

UNIVERSAL EMERGENCY NUMBER SERVICE (911)**A. Description**

1. Universal Emergency Number Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911; it includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.
2. 911 Service is offered subject to the availability of facilities.
3. The 911 Service 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 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 to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.
4. Three types of 911 Service are offered: B911, D911 and E911.
5. The service may be provided by the Company or jointly by the Company and an Independent Exchange Carrier.

B. Rules and Regulations

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.
2. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies must subscribe to other telephone service as provided in paragraph B.22 following.
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area, except that routed E911 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Service Feature (SR) is provided. When E911 Service is furnished to a customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 Service Features which includes the Selective Routing Service Feature at the rates specified in this guidebook. Selective Routing is not available on direct trunked E911 Systems.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

5. 911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis. Central Office Transfer is only available where central office facilities permit.
6. 911 Service is provided solely for the benefit of the municipal 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.
7. The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
8. In accordance with the Federal Communication Commission's order of January 8, 1985, the Company may provide terminal equipment for use with 911 PSAP installations. A list of 911 equipment and its associated rates and charges will be provided upon request. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be so configured so that it is unable to extract any information from the Data Management System (DMS) other than information relating to an emergency call. Any subscriber information obtained from the DMS in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a subscriber's telephone number with his name or address shall be secured by the customer and disposed of in a manner that will retain that security.
9. Temporary suspension of service is not provided for any part of 911 Service.
10. 911 Service information of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.
11. The calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the subscriber information associated with the originating station location is furnished to the PSAP. The telephone subscriber (published or nonpublished) consents to access to this information by the 911 customer for the sole purpose of responding to emergency and/or 911 calls.
12. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 Services. When the SR or ANI Service Features are provided, in such circumstances, default routing and/or central office identification will be provided in lieu of selective routing and/or ANI display.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

13. ANI and/or Automatic Location Identification (ALI) will not be displayed on calls placed over four-party or rural lines. Central office identification is provided in lieu of ANI and ALI.
14. The Company's entire liability to any person including Independent Exchange Carriers who participate in the joint provisioning of 911 Service for interruption or failure of 911 Service shall be limited by the terms set forth in this Section and other Sections of this guidebook.
15. The rates charged for any 911 Service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such 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.
16. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of 911 Service including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made by it for the service affected for the period following notice from the customer until service is restored.
17. Adjustments for service interruptions experienced by persons calling the PSAP is governed by and limited by terms set forth in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
18. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) associated with the E911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this Section and in other Sections of this and other guidebooks.
19. 911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 Services are offered.
20. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices within the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries at the customer's public safety jurisdiction.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

21. 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 with 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 Service request.
22. In addition to all other terms and conditions, the following applies:
 - a. All 911 Service calls will be answered on a 24-hour day, seven-day week basis.
 - b. The customer has the responsibility for dispatching the appropriate emergency service within the 911 Service Area, or will undertake to transfer all 911 service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to 911 Service PSAP by calling parties.
 - d. The customer will subscribe to a sufficient number of interoffice facilities and 911 exchange lines, as determined by the Company to adequately handle incoming calls but in all cases subject to a minimum of two facilities or lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.

An exception to this policy is allowed for 911 exchange line groups from an E911 control office to a secondary answering location used for central office transfer purposes only. In this case, the line quantity may be determined by the customer and could result in only one line being provided.

- e. 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 Company operators.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

23. When the SR Service Feature is provided (E911), 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 within various portions of the E911 Service area. An Emergency Service Number (ESN) will be provided by the Company for each such combination. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 Service area. The ESN's will be carried in the DMS to permit routing of E911 Service calls to the appropriate primary and secondary PSAP's responsible for handling E911 Service calls from each telephone in the E911 Service area.

