

Tariff

PART 8 - Miscellaneous Services
SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 1

EMERGENCY REPORTING, ALERTING AND DISPATCHING SERVICES

GENERAL

1. Except as otherwise provided herein, the Company will furnish all facilities for Emergency Reporting, Alerting and Dispatching Service.
2. The customer will provide or bear the expense of any pole or underground conduit installations, including maintenance, when such installations are required to provide the facilities for Emergency Reporting, Alerting and Dispatching Service.
3. Based upon the level of charges provided for herein, and the fact that the services will be provided for use in emergencies, the liability of the Company, whether based upon contract or otherwise arising out of the service, for damages arising out of mistakes, omissions, interruptions, delays, failures, or errors or defects in transmission, shall in no event exceed the amount equivalent to the proportionate charge to the customer for the period during which such mistake, omission, interruption, delay, failure, or error or defect in transmission occurs. Where the customer is at fault, there shall be no adjustment of charges.
4. The customer indemnifies and saves the Company harmless against all claims for loss or injury to persons or property arising out of use of the service, unless caused solely by the negligence of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision.
5. When any part of a system is customer provided such as an attendant position(s), stations, channels or switching gear, then tariff rates for that portion of the system provided by the Company shall not apply but rather will be subject to a rate application based on cost.

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Original Sheet No. 2

GROUP ALERTING AND DISPATCHING SERVICE

1. Group Alerting and Dispatching Service is a communication arrangement designed for use by volunteer fire departments or other emergency organizations of a like nature where there is a need for a simultaneous connection to a large number of exchange telephones.
2. The basic service consists of common equipment in the central office which may be associated with a private line telephone instrument at any one of a maximum of three control stations. A control station is connected by use of one-digit dialing codes with up to 480 answering stations which may be divided into as many as seven different groups. The answering stations may be associated with party lines of up to eight parties, using full or semiselective ringing, as well as with individual lines.
3. The service is provided as follows:
 - a. Emergency calls are received at the control point by the regular telephone facilities, e.g., the listed fire department exchange line. The control station dials the proper one-digit code using a private line instrument and activates the central office equipment over a private alerting line and distinctively rings idle exchange answering stations associated with the selected group. Transmission is on a one-way basis only from the control station. The message may be recorded and repeated automatically as many times as desired. The control station is a customer provided Automatic Answering Service and a six-button private line instrument on which are terminated the following:
 - (1) An initial alerting line
 - (2) An automatic announcement line associated with the initial alerting line
 - (3) An alternate alerting line
 - (4) An automatic announcement line associated with the alternate alerting line
 - (5) Recording line
 - (6) Test line

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Original Sheet No. 3

GROUP ALERTING AND DISPATCHING SERVICE

4. Charges	<u>USOC</u>	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
a. Single Group Operation - Initial Control Station Group Alerting and Dispatching control equipment (Requires a 6 button key instrument, Automatic Answering Service and channel facilities [Three 2 wire voice grade Direct Analog Service Local Distribution Channels, and Channel Mileage and Channel Mileage Terminations, if applicable] for alerting, alternate alerting and test lines.)	56V	\$ 239.35	\$ 245.76
b. Multigroup Operation - Initial Control Station Group Alerting and Dispatching control equipment (Requires a 6 button key instrument, Automatic Answering Service and channel facilities [Three 2 wire voice grade Direct Analog Service Local Distribution Channels, and Channel Mileage and Channel Mileage Terminations, if applicable] for alerting, alternate alerting and test lines.)	6EF	422.30	294.26
Grouping Equipment Initial group Additional Groups (maximum of six), each	2TF	- 16.39/a/	- 4.92
c. Line equipment (one required for each exchange telephone on the system), each	59H	16.39/a/	4.06

/a/ Not applicable if installed at the same time as the basic service.

