

WEATHER ANNOUNCEMENT SERVICE (MAINTENANCE ONLY)

General

The Telephone Company will provide Automatic Weather Announcement Service by means of Telephone Company-provided facilities for the purpose of automatically transmitting announcements and commercial messages to individuals calling the telephone number associated with a particular Automatic Weather Announcement Service. Announcement equipment must be provided by the customer.

Weather Announcement Service will be provided only where there exists, in the judgment of the Telephone Company, adequate protection to the general telephone service or plant during temporary periods of traffic overload to the announcement service due to extreme temperatures or weather conditions. In all cases, the customer will be required to bear the expense of Traffic Load Protection equipment which reduces the length of the announcement cycle, including deletion of portions of the sponsor's announcement during periods of high incoming call volume. The Telephone Company will incur no liability for deletion of a portion or all of the sponsor's announcement during operation of the Traffic Load Protection equipment.

The Telephone Company may refuse to continue Weather Announcement Service when its use interferes with or impairs any other service rendered to the public.

WEATHER ANNOUNCEMENT SERVICE (MAINTENANCE ONLY) (cont'd)

Rates

Network Usage Charges are based on hours of use and the local Announcement Trunk Rate.

Network Usage Charge (In 1/10 hour increments or fraction thereof) /ASL/

<u>For</u>	<u>Monthly Rate per Hour</u>		
First 200 Hours	.025	x	(Announcement Trunk Rate) *
Next 800 Hours	.01	x	(Announcement Trunk Rate) *
Next 2000 Hours	.0079	x	(Announcement Trunk Rate) *
Over 3000 Hours	.0071	x	(Announcement Trunk Rate) *

* The Announcement Trunk rate is equivalent to 75 percent of the one party flat business line rate.

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)

Effective July 15, 2024, Customer Location Alternate Routing described in Part 8, Section 4 will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.

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EMERGENCY REPORTING SERVICE (Grandfathered)

Universal Emergency Number Service - 9-1-1 (Grandfathered)

Effective November 11, 1996, new installations of Universal Emergency Number Service (Basic) - 9-1-1 will no longer be made. Existing systems may be retained under current contract terms and conditions through their expiration or as determined through mutual agreement between the Company and the involved communities. This service will be withdrawn when all existing customers have moved to an alternative 911 service.

General

When requested by local government authorities, and subject to the availability of facilities, the Telephone Company will provide a universal number "9-1-1" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 9-1-1 number will provide each caller telephone access to a local PSAP.

No charge applies to the calling party for calls placed to the 9-1-1 emergency number.

Conditions

9-1-1 Service is provided by the Telephone Company where facility and operating conditions permit.

This offering is limited to the use of central office number "9-1-1" as the universal emergency number and only one "9-1-1" service will be provided within any government agency's locality.

The 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.

The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 service. In the event of any interruption of the service, the Telephone Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the Guidebook rate for the time such interruption continues, after 24 hours notice thereof to (T) the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

EMERGENCY REPORTING SERVICE (Grandfathered) (cont'd)

Universal Emergency Number Service - 9-1-1 (Grandfathered) (cont'd)

Conditions (cont'd)

Application for 9-1-1 service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Telephone Company. At least one local law enforcement agency must be included among the participating agencies in any 9-1-1 offering.

The customer must furnish the Telephone Company, in writing, with its agreement to the following terms and conditions:

That at least one PSAP will be provided and staffed on a 24-hour coverage basis.

That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.

That the customer will subscribe to a sufficient number of 9-1-1 central office lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 9-1-1 network including the 9-1-1 central office lines terminated at the PSAP.

That the customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.

Because the Telephone Company serving areas and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 9-1-1 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

The Telephone Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 9-1-1 is offered.

EMERGENCY REPORTING SERVICE (Grandfathered) (cont'd)

Universal Emergency Number Service - 9-1-1 (Grandfathered) (cont'd)

Conditions (cont'd)

Each customer agrees to release, indemnify, defend and hold harmless the Telephone Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.

Definition of Service

A basic 9-1-1 system includes the Telephone Company provision of the 9-1-1 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 9-1-1 service. The other components of 9-1-1 include the station equipment at the PSAP and the one way incoming 9-1-1 central office lines.

Features

Standard features include:

Forced Disconnect - Permits the PSAP attendant to release a connection even though the (9-1-1) calling party has not hung up, thereby preventing intentional jamming of the 9-1-1 central office lines.

Idle Tone Application - Allows the PSAP attendant to distinguish between calls that have been abandoned before they were answered and calls where the calling party is unable to speak for some reason. (If the caller abandoned the line just before the PSAP attendant answered, a distinct tone is heard by the attendant. If the caller is still on the line but unable to speak, no tone will be heard.)

Optional Features include:

Called Party Hold - (Requires dedicated 9-1-1 central office lines.) Enables the PSAP attendant to retain control of the connection regardless of the switchhook status of the calling party.

EMERGENCY REPORTING SERVICE (Grandfathered) (cont'd)

Universal Emergency Number Service - 9-1-1 (Grandfathered) (cont'd)

Features (cont'd)

Optional Features (cont'd)

Switchhook Status - (Requires dedicated 9-1-1 central office lines.) Allows the PSAP attendant to monitor by means of Supervisory lamps, the status of a calling party being held. When the PSAP is an 8A Key Telephone System, audible as well as visual indications are available and is limited to 9-1-1 calls trunked directly from the originating central office via metallic facilities.