The customer's responsibility for providing this information is as follows:

- a. 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 for that purpose at a mutually agreed upon time prior to the effective date of the service.
 - b. 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 and 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 E911 Service calls to the proper PSAP.
 - c. The Company will provide to the customer, upon request, complete listings contained in the master address file to permit customer verification of the accuracy of the police, fire, and ambulance PSAP routing designations.
 - d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted as they occur.
24. Cancellation of the service in whole or in part by the 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 up to the time of cancellation resulting from the customer's order for service, but not to exceed the total nonrecurring charges.
25. Each customer and any Independent Exchange Carrier that participates in the joint provisioning of 911 Service 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, whether suffered, made, instituted or asserted by the customer or by any other party of 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.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

26. The customer and any Independent Exchange Carrier that participates in the joint provisioning of 911 Service also agree 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 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.
27. Company provided PSAP equipment may be used in accordance with the provisions of 'Connections of Terminal Equipment and Communications System' in Part 2, Section 9.
28. The use of Selective Routing on anything less than a Company Exchange is not permitted.
29. The 911 emergency telephone number is not intended to be total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies will subscribe to other telephone service as provided in paragraph B.22.e.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

30. Method of Applying Rates – E911 Facilities

a. Facilities - Routed Systems

E911 Systems utilizing a control office require adequate facilities from each end office in the serving area to the control office and from the control office to each PSAP's serving end office.

Rates for routed facilities found in paragraph E.4.a. are all inclusive. No additional mileage, channel termination, or trunk unit charges apply, other than PSAP equipment.

b. Facilities - Direct Trunked Systems

E911 Systems without a control office require adequate facilities from each end office to the PSAP's serving office. Sufficient exchange lines are required from the serving office to the PSAP to complete interoffice facilities, as well as to complete 911 calls originated within the area served by the PSAP's serving central office.

Rates for direct trunked facilities found in paragraph E.4.a. are all inclusive. No additional mileage channel termination or trunk unit charges apply for these circuits.

Exchange lines to complete 911 calls originated from locations served by the PSAP serving office require an end office outgoing trunk unit.

c. For routed or direct trunked systems, facilities between Company offices and a point of interconnection with another telephone company shall be billed the appropriate flat rate found in paragraph E.4.a.

These rates are all inclusive. No additional channel termination mileage or trunk unit charges apply for these circuits.

d. Exceptions

In those cases where an intraexchange E911 service has control and/or end offices in Arkansas and another state, the method of applying rates in A. and B., preceding, are modified to apply the charges for that portion of the E911 service located in the other state and shall be pursuant to that state's tariff/guidebook.

In those cases where an interstate interexchange E911 service has control and/or end offices in Arkansas and another state, the method of applying rates for the interoffice portion will be determined via Individual Case Basis (ICB) procedures using F.C.C. No. 68 Rules and Regulations.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms**

B911: A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.

D911: A service which provides the B911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.

E911: An expanded service that provides optional features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 has other standard and optional features which may or may not be available with B911 or D911.

Additional Service Exchange Line: An additional line terminating at a PSAP that may be ordered by the customer as an optional feature.

Alternate Routing: This feature is provided to allow E911 Service calls to be routed automatically to a designated alternate location if all E911 Service lines to a primary PSAP are busy, or a primary PSAP closes down for a period (night service). This is a standard feature of E911 Service optional Selective Routing Feature.

Automatic Location Identification (ALI): An E911 Service Feature by which the address and name associated with the calling party's telephone number (identified by ANI) is forwarded to a primary or secondary PSAP for display. The address displayed on calls placed from additional telephones with the same telephone number at another address location will be that of the main service location.

Automatic Number Identification (ANI): An E911 or D911 Service Feature by which the calling party's telephone number is forwarded to the PSAP for display.

E911 Control Office - The office providing tandem switching capability for E911 Service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the Selective Routing, Speed Calling, Call Transfer Service and certain maintenance functions for each PSAP.

Central Office Call Transfer Services: E911 features which provide the capability for an established E911 Service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the three types of call transfer services which may be used with E911 Service:

Fixed transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to a predesignated location by depressing a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out a Speed Calling code associated with the desired agency. If the call is transferred to a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ANI address of the calling party is transferred also.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms (cont'd)**Central Office Call Transfer Services: (cont'd)

Manual transfer enables a primary or secondary PSAP attendant to transfer incoming E911 Service calls over exchange facilities to another telephone number by depressing a flash button on the Display and Transfer Unit or the switchhook on an answering key set and dialing a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. ANI and ALI data are not transferred.

Selective transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to another agency (associated through the DMS with the calling party's ANI telephone number) by depressing a single button, e.g., "Fire" on the Display and Transfer Unit. If the desired destination is a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also. This type of transfer is only available when the SR Service Feature is provided.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required for the SR and ALI Service Features (E911 Service).