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GROUP ALERTING AND DISPATCHING SERVICE

4. Charges

	<u>USOC</u>	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
d. Miscellaneous Equipment			
Alternate Control Station, maximum of two			
Group Alerting and Dispatching control equipment	QBS	\$ 1.50	\$ 59.64
(Requires a 6 button key instrument, Automatic Answering Service and channel facilities [Three 2 wire voice grade Direct Analog Service Local Distribution Channels, and Channel Mileage and Channel Mileage Terminations, if applicable] for alerting, alternate alerting and test lines.)			

e. Initial Contract Period and Termination charges. The initial contract period is five years, starting with the date service is established. The Termination Charge applicable in the event of discontinuance of the system before the expiration of the initial contract period is \$9,707.06 reduced 1/60 for each month of service.

f. Move and Change Charges

Change from single group operation to multigroup operation, or from multigroup operation to single group operation, installation charges for the new system are applicable, termination charges are applicable for any unexpired portion of the contract for the replaced system, and a new five-year contract is applicable for the new system starting with the date service is transferred to that system.

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Original Sheet No. 5

PUBLIC EMERGENCY REPORTING SERVICE

1. Public Emergency Reporting Service is designed for use by fire departments or other emergency organizations of like nature where it is desirable to have emergency telephone calls answered and customer-provided signals operated from one of several locations.
2. The service consists of common equipment in the central office to which are connected regular exchange telephone lines and answering stations in various locations. When a regular exchange telephone lines associated with the service is called, the answering stations ring simultaneously. The answering stations are equipped with a talking control button and with a control key to operate customer-provided signals.
3. Due to various types of central office equipment, it may not be possible for the Company to provide Public Emergency Reporting Service in all central office areas.
4. Public Emergency Reporting Service will be provided only in conjunction with individual business lines.
5. The answering stations of the system are restricted to incoming service.
6. More than one central office line may be provided with the service. The number of central office lines and the number of answering stations permitted are as indicated in the following table:

<u>Number of Central Office Lines</u>	<u>Maximum Number of Answering Stations</u>
12-13	3
11	4
10	5
9	6
7-8	7
5-6	8
3-4	9
1-2	10

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PUBLIC EMERGENCY REPORTING SERVICE

7. Charges

- a. The charges specified below apply when all regular exchange telephone lines and answering stations are provided from the same central office. Where facility and transmission conditions permit, lines and stations will be provided from different central offices and any additional charges applicable will be determined on the basis of the facilities required.
- b. The following charges are in addition to established tariff charges for the individual business lines and any miscellaneous service provided with the Public Emergency Reporting Service.

	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
c. Initial Public Emergency Answering Station			
(1) Within the base rate area each Public emergency control equipment (Requires standard nondial telephone set, push button, cut-off key, and one 2 wire voice grade Direct Analog Service Local Distribution Channel.)	67Y1S	-	\$7.43

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SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 7

PUBLIC EMERGENCY REPORTING SERVICE

7. Charges

	<u>USOC</u>	<u>Non- recurring Charge</u>	<u>Monthly Rates</u>
c. Initial Public Emergency Answering Station			
(2) Outside the base rate area or within a locality rate area, each Public emergency control equipment (Requires standard nondial telephone set, push button, and cut-off key, and one 2 wire voice grade Direct Analog Service Local Distribution Channel.)	67D1S	-	\$7.78
For a termination of local channel outside the base rate area, one party rural zone charge or the locality rate area charge specified in Part 4, Section 2 is applicable.			
d. Additional Public Emergency Answering Station			
(1) Within the base rate area, each Public emergency control equipment (Requires standard nondial telephone set, push button and cut-off key, and one 2 wire voice grade Direct Analog Service Distribution Channel.)	67Y	-	0.95
(2) Outside the base rate area or within a locality rate area, each Public emergency control equipment (Requires standard nondial telephone set, push button and cut-off key, and one 2 wire voice grade Direct Analog Service Local Distribution Channel.)	67DAS	-	1.35

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Original Sheet No. 8

PUBLIC EMERGENCY REPORTING SERVICE

7. Charges

	<u>USOC</u>	<u>Non- recurring Charges</u>	<u>Monthly Rates</u>
e. Control Equipment to Operate Customer Provided Signals			
(1) Within the base rate area, each Relay terminal control equipment (Requires a key and one 2 wire voice grade Direct Analog Service Local Distribution Channel.)	67HWB	-	\$6.68
(2) Outside the base rate area or within a locality rate area, each Relay terminal control equipment (Requires a key and one 2 wire voice grade Direct Analog Service Local Distribution Channel.)	67H0B	-	6.97
f. Central Office Terminal Equipment (one required for each group of three central office lines provided beyond the initial line), each	PN8	\$16.39	8.13

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SECTION 3 - Emergency/Group Alerting Services

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911

(C)/1/

A. DESCRIPTION

Universal Emergency Number Service/911 Telecommunications Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

When requested by local government authorities, and subject to the availability of facilities, the Telephone Company will provide a universal number "911" for the use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP.

