

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 1  
Replacing Original Sheet 1

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 2  
Replacing Original Sheet 2

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 3  
Replacing Original Sheet 3

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 4  
Replacing Original Sheet 4

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 5  
Replacing Original Sheet 5

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 6  
Replacing Original Sheet 6

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 7  
Replacing Original Sheet 7

---

(D)

**CALLER INTELLIDATA<sup>SM</sup> /1/****A. General**

Caller IntelliData provides customers with a reports package that provides information on incoming telephone calls.

Caller IntelliData provides all reports packages on incoming calls in tabular and graphical report formats. The tabular report provides summarized information on incoming calls in all of the following report elements:

- Total Number of Calls
- Hourly Distribution of Calls by Day of The Week
- Distribution of Calls by Day and Date
- Number of Calls by ZIP Code+4
- Number of Calls by Demographic Code (i.e., consumers' lifestyles, purchasing behavior, income levels, education, etc.)
- Number of Calls by Telephone Exchange (Area Code and First Three Digits)

The graphical report format will provide the following data:

- Number of Calls by Day Of Month
- Number of Calls by Day Of The Week
- Hourly Distribution of Calls in a Specific Month (e.g., January)
- Hourly Distribution of Calls on a Specific Day of the Week (e.g., Mondays, Tuesdays)
- Distribution of Calls by Demographic Codes
- Number of Calls by Telephone Exchange
- Number of Calls by ZIP Code+4

**B. Regulations**

1. The Caller IntelliData report will cover a calendar month and will be mailed separately from the bill. Up to two copies of the Caller IntelliData reports can be mailed, upon request, on a monthly basis. Each copy of the report can be mailed to the same or a different location and on the same or a different report medium at no additional charge. The graphical report, when provided, will always be mailed to the same location as each copy of the summary report.
2. The subscriber must choose the Caller IntelliData report medium. The graphical report format is available only on paper. The tabular report is available either on paper or personal computer diskette. The subscriber is responsible for providing compatible premises equipment in order to utilize the diskette.
3. Caller IntelliData is available on telephone numbers associated with business lines or trunks. Caller IntelliData service will not be available with Residence, Customer Owned Pay Telephone Service or Mobile Telephone Services.
4. Under certain circumstances, Caller IntelliData may not be compatible with other services.

/1/ This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn February 1, 1999.



---

**CALLER INTELLIDATA<sup>SM</sup> /1/ (cont'd)**

**B. Regulations (cont'd)**

5. In some instances, the necessary information is not available to the Company to identify the information associated with the number of calls by Exchange, ZIP Code+4 or Demographic Code report elements. In these instances, the quantities will be included, but denoted as "unknown".
6. Caller IntelliData reports will include, but not differentiate among telephone calls that:
  - Are Answered,
  - Are Not Answered, or
  - Receive a Busy Signal
7. The Zip Code+4 and Demographic Code report elements are based on the billing address of the originators of the calls. These calls must originate within an area served by the Company.
8. If the original report is lost or impaired for reasons other than negligence by the customer, a new report will be provided at no additional charge. The customer may request up to the previous two calendar months' reports.
9. Caller IntelliData will be available where appropriate Company facilities exist.

**C. Service Activation**

The subscriber must call the Company service representative to initiate or change this service. If Caller IntelliData is ordered by or billed to a person other than the person responsible for the local exchange telephone number, a letter of authorization is required. The letter of authorization should reflect a signature from an officer of the company associated with the telephone number.

**D. Application of Rates**

A one-time charge per telephone number will apply for the establishment of Caller IntelliData. The nonrecurring service establishment charge will apply when a telephone number change occurs on a telephone line equipped with