Default Routing: A standard feature which provides the capability to automatically route an E911 Service call to a predesignated PSAP or other location either when the SR Service Feature is not provided or when the SR Service Feature is provided but a particular E911 Service call cannot be selectively routed for any reason.

Direct Trunking: An E911 facilities arrangement which does not use a control office. The Direct trunked arrangement is only available for E911 systems with a single PSAP. Direct trunked systems do not allow selective routing.

Display and Transfer Unit: A selector console for displaying ANI telephone numbers at a PSAP attendant position and used by an attendant to activate fixed, manual, and/or selective call transfer services.

Display Unit: The display unit and associated common equipment for displaying ALI address or location information at a PSAP attendant position. Available only with E911 Service.

End Office: A central office in the 911 Service area which receives 911 Service calls.

Enhanced 911 (E911) Service Control Office: The office providing tandem switching capabilities for E911 Service calls from all end offices when multiple PSAPS are involved. It controls the switching of ANI information to a designated PSAP and also provides the SR Service Feature, Speed Calling features, call transfer services and certain maintenance functions for each PSAP.

Exchange Access Arrangement: A telephone facility between a subscriber's premises and the telephone exchange network point. The number of exchange access arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations and dispatching terminals), PBX trunks, Centrex main stations, selected Direct Inward Dialing stations and other applicable main telephones as are included in the official Company Reports for the service area of such end office.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms (cont'd)**

Forced Disconnect: A standard feature of E911 which enables a PSAP attendant to release a connection even though the calling party has not hung up. This helps prevent blocking of the 911 Service lines at a PSAP location.

Idle Tone Application: A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. No tone is heard if the caller is on the line but unable to speak. This feature is only available with E911 Service.

Interexchange Channel: That portion of a facility which interconnects two primary serving offices in different exchanges or metropolitan exchanges.

Interoffice Channel: That portion of a facility which interconnects an end office to the E911 Control Office and the E911 Control Office to the serving office of the PSAP. In the case of single PSAP applications, the facility interconnects an end office and the serving office of the PSAP.

Public Safety Answering Point (PSAP): An answering location for 911 Service 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. Primary PSAP's respond first; secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of public service agencies such as police, fire or emergency medical personnel or by employees of a common bureau serving a group of such entities.

Routed System: An E911 System in which trunking facilities are routed through a control office.

Selective Routing (SR): An E911 Service Feature which routes an E911 Service call from an end office to a designated primary PSAP based on the ANI telephone number of the calling party.

Service Area: The geographical area which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office: The central office from which a PSAP, either primary or secondary, is served.

Speed Calling: A standard feature which enables a PSAP attendant to place calls to a predesignated location by dialing a 2-digit number. (Available only with E911.)

Switchhook Status: A feature that provides the PSAP attendant with visual indication of the calling party's switchhook status.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**D. 911 Service Features**

1. B911 Service

B911 Service includes the Company provision of the 911 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 911 Service.

B911 Service provides for routing all 911 calls originated by telephone with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via business access line in a manner similar to a normal exchange telephone call. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

2. D911 Service

Provides B911 Service plus display of the calling Party's ANI telephone number at the PSAP. Requires the use of ANI PSAP equipment for display of ANI information. Appropriate key telephone or Automatic Call Distributor (ACD) Equipment is required to terminate 911 calls. The ANI PSAP equipment contains interfaces for teleprinter and voice recording devices. Central office transfer of 911 calls is not provided with D911 Service.

3. Enhanced 911 (E911)

- a. E911 Service provides B911 Service via a 911 exchange line plus the following standard features:

- Automatic Number Identification (ANI)
- Forced Disconnect
- Idle Tone Application
- Alternate Routing^{/1/}
- Speed Calling^{/1/}
- Touch-tone Calling Service^{/1/}
- Manual Transfer^{/1/}

- b. Optional features include:

- Automatic Location Identification (ALI)
- Selective Routing (SR)^{/2/}
- Default Routing^{/1/}
- Fixed Transfer^{/1/}
- Selective Transfer^{/2/}

/1/ For direct trunked E911 Systems, these features are only applicable where central office facilities permit.

/2/ Not available on a Direct Trunked E911 System.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges

1. General

Messages

- No charge will be applied by the Company to the calling party for calls placed to the 911 telephone number.
- Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving central office.