The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the Central Office areas arranged for 911 calling.

911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a PSAP which is prepared to receive those calls. Each 911 Service classification has certain inherent features and optional features which may or may not be available with other 911 Service classifications.

(C)

/1/ Basic 911 service now appears in Part 20, Section 8.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

A. DESCRIPTION (cont'd)

911 Service may be classified as follows:

Enhanced 911 Service (E911)

Enhanced 911 Service offerings provide routing via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs based upon ANI capability or Default Routing. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or over additional E911 Exchange lines subscribed to by the customer.

Enhanced 911 Service is available via one or a combination of the following service feature combinations:

- Automatic Number Identification (ANI)
- Selective Routing (SR)
- Automatic Number Identification and Selective Routing (ANI/SR)
- Automatic Number Identification and Automatic Location Identification (ANI/ALI)
- Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

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SECTION 3 - Emergency/Group Alerting Services

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Original Sheet No. 11

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS

911 Control Office

A 911 office providing tandem switching capability for 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Additional E911 Exchange Line

An additional line which terminates at a PSAP

Alternate Routing (AR)

A feature which allows calls to be routed to a designated alternate location if 1) all 911 exchange lines to the primary PSAP are busy, or 2) the primary PSAP closes down.

Automatic Location Identification (ALI)

A feature that forwards the name and address associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise extensions, etc.) are identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI)

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

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Original Sheet No. 12

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS (cont'd)

Automatic Number Identification and Automatic Location Identification (ANI/ALI)

A Service Feature combination with both the ANI and ALI features, which allows telephone numbers and the name and address associated with the calling party's telephone number to be forwarded to the PSAP for display.

Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

A Service Feature combination with ANI, ALI and SR which allows telephone numbers, names and addresses to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Automatic Number Identification and Selective Routing (ANI/SR)

A Service Feature combination with ANI and SR which allows telephone numbers to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Cell Site Record

The physical location/street address of a cellular tower and , if applicable, the direction of the transmitter/receiver site. For purposes of this definition a cellular tower equipped with three (3) transmitter/receivers would constitute three (3) cell site records. Conversely, a cellular tower with an omnidirectional transmitter/receiver would constitute one (1) cell site record.

Central Office Identification

A three digit code that identifies the central office from which a 911 call originated. This feature is provided in lieu of Selective Routing and ANI display for central offices within the 911 system not equipped with ANI.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS (cont'd)

Central Office Transfer

The transfer of an incoming 911 call to another access line through use of a Central Office conference circuit.

Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the SR and ALI features.

Default Routing

A feature activated when incoming 911 calls cannot be selectively routed due to a failure of the ANI feature, garbled digits or other cause. Such incoming calls are routed to a "default" PSAP.

Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position. The attendant can then activate Fixed and/or Selective Transfer functions (defined below).

Emergency Service Number (ESN)

A Selective Routing (SR) code assigned by the Company to each telephone number in an exchange where SR is provided to route 911 calls to an appropriate PSAP. The ESN is associated with street address ranges or other mutually agreed upon routing criteria and defines the set of emergency numbers (e.g. police, fire, medical) responsible for providing emergency service in a primary PSAP and possibly one or more secondary PSAPs.

End Office

The central office in the 911 system which receives originating 911 calls.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS (cont'd)

Enhanced 911 Service

A 911 service offering which provides completion of 911 calls via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer provided terminal equipment. This offering is available via specific service feature and/or service feature combinations which may or may not be available with other 911 Service classifications.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to Secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect

Permits the PSAP attendant to release a 911 call connection though the 911 calling party has not hung up, thereby preventing intentional jamming of the 911 central office lines.