Emergency Ringback - (Requires dedicated 9-1-1 central office lines.) Provides PSAP attendant the ability to ring back a telephone whose line is being held. When the PSAP is an 8A Key Telephone System, ringback can be accomplished even if the calling 9-1-1 party goes on hook.

Messages

No charge applies to the calling party for calls placed to the 9-1-1 emergency numbers.

9-1-1 Central Office Lines

Rates for flat rate PBX trunks or business lines as appropriate will apply for 9-1-1 central office lines (answering) that terminate the PSAPs. The monthly rate for the central office line is the rate applicable for the exchange in which the Central Office originating the 9-1-1 central office line is located (as opposed to the rate applicable for the exchange in which the PSAP is located.)

Dedicated Facilities - Inter Exchange

When dedicated direct arrangements are provided from exchanges other than that in which the PSAP is located due to the customer's request for optional features or when dedicated-direct arrangements are provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for Foreign Exchange Service will apply.

Dedicated Facilities - Inter Office

When dedicated lines are provided from central offices other than that in which the PSAP is located due to the customer's request for optional features, charges for Foreign Central Office Service will apply.

EMERGENCY REPORTING SERVICE (Grandfathered) (cont'd)

Universal Emergency Number Service - 9-1-1 (Grandfathered) (cont'd)

Optional Features Pricing

Optional Features will be provided at the following prices:

Central Office Type	Feature	Monthly Price Per 9-1-1 Central Office Line Equipped
Step	Emergency Ringback and Called Party Hold /ZZY01/	\$12.50
Step	Switchhook Status /ZZY02/	5.90
No. 5 Crossbar	Emergency Ringback and Switchhook Status and Called Party Hold /ZZY03/	15.90
Electronic Switching System	Emergency Ringback and Switchhook Status and Called Party Hold /ZZY04/	3.35

PSAP Terminal Equipment

Telephone Company or customer-provided equipment may be furnished to terminate 9-1-1 central office lines at any PSAP.

When the Telephone Company provides PSAP equipment, it will be provided at the appropriate charges.

When customer-provided terminal equipment is employed at a PSAP, it will be furnished in accordance with the provisions set forth in Section 8 of this PART.

Private lines, extension service channels and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at applicable prices for such channels, and facilities as specified in this Guidebook.

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OPTIONAL MAINTENANCE AGREEMENTS

General

Optional Maintenance Agreements are available to Non-key residential and business customers, Multi-Line residence and business customers and Centrex customers.

The Line-Backer Basic and MultiLine-Backer service provides for maintenance on a monthly basis in lieu of the Maintenance of Service Charge on a repair visit when the service difficulty is determined to be in customer-provided F.C.C. registered terminal equipment, associated accessory, or customer premises inside wire.

The Line-Backer Basic w/Phone and MultiLine-Backer w/Phone services provide, in addition to the Line-Backer Basic and MultiLine-Backer features, a loaner telephone set which will be provided for up to a sixty day period so that the customer will not be without telephone service while his set is being repaired. Line-Backer Basic w/Phone and MultiLine-Backer w/Phone are available only when sets are compatible.

The rates for and availability of these agreements can be found under the Rates and Charges section of this Guidebook. (T)

Regulations

These regulations are in addition to those set forth in other Parts of this Guidebook. (T)

Maintenance Agreements are not provided in connection with Foreign Central Office Service, Foreign Exchange Service, Customer Owned Pay Telephone Service or Private Line Service.

For customers with existing service, the Line-Backer Basic, Line-Backer Basic w/Phone, MultiLine-Backer and MultiLine-Backer w/Phone are effective five calendar days after Telephone Company receipt of the order for these services.

Under Line-Backer Basic w/Phone and MultiLine-Backer w/Phone the customer is responsible for the return of the loaner set within sixty days from the day of delivery. The customer will be required to reimburse the telephone set vendor for any loaned telephone set lost, damaged or not returned.

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SECTION 8 - Miscellaneous Services

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OPTIONAL MAINTENANCE AGREEMENTS (cont'd)**Prices**

Description /Billing Code/	Monthly Price
Line-Backer Basic ^{/1/}	
Category I one residence access line, or each business access line /MNTXB/	\$1.50
Category II one residence access line or each business access line /LBRXB/	2.00
Category III per Centrex station /LBRXB/	.75
Line-Backer Basic w/Phone ^{/1/}	
Category I one residence access line, or each business access line /MNTXP/	2.50
Category II one residence access line or each business access line /LBRXP/	3.00
Category III per Centrex station /LBRXB/	1.00
MultiLine-Backer ^{/1/}	
Category I two or more residence lines at same location on same bill /MMDXB/	2.50
Category II two or more residence lines at same location on same bill /MK9XB/	3.50
MultiLine-Backer w/Phone ^{/1/}	
Category I two or more residence lines at same location on same bill /MMDXP/	3.50
Category II two or more residence lines at same location on same bill /MK9XP/	4.50

Rates are applied based on a service category.

Category I Non-key residence and business customers.
Category II Multi-Line business or residence customers.
Category III Centrex customers.

/1/ A Nonrecurring Charge for Records Work, as found in Part 3 applies for establishing service. Service Charges do not apply to move between Line-Backer options.

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