2. B911 Service

- 911 Exchange Lines

Established rates found elsewhere in this guidebook for PBX trunks, flat or measured rate business lines apply for 911 Exchange Lines that terminate at PSAP's. The monthly rate for the Exchange Line is the rate applicable for the exchange or zone in which the PSAP is located. A minimum of two lines from the PSAP's serving Central Office is required.

- Foreign Zone or Foreign Exchange Service

When 911 is provided from exchanges or zones that do not have local calling to the exchange or zone in which the PSAP is located, charges for Foreign Exchange or Foreign Zone service are applicable. Refer to Part 15, Section 2 or Access Tariffs for appropriate charges.

- Tie Lines, Private Lines or Extension Lines

Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established rates for such channels and facilities specified in this and other appropriate guidebooks.

3. D911 Service

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Per Central Office Line /B9A/	\$31.50	\$250.00

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

4. Enhanced 911 (E911)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Facility Rates (Per Facility)		
1. End Office to control office trunk /E5T/	\$155.00	\$215.00
2. Control Office to PSAP serving office trunk /E5K/.....	110.00	170.00
3. Direct Trunking Facility end office to PSAP serving office /E5D/	145.00	170.00
4. Point of Interconnection with Another Telephone Company to Control Office /E5Y/	70.00	110.00
5. Direct Trunking Point of Interconnection with Another Company to PSAP Serving Office /E5Z/	50.00	65.00
6. End Office outgoing trunk unit /E90/ ^{/1/}	55.00	40.00
b. Feature Rates - Per 1000 EAA's		
1. ANI and ALI Service (Direct Trunked) /9DD/.....	105.00	575.00
2. ANI and ALI Service (provided with a routed system) /9DE/.....	105.00	875.00
3. ANI and Selective Routing ^{/2/} /UUS/	60.00	975.00
4. ANI, ALI and Selective Routing ^{/2/} /9EY/	105.00	1,325.00

/1/ Required for E911 exchange lines originating at the PSAPS Serving Office.

/2/ Not available on a direct trunked E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

4. Enhanced 911 (E911) (cont'd)

	<u>Monthly Rate</u>	<u>One-Time Payment</u>	<u>Subsequent I.C.</u>
c. PSAP Location – Option I (cont'd)			
1. Display and Transfer System (cont'd)			
a. Common Equipment including cabinet equipment and wiring for 4 trunks and four attendant positions /E9S/ ^{/1/}	\$235.00	\$30,580.00	---
b. Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each /E9E/ ^{/1/}	31.50	4,175.00	\$630.00
c. Trunk terminating equipment (1 for each 2 trunks), each /E9K/ ^{/1/}	4.10	540.00	275.00
d. Trunk switch (1 for each 4 trunks), each /E9Q/ ^{/1/}	3.00	400.00	72.00
e. Additional MF receiver (maximum of 2 per cabinet), each /E9M/ ^{/1/}	19.25	2,510.00	235.00
f. Attendant circuit, one per attendant telephone set or console /E9H/ ^{/1/}	9.50	1,245.00	235.00
g. Display and Transfer Unit (maximum of 15 per system), each /E9U/ ^{/1/}	8.00	1,085.00	255.00
h. Commercial Power Conversion Unit (Optional), one per system /E9P/ ^{/1/}	47.50	6,040.00	---

/1/ A Service and Equipment Charge of \$6.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

4. Enhanced 911 (E911) (cont'd)

	<u>Monthly Rate</u>	<u>One-Time Payment</u>	<u>Subsequent I.C.</u>
c. PSAP Location – Option I (cont'd)			
2. Automatic Location Identification (ALI)			
a. ALI Master Controller 1st 15 attendant positions (includes equipment to drive five customer provided CRTs) ^{/1/} /E8L1X/	\$230.00	\$36,050.00	---
b. ALI Auxiliary Controller required for attendant positions 31 through 45 (includes equipment to drive five customer provided CRTs) ^{/1/} /E8N1X/	55.00	15,090.00	\$115.00
c. CRT interface – one required for each five customer provided CRTs, each ^{/1/} /E1Z/	29.00	3,670.00	115.00
d. Computer-Aided Dispatch (CAD) interface, each ^{/1/} /E1S/	10.75	1,400.00	78.00