Manual Transfer

Enables the PSAP attendant to transfer an incoming call by depressing the switch hook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Calls are first directed to the Primary PSAPs for response. Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized location for a particular type of emergency call. PSAPs shall be staffed by employees or agents of service agencies such as police, fire or emergency medical or a common bureau serving a group of such entities.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS (cont'd)

Responding Agency

An agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.

Selective Routing

A feature which allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Selective Transfer

Provides a PSAP with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with type of agency, e.g. fire, on the Display and Transfer Unit. Selective Transfer is only available when Selective Routing is provided.

Serving Central Office

The central office from which a PSAP, either primary or secondary is served.

Service User

Any exchange access facility customer within a 911 system.

Speed Calling

A feature which enables the customer to call certain preset numbers via abbreviated dialing.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

B. DEFINITIONS (cont'd)

Universal Emergency Number Service

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls placed by persons in need of assistance who dial the telephone number 911. The 911 Service includes the lines and equipment necessary for answering, transferring and dispatching public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

Universal Emergency Number Service Customer (Customer)

A municipality or other state or local governmental unit to whom authority has been lawfully delegated within a geographic area to respond to public emergency telephone calls, at a minimum for police and fire service. An agent may be authorized by one or more municipalities or other state or local governmental units to subscribe to the service but the agent is not the customer.

C. TERMS AND CONDITIONS

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. A single PSAP may subscribe to only one 911 service classification within any single government agency's locality.
2. 911 Service is furnished to the customer only for the purpose of receiving reports of emergencies from the public. It is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this service. The public safety agencies must subscribe to other exchange telephone service provided under this Tariff for non-emergency telephone communications.
3. 911 Service is classified as Business Exchange and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

4. Temporary suspension of service is not provided for any part of 911 Service (premise equipment included).
5. 911 Service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation, either expressed or implied, toward any third person or legal entity other than the customer.
6. Telephone Company serving areas and political subdivision boundaries may not coincide, however it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local serving area whether or not the calling telephone is situated on property within the geographic boundaries of the customer's public safety jurisdiction.
7. The application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing, satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company its written agreement to the following terms and conditions:
 - Applicants for this service must provide an adequate number of trained personnel to receive and dispatch calls to meet public demand. All 911 calls must be answered on a 24-hour day, seven-day week basis.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

8. (cont'd)

- The customer accepts responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. A PSAP must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance, or other emergency services as are reasonably available and required.
- The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
- The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving non-911 calls.
- The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. Applicants for 911 service must subscribe to adequate facilities to provide satisfactory service to the public. Minimum trunk requirements for each central office designation served, must be met as prescribed by applicable State Codes, Rules, and Legislation.
- The customer will make provisions for receiving emergency calls from Telecommunication Devices for the Deaf (TDD) users.

9. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

10. The 911 calling party by calling 911 Service, gives consent for the Company to provide 911 information consisting of the name, address, telephone number, and other calling party information when available, to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency calls for assistance.
11. Database inquiries for 911 information consisting of name, address, telephone number, and other information when available, will only be allowed for purposes of dispatching or responding to 911 emergency calls or integrity verification as prescribed by the Company or applicable State Codes, Rules, or Legislation.
12. 911 information consisting of the names, addresses, telephone numbers, and other calling party information when available, of the telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose.
13. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Listing Service to the extent that the name, telephone number, address and other calling party information, when available, associated with the originating station location are furnished to the PSAP.
14. Terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the 911 Database; other than information related to the number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call. Manual access to the 911 Database may be provided upon written request as prescribed by the Company and subject to State and Federal laws and regulations.

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

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PART 8 - Miscellaneous Services
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1st Revised Sheet No. 20
Cancels
Original Sheet No. 20

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

15. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI solely for 911 Service. When the Selective Routing feature is provided as part of a 911 System, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI display for any central office within the system not equipped with ANI.
16. ANI will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of the telephone number and address.
17. When the Selective Routing feature is provided with a 911 System, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area that are agreeable to the Company. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 911 serving area. The customer's responsibilities in providing this information are:
 - Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company, or other electronic medium where available, for that purpose at a mutually agreed upon time prior to the effective date of the service.

