfer Point to the Service Control Point and back. This charge will apply per query.

21.8.3 Validation Service Charge

The Validation Service Charge will apply for the data base look up and validation of calling card, toll billing exception and public or semi-public performance data. This charge will apply per query.
ACCESS SERVICE

21. Line Information Data Base (LIDB) Access Service (Cont’d)

21.8 Rate Regulations (Cont’d)

21.8.4 OLNS Service Charge

The OLNS Service Charge will apply for the database look up and identification of the originating screening requirements for call processing and billing that are associated with an originating line. This charge will apply per query. The OLNS query response will provide information concerning the line that is originating a call. This information would include, but not be limited to, the following examples:

- Service or equipment indicator: POTS, coin, dormitory, hotel/motel, prison;

- Treatment indicator: Automated treatment i.e. provide an announcement, Operator treatment i.e. always attach line to an operator, Special treatment i.e. attach line to operator due to handicapped customer.

The rates and charges for LIDB Access Service are set forth in Section 31.21 following.

21.9 Billed Number Screening (BNS) Confirmation Service

Billed Number Screening (BNS) Confirmation Service is a service that is available to end users subscribing to BNS Service for the verification of BNS screening codes contained in the Line Information Data Base (LIDB). This service is available at no charge from any Telephone Company Service Center either in a verbal or written format.