/1/ A Service and Equipment Charge of \$6.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

4. Enhanced 911 (E911) (cont'd)

	<u>Monthly Rate</u>	<u>One-Time Payment</u>	<u>Subsequent I.C.</u>
d. PSAP Location – Option II			
1. Display and Transfer System			
a. Common Equipment including cabinet equipment and wiring for 4 trunks and four attendant positions /E9S/ ^{/1/}	\$930.00	\$300.00	---
b. Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each /E9E/ ^{/1/}	125.00	230.00	\$630.00
c. Trunk terminating equipment (1 for each 2 trunks), each /E9K/ ^{/1/}	16.25	6.00	275.00
d. Trunk switch (1 for each 4 trunks), each /E9Q/ ^{/1/}	12.00	6.00	72.00
e. Additional MF receiver (maximum of 2 per cabinet), each /E9M/ ^{/1/}	77.00	6.00	235.00
f. Attendant circuit, one per attendant telephone set or console /E9H/ ^{/1/}	38.00	6.00	235.00
g. Display and Transfer Unit (maximum of 15 per system), each /E9U/ ^{/1/}	32.00	50.00	255.00
h. Commercial Power Conversion Unit (optional), one per system /E9P/ ^{/1/}	190.00	---	---

/1/ A Service and Equipment Charge of \$6.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

4. Enhanced 911 (E911) (cont'd)

	<u>Monthly Rate</u>	<u>One-Time Payment</u>	<u>Subsequent I.C.</u>
d. PSAP Location – Option II (cont'd)			
2. Automatic Location Identification (ALI)			
a. ALI Master Controller 1st 15 attendant positions (includes equipment to drive five customer provided CRTs) ^{/1/} /E8L1X/	\$915.00	\$6,300.00	---
b. ALI Auxiliary Controller required for attendant positions 31 through 45 (includes equipment to drive five customer provided CRTs) ^{/1/} /E8N1X/	220.00	8,100.00	\$115.00
c. CRT interface – one required for each five customer provided CRTs, each ^{/1/} /E1Z/	115.00	---	115.00
d. Computer-Aided Dispatch (CAD) interface, each ^{/1/} /E1S/	43.00	---	78.00

/1/ A Service and Equipment Charge of \$6.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

5. Interoffice Facilities

	<u>Monthly Rate</u>	<u>Installation Charge</u>
911 Exchange Lines		
Serving central office to PSAP location		Rates for E911 trunks apply ^{/1/} (For multiple PSAPS, rate applicable for the exchange or zone in which the Control Office is located; for single PSAP, rate applicable for the exchange or zone in which the serving office of the PSAP is located)

H. Moves and Changes

Moves or changes involving equipment at Company locations or PSAP locations will be based on costs not to exceed installation charges as specified in this Guidebook.

I. Subsequent Installation Charges

The Subsequent Installation Charges (Subsequent I.C.) as specified apply to additional PSAP equipment added subsequent to the initial installation of service in addition to applicable Monthly Rates, Installation or One Time Payment Charges.

J. E911 Nonrecurring Payment Options

Nonrecurring charges associated with the E911 installations can be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only rate elements specified in paragraphs E.4 and E.5 are eligible for deferral. Only one deferred period can be selected.

The balance shall become due and payable if the customer disconnects the service element prior to the final payment of the deferred charges.

/1/ Apply the appropriate rates and charges as specified in Part 4, Section 2.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

J. E911 Nonrecurring Payment Options (cont'd)

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1.....	.0875
2.....	.0457
3.....	.0318
4.....	.0249
5.....	.0208
6.....	.0181
7.....	.0164
8.....	.0147
9.....	.0136
10.....	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

PRIVATE SWITCH 911 SERVICE**A. Description of Service**

1. Private Switch 911 Service (PS 911) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 911 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
2. The ANI-only option is available if the 911 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 911 calls.
3. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the LEC's database; (2) the private switch sends ANI to the LEC on 911 calls; and (3) the PSAP is equipped to provide 911 service with the ALI feature.
4. PS 911 Trunk service requires a minimum of two (2) operator service-type TSPS, 2-wire trunks to terminate incoming E911 calls. These trunks are required between the private switch and E911 Control Office.
5. The PS 911 customer must be either:
 - An E911 or D911 customer as described in 'Universal Emergency Number Service (911)' paragraph A.3 found earlier in this Section, or
 - A Private Switch Provider authorized by the 911 customer to subscribe to PS 911 Service within the 911 customer's serving area.
6. The Private Switch Providers referred to in this offering include establishments such as schools, nursing homes and hospitals.