(C)

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PART 8 - Miscellaneous Services
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1st Revised Sheet No. 21
Cancels
Original Sheet No. 21

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

17. (cont'd)

- After establishment of service it is the customer's responsibility to continually verify the accuracy of the routing information contained in the master address file. It is also the customer's responsibility, to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations. One copy of the file will be provided free of charge on an annual basis. Additional copies may be requested at applicable tariff rates.
- The Company will furnish to the customer for verification a written copy showing each change, deletion and addition to the master address file.

18. The 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 911 is offered.

19. Intercept service for the seven digit emergency numbers replaced by 911 will be provided, upon request, for a period negotiated by the customer, until the next customer directory issuance, or up to one year, whichever period is longest.

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

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PART 8 - Miscellaneous Services
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1st Revised Sheet No. 22
Cancels
Original Sheet No. 22

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

20. The installation of initial or subsequent 911 exchange lines to maintain applicable Company service standards will be provided by the Company, subject to the terms and agreements of the 911 Service Agreement when applicable.
21. Customer premise equipment used in providing 911 Service and features may be Company or customer provided.
22. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein.
23. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this Tariff.
24. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the Company's sole negligence, arising out of the customer's use of 911 service whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.
25. The rates for 911 Service do not include the inspection or monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall be responsible for making such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.
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Detroit, Michigan

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

26. The Company's liability to the customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or malfunctions of this service or any part thereof caused by negligence of the Company or otherwise shall not exceed the greater of \$60 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
27. The customer also agrees to release, indemnify, defend, and hold harmless the Company from any infringement or invasion of the right of privacy or confidentiality of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
28. The 911 services specified in this tariff are available for the use of public agencies and counties in providing universal emergency number service systems to universal emergency number service districts under authority of the Emergency Telephone Service Enabling Act, 1986 Michigan Public Act No. 32 as amended (hereafter referred to as P.A. 32).

Emergency telephone services provided to emergency telephone districts under authority of P.A. 32 shall be provided in accordance with the terms and conditions of P.A. 32.

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

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PART 8 - Miscellaneous Services
SECTION 3 - Emergency/Group Alerting Services

1st Revised Sheet No. 24
Cancels
Original Sheet No. 24

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

28. (cont'd)

The 911 services specified in this tariff which are provided by the Company as a part of a universal emergency number service under P.A. 32 shall, to the extent they do not conflict with P.A. 32, be provided under the terms, conditions, rates and charges of this tariff.

Upon customer request, the 911 services provided by the Company in accordance with the terms and conditions of P.A. 32 shall be billed in accordance with the terms and conditions of P.A. 32.

- a. The Company may bill a portion of its rates and charges, as specified in P.A. 32, to the customer. The customer shall be responsible for the payment of those charges.
- b. The Company may bill a portion of its rates and charges, specified in this tariff to the service users of the 911 system as a part of the charges billed by the Company in accordance with P.A. 32. The service users shall be responsible for payment of those charges.

D. FEATURES

1. Enhanced 911 Standard Features

Alternate Routing (AR)

Default Routing (DR)

Forced Disconnect

Central Office Transfer Arrangements:

- Fixed Transfer
- Manual Transfer
- Selective Transfer

Speed calling

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

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MICHIGAN BELL
TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 8

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1st Revised Sheet No. 25
Cancels
Original Sheet No. 25

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES

1. Service Elements

Charges for Enhanced 911 feature combinations are determined by the total number of main and equivalent main telephone numbers served by local central offices equipped for Automatic Number Identification, Selective Routing, and those to which both apply.

When Selective Routing (SR) is provided, different features may be applied to the SR subsets without being applied to the total main and equivalent main telephones served by the local central office.

The following Service Features are rounded to the nearest 1000 main and equivalent main telephones (excluding all types of WATS terminations). This count is determined by the maximum number of the above stated main telephones in service during the most current twelve-month period at the time service is established. This count will be adjusted annually to update customer billing, with the applicable twelve-month period being the preceding calendar year. When E-911 Service is provided in accordance with P.A. 32, the annual adjustment will be based on the provisions of P.A. 32.