B. Explanation of TermsAdministrative Site

A location responsible for administration of private switch end user records associated with one or more private switches. This location has the computer hardware and software necessary to create and transmit private switch end user (PSEU) information to the LEC database.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature) are forwarded to the PSAP for display.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the PSAP for display.

Central Office

A Utility switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

PRIVATE SWITCH 911 SERVICE (cont'd)

B. Explanation of Terms (cont'd)

Control Office

The Utility central office providing tandem switching capabilities for 911 service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the Selective Routing Service feature, Speed Calling features, Call Transfer Services and certain maintenance functions for each PSAP.

Database

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

Intraexchange Facilities

The facilities used to connect a private switch to a Control Office or a PSAP located within the same exchange area.

Interexchange Facilities

The facilities used to connect a private switch to a Control Office or a PSAP located in a different exchange area.

911 Customer

The local governmental agency, or its authorized agent, that is legally authorized to subscribe to 911 service.

Private Switch (PS)

A switch, such as a Private Branch Exchange (PBX), that provides wireline basic telephone service, but is not owned and operated by a Utility.

Private Switch End User (PSEU)

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

Private Switch Provider (PSP)

A private entity that provides telephone service to a group of residential or business end users served by the provider's private switch (e.g., Private Branch Exchange).

Public Safety Answering Point (PSAP)

The location where 911 calls are answered.

Record

A telephone number and the 911 database information associated with that number.

C. Technical Specifications

Network interface requirements for PS 911 customer access are described in detail in the PS 911 Technical Interface Standards.

PRIVATE SWITCH 911 SERVICE (cont'd)**D. Regulations**

1. Application for Service

Requests for this service:

- can only be initiated by a 911 customer or a PSP;
- must be provided to the Utility in writing; *and*
- must identify service locations and arrangements

2. Customer Obligations

- a. The PSP must provide the full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Utility. The private switch number information must be approved by the utility prior to implementation to ensure that the service will function properly. PS 911 Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Utility's numbering plan.
- b. The PSP will create, maintain, and forward to the Utility, current telephone number and address data according to the format and procedures specified by the Utility.
- c. The PSP must develop and implement procedures to prevent the unauthorized or illegal use of PS 911 Service facilities. These dedicated facilities may not be used for any purpose other than for 911 service.
- d. The PSP must use computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes, that conform to the specifications outlined by the Utility in the Training and Reference Guide.
- e. PS 911 Service information consisting of the name, address and telephone number of PSEUs is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
- f. The PSEU forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Utility. The PSEU (published and non-published) consents to the storage and retention of PSEU name, telephone number, and address in the database and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- g. The PSEU also grants the Utility the right to make available to third party entities offering a competing aspect of 911 service, the PSEU's telephone numbers, addresses, and names associated with the originating stations locations.
- h. Cancellation of the service in whole or in part by the 911 customer prior to establishment thereof, will require payment to the Utility 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 Utility up to the time of cancellation resulting from the 911 customer's order for service, but not to exceed the total nonrecurring charges.

PRIVATE SWITCH 911 SERVICE (cont'd)**D. Regulations (cont'd)**

3. Limitation of Liability

- a. PS 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of PS 911 Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Utility obligation toward any third person or legal entity other than the customer.
- b. The Utility's entire liability to any person for interruption or failures of PS 911 Service shall be limited to the term specified in this section and other sections of the guidebook. Provisions concerning limitation of liability and allowance for interruptions in service are specified in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
- c. Terminal equipment used in connection with PS 911 Service, whether such equipment is provided by the Utility or the 911 customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any PSEU information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PSEU's telephone number with his/her name or address shall be secured by the 911 customer and disposed of in a manner that will retain that security.
- d. To the extent allowed by law, the PS 911 customer agrees to release, indemnify, defend and hold harmless the Utility 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 PS 911 customer or others.
- e. To the extent allowed by law, the PS 911 customer also agrees to release, indemnify and hold harmless the Utility 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 PS 911 Service features and the equipment associated therewith, or by any services furnished by the Utility 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 PS 911 service hereunder, and which arise out of the negligence or other wrongful act of the Utility, the PS 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- f. PS 911 Service will be designed by the Utility to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide PS 911 Service.

PRIVATE SWITCH 911 SERVICE (cont'd)

D. Regulations (cont'd)

3. Limitation of Liability (cont'd)

- g. The utility shall not be liable for any losses, costs, damages, expenses, sums or amounts of whatever kind or nature, including but not limited to any losses, costs, damages, expenses, sums or amounts attributable to personal injury, including death, property damage, or invasion of privacy, that directly or indirectly arises from private switch providers provision of its end users' name, address, and telephone number to the Utility.
- h. The Private Switch Provider agrees to release, indemnify, defend, and hold harmless the Utility 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 in connection with any services furnished by Utility in connection with Private Switch 911 service, 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 PS 911 hereunder arising from the Private Switch Provider furnishing of PSEU's name, address, and telephone records to Utility.

PRIVATE SWITCH 911 SERVICE (cont'd)

E. Rates and Charges

1. Facilities

If the Private Switch is served by a 9-1-1 system which uses a Control Office, Private Switch to Control Office facilities should be ordered. The rates listed below assume a 2-wire arrangement. Additional charges may be applicable if a 4-wire arrangement is required.

If the Private Switch is served by a direct-trunked 9-1-1 system, Private Switch to PSAP facilities should be ordered. This option is only available for 2-wire arrangements.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
From Private Switch to Control Office, per facility.....	9PS	\$70.00	\$575.00
From Private Switch to PSAP, per facility	9PT	78.00	900.00

2. Database Management System

The rates and charges in this section relate to the administration and storage of PS 9-1-1 Service data records. The nonrecurring charge per 10 records per PSP applies at the time the records are initially created in the Company's database. The recurring rate is applied on a monthly basis for each month until the records are deleted. There is no charge to update the information associated with an individual record.

The nonrecurring charge listed as item 2 (below) applies at the time an administrative site is first established. This charge applies when procedures are established enabling the administrative site to create and update records.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Charge per 10 records, per PSP, per 9-1-1 customer	ED2PG	\$0.90	\$5.00
Nonrecurring charge to establish an administrative site.....	NR99P		160.00

WIRELESS 911 SERVICE**A. Description of Service**

Wireless 911 Service (W 911) is a service available to existing E911 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.

This service will support the following wireless E911 design solutions:

- Non-Call Path Associated Signaling (NCAS)
 - Third-party NCAS
 - AT&T NCAS
- Hybrid^{/1/}
- Call path Associated Signaling (CAS)^{/1,2/}

The W 911 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 governmental units to whom authority has been lawfully delegated, or a third party provider of 911 database services.

B. Explanation of Terms911 Selective Router

A central office providing tandem switching capability for 911 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.

Mobile Directory Number (MDN)

A 10-digit telephone number that identifies the calling party and can be used as a call back number.

Pseudo-Automatic Number Identification (PANI)

A number, consisting of the same number of digits as ANI, but is used in place of an ANI to convey a special meaning. The specific meaning assigned to the pANI is determined by agreements, as necessary, between the telephone system originating the call, intermediate telephone systems handling and routing the call, and the destination telephone system. The pANI identifies the location of the base station or cell site through which a mobile call originates.

Wireless Carrier

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

/1/ 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".

/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. Sophisticated (ISDN based) systems only support Hybrid or NCAS wireless services, and do not support CAS signaling to the PSAP.

WIRELESS 911 SERVICE (cont'd)

B. Explanation of Terms (cont'd)

Mobile Switching Center

A switch that provides wireless telephone service.

Wireless End User

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

Non-Call path Associated Signaling (NCAS)

A wireless 911 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.

Hybrid

A wireless 911 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.

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 911 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.

911 Tandem to 911 Tandem Transfer

The ability to transfer a Wireless 911 call from a PSAP served by one 911 Tandem (a.k.a. Selective Router) to a PSAP served by a different 911 Tandem when the two tandems are geographically adjacent and are served by the same automatic location identification (ALI) host system.

Billing Unit

A billing unit represents each 1000 in population for the area being served by a PSAP. The served population for the state will be divided by 1000 to determine the total number of billing units for the state.