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PART 8 - Miscellaneous Services
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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge	Monthly Price
Service Features		
Some or all of these rates and charges may be billed to service users as specified in P.A. 32.		
Automatic Number identification, per 1000 main stations served /E8X/	\$ 168.46	\$ 29.20
Selective Routing, per 1000 main stations served /E8R/	673.82	81.98
Combined Automatic Number Identification and Selective Routing per 1000 main stations served /E8T/	673.82	81.98
Combined Automatic Number and Location Identification, per 1000 main stations served /E8V/	1,437.49	103.32
Combined Automatic Number and Location Identification and Selective Routing, per 1000 main stations served /E8Z/	1,572.25	114.55
Additional (optional) one-way incoming E911 Exchange Lines terminating at PSAP, each (provided at the customer's request)/E8K/	146.00	101.07

(C)

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PART 8 - Miscellaneous Services
SECTION 3 - Emergency/Group Alerting Services

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Cancels
Original Sheet No. 27

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES (cont'd)

2. Other Applicable Charges and Payments

Messages

The calling party is not charged for calls placed to the 911 number.

Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination, subject to the terms and conditions of the 911 Service agreement. Inter-system transfers are subject to applicable local message charges.

Special equipment and service arrangements for which provision is not otherwise made in these tariffs or catalogs are furnished wherever practicable at charges based on cost.

Equipment Moves

Moves or changes of equipment at PSAP locations will be made based upon cost, not to exceed installation charges specified in this tariff or catalog. Time and material charges may be applicable.

Charges for customer requests that require additions, removals, moves, or changes of access facilities or equipment on Company premises will be based on cost and determined separately in each case.

Installation of additional network or other facilities to maintain a satisfactory grade of service will be provided by the Company, subject to the terms and conditions of the 911 Service Agreement.

Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up, to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.

(C)

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MICHIGAN BELL
TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 8

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(D)

(D)

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MICHIGAN BELL
TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(D)

(D)

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MICHIGAN BELL
TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 8

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PART 8 - Miscellaneous Services
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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(D)

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TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

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Tariff

PART 8

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PART 8 - Miscellaneous Services
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UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(D)

(D)

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Detroit, Michigan

WIRELESS 9-1-1 SERVICE

A. DESCRIPTION

Wireless 9-1-1 Service (W 9-1-1) is a service offered to Enhanced 9-1-1 Service customers, which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and the appropriate caller location information to support the Federal Communication Commission's (FCC) Phase I and Phase II requirements established in Docket Number 94-102 (the "FCC Order").

This service includes wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, storage and processing, Tandem to Tandem Transfer and Trunks. W 9-1-1 service will support the following wireless E9-1-1 design solutions:^{/1/}

- Call Path Associated Signaling (CAS)^{/2//3/}
- Non-Call Path Associated Signaling (NCAS)
- Hybrid^{/3/}

The W 9-1-1 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated.

B. DEFINITIONS

9-1-1 Selective Router

A central office providing tandem switching capability for 9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function capability and certain maintenance functions for each PSAP.

/4/

- /1/ Population data will be revisited and modified, if necessary, after the fifth year anniversary of the effective date of this tariff.
- /2/ The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation.
- /3/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP".
- /4/ Material now appears on 1st Revised Sheet 33 of this Section.

WIRELESS 9-1-1 SERVICE (cont'd)

B. DEFINITIONS (cont'd)

9-1-1 Tandem to 9-1-1 Tandem Transfer

The ability to transfer a W 9-1-1 call from a PSAP served by one 9-1-1 Tandem (a.k.a. Selective Router) to a PSAP served by a different 9-1-1 Tandem.

/1/

Automatic Location Identification (ALI)

This feature forwards the necessary location data stored in the 9-1-1 SR/ALI Database which is sufficient to identify the tower and/or cell face from which a wireless call originates.

/1/

Automatic Number Identification (ANI)

This is a signaling parameter, which refers to the number transmitted through a network identifying a pANI. With respect to 9-1-1, "ANI" means a feature by which the pANI is automatically forwarded to the 9-1-1 Selective Routing Switch and to the PSAP CPE (Customer Premise Equipment) for display.

Billing Unit

A billing unit represents each 1000 in population for the area being served by a W 9-1-1 PSAP. The population for the W 9-1-1 customer will be divided by 1000 to determine the total number of billing units for the W 9-1-1 customer.^{/1/}

(N)

(N)

Call Path Associated Signaling (CAS)

A wireless 9-1-1 solution set that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the PSAP.

Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

Emergency Services Routing Key (ESRK)

A 10-digit number that is normally used to identify an ongoing wireless 9-1-1 call and to correlate the associated data for that call. The selective router uses the ESRK to selectively route the call to the designated PSAP.

/2/

/1/ Material formerly appeared on Original Sheet 32 of this Section.

/2/ Material now appears on Original Sheet 33.1 of this Section.

WIRELESS 9-1-1 SERVICE (cont'd)

B. DEFINITIONS (cont'd)

Enhanced 9-1-1 Services (E-9-1-1)

A 9-1-1 service offering which provides completion of 9-1-1 calls via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer provided terminal equipment. This offering is available via specific service feature and/or service feature combinations which may or may not be available with other 9-1-1 Service classifications.

/1/

Hybrid

A wireless 9-1-1 solution set that utilizes one transmission path to deliver the voice and Mobile Directory Number to the PSAP and a separate transmission path to deliver the caller's location information to the PSAP.

Mobile Directory Number (MDN)

The call back number associated with a wireless telephone.

Mobile Switching Center

A switch that provides wireless telephone service.

Non-Call Path Associated Signaling (NCAS)

A W 9-1-1 solution set that utilizes one transmission path to deliver the voice and a separate transmission to deliver the Mobile Directory Number and the caller's location to the PSAP.

/1/

Phase I Service

W 9-1-1 service that provides the PSAP with the callback telephone number of the wireless 9-1-1 caller and the location of the cell site or base station transmitting the call.

(N)

Phase II Service

Wireless 9-1-1 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information as required by FCC Docket Number 94-102 (Latitude and Longitude information may require a manual rebid from the PSAP to receive that information).

(N)

Public Safety Answering Point (PSAP)

A continuously operated communications facility established or authorized by local government authorities that answers 9-1-1 calls originating within a given service area. A Primary PSAP receives the initial 9-1-1 call directly from the E9-1-1 Control Office, while a Secondary PSAP receives 9-1-1 calls transferred by a Primary PSAP.

/1/

/1/

/1/ Material formerly appeared on Original Sheet 33 of this Section.

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Detroit, Michigan

WIRELESS 9-1-1 SERVICE (cont'd)

B. DEFINITIONS (cont'd)

Pseudo-Automatic Number Identification (pANI)

A 10-digit number used to support routing of wireless 9-1-1 calls. It is used to identify the Cell Sector from which the call originates, and is used to link the ALI record with the caller's Mobile Directory Number (MDN). Numbers used for pANIs are subject to certain other restrictions and conditions required by the Company to ensure reliable and standard 9-1-1 service.

Wireless 9-1-1 Call

Any call generated by a wireless end user via the digits "9-1-1" and delivered by the wireless carrier to the Company for routing to the designated PSAP. The Company does not have to be the 9-1-1 database provider for the PSAP in order to route the call to the designated PSAP.

Wireless Carrier

A private entity that provides telephone service to residential or business end users served by the provider's wireless switch.

Wireless End User

An individual or organization authorized to use the telephone services provided by the wireless switch.

C. TERMS AND CONDITIONS

Request for this service: (1) can only be initiated by an E 9-1-1 customer; (2) must be provided to the Company in writing 150 days prior to the desired service date for either Phase I or Phase II service; and (3) must identify service locations and arrangements. (C)

Wireless 9-1-1 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the customer.