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.

Phase I Service

Wireless 911 service that provides the PSAP with the call-back telephone number of the wireless 911 caller and the location of the cell site or base station transmitting the call.

Phase II Service

Wireless 911 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information. This information is required to be accurate within 50 to 300 meters depending on the technology deployed.

WIRELESS 911 SERVICE (cont'd)**C. Rules and Regulations**

In addition to the following rules and regulations, the Rules and Regulations described under 'Universal Emergency Number Service (911)' found earlier in this Section shall also apply.

1. Application for Service

Request for this service: (1) can only be initiated by an E911 customer; (2) must be provided to the Company in writing 150 days prior to the desired service date; and (3) must identify service locations and arrangements.

Wireless 911 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 911 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

2. Customer Obligations^{/1/}

- a. When the Company is the database provider, the 911 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.
- b. W 911 Service Wireless End User's information is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
- c. The Wireless End User forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the LEC. The Wireless End User (published and non-published) consents to the storage and retention of Wireless End User's location and telephone number in the database and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- d. The W 911 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.

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

WIRELESS 911 SERVICE (cont'd)

C. Rules and Regulations (cont'd)

2. Customer Obligations^{/1/} (cont'd)

- e. Cancellation of the service in whole or in part by the W 911 customer prior to establishment thereof, will require payment to the Company 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 911 customer's order for service.
- f. The PSAP will be responsible for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations.
- g. The customer will provide the Company with the population total served by the respective agency/county/PSAP. A letter signed by the customer, indicating the population served by the respective 911 entity, will be forwarded to the Company.

3. Liabilities

- a. The Company's entire liability to any person for interruption or failure of W 911 Service shall be limited by the terms set forth in this section and other sections of this guidebook. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 911 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.
- b. W 911 Service is provided solely for the benefit of the W 911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any LEC obligation toward, or any right of action on behalf of, any third person or other legal entity.
- c. To the extent allowed by law, the W 911 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 911 customer or others.

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

WIRELESS 911 SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

3. Liabilities (cont'd)

- d. To the extent allowed by law, the W 911 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 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 W 911 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- e. The Company supported segment of the W 911 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 911 systems are equipped with the features required to provide W 911 Service.
- f. Adjustments for service interruptions experienced by the W 911 customer are governed by and limited in the 'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2.
- g. To the extent allowed by law, the W 911 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 911 customer and/or wireless customer providing the Company with inaccurate, out of date or improperly formatted MDN or pANI data.
- h. To the extent allowed by law, the W 911 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 911 customer or the wireless carrier.
- i. The customer acknowledges that W 911 service requires that the respective wireless carriers have the capability to forward the wireless subscriber's call and associated call data to the Company for transport to the W 911 customer.

WIRELESS 911 SERVICE (cont'd)

D. Rates and Charges

W 911 Service with wireless switch features ALI Server upgrades, Selective Routing (SR), SR and ALI database upgrades, record entry, storage and processing, assignment of one wireless ESN per PSAP Tandem to Tandem Transfer and Trunks, and Telco Map Server functionality^{/1,2,3,4,5/}

	<u>Monthly Charge</u>	<u>Nonrecurring Service Change</u>
Phase I service, per billing unit	\$10.15	\$223.50
Phase II service, per billing unit	1.97	104.35

- /1/ 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 the W 911 Phase II data as required by the FCC.
- /2/ Trunks will be state-averaged, flat rated (not mileage sensitive).
- /3/ Population data and billing unit calculations will be revisited before the fifth year anniversary of the effective date (October 7, 2004).
- /4/ Billing units will be rounded to the next highest number to determine the number of billing units (i.e., .5 or higher equals 1.0). A minimum of one (1) billing unit will also apply to each rate element for each PSAP.
- /5/ Phase II rates are incremental and are paid in addition to Phase I rates when Phase II service is implemented. If only Phase I service is purchased, then only the Phase I rates apply. If Phase II service is purchased, both the Phase I nonrecurring and monthly recurring charge and the incremental Phase II nonrecurring and monthly recurring charge will be assessed. If Phase II service is purchased by a PSAP that has the above Phase I service, the incremental Phase II nonrecurring charge will apply and the PSAP would be billed both the Phase I and Phase II monthly recurring charge per billing unit.