The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Company will continue to selectively route wireless 9-1-1 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

WIRELESS 9-1-1 SERVICE (cont'd)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations^{/1/}

1. When the Company is the database provider, the 9-1-1 customer is responsible for ensuring that the wireless carrier creates, maintains, and forwards to the Company current pANI data according to the format and procedures specified by the Company.
2. W 9-1-1 Service Wireless End User's information is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls.
3. The Wireless End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number and caller location are furnished to the PSAP and to the Company. The Wireless End User (published and nonpublished) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access this information by the PSAP for the sole purpose of responding to an emergency call.
4. The W 9-1-1 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider.
5. Cancellation of the service in whole or in part by the W 9-1-1 customer prior to establishment thereof, will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company, up to the time of cancellation, resulting from the W 9-1-1 customer's order for service.
6. There will be charges assessed for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations.
7. The Company will assign one wireless Emergency Service Number (ESN) (N)
per PSAP receiving primary routed wireless calls. (N)
/2/

/1/ The Company will participate in all coordination efforts as appropriate.

/2/ Material now appears on 1st Revised Sheet 36 of this Section.

WIRELESS 9-1-1 SERVICE (cont'd)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

8. The Company will provide additional Selective Router to PSAP trunks dedicated to wireless service, and/or Power Failure/Make Busy circuits at the customer's request per the terms and conditions of existing applicable tariffs. /1/
9. The routing functionality will route wireless 9-1-1 calls based on the ESN associated with the pseudo Automatic Number Identification (pANI) that identifies the cell site/cell face or routing key. When call routing capability based on longitude and latitude becomes available, and upon the request of PSAPs to offer this routing functionality, the Company will revisit the cost model approved in Case No. U-14000 to address additional costs, if any, to provision this enhanced routing capability function.^{/2/} /1/
10. To the extent allowed by law, the Company's entire liability to any person for interruption or failure of W 9-1-1 Service shall be limited by the terms set forth in this section and other sections of this Tariff. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 9-1-1 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company.
11. W 9-1-1 Service is provided solely for the benefit of the W 9-1-1 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity. (C)
12. To the extent allowed by law, the W 9-1-1 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the W 9-1-1 customer or others. (C)
13. The Company supported segment of the W 9-1-1 Service will be designed to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 systems are equipped with the features required to provide W 9-1-1 service. (C)

/1/ Material formerly appeared on Original Sheet 35 of this Section.

/2/ Material now appears on 1st Revised Sheet 36 of this Section.

WIRELESS 9-1-1 SERVICE (cont'd)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

- 14. To the extent allowed by law, the W 9-1-1 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of W 9-1-1 service features and the equipment associated therewith, or by any services furnished in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone number used by the party or parties accessing W 9-1-1 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 9-1-1 customer, its user, agencies or municipalities or the employees or agents of any one of them. /1/
- 15. Based upon the level of charges provided for herein, and the fact that the services will be provided for use in emergencies, the liability of the Company, whether based upon contract or otherwise arising out of the service, for damages arising out of mistakes, omissions, interruptions, delays, failures, or errors or defects in transmission, shall in no event exceed the amount equivalent to the proportionate charge to the customer for the period during which such mistake, omission, interruption, delay, failure, or error or defect in transmission occurs. Where the customer is at fault, there shall be no adjustment of charges. (C)
- 16. To the extent allowed by law, the W 9-1-1 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W 9-1-1 Customer and/or Wireless Carrier providing the Company with inaccurate, out of date or improperly formatted MDN or pANI data. (C)
- 17. To the extent allowed by law, the W 9-1-1 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W 9-1-1 customer or the wireless carrier. (C)

/1/ Material formerly appeared on Original Sheet 36 of this Section.
/2/ Material now appears on 1st Revised Sheet 38 of this Section.

PART 8 - Miscellaneous Services
SECTION 3 - Emergency/Group Alerting Services

2nd Revised Sheet No. 38
Cancels
1st Revised Sheet No. 38

WIRELESS 9-1-1 SERVICE (cont'd)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

- 18. The customer acknowledges that W 9-1-1 service requires that the respective wireless carriers have the capability to forward the wireless subscribers call and associated call data to the Company for transport to the W 9-1-1 Customer.
- 19. In applications utilizing a third party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP. It will be the responsibility of the third party database provider to ensure that the ALI record provides both the W 9-1-1 Phase I and II data as required by the FCC.

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/1/
(D)

/1/ Material formerly appeared on Original Sheet 37 of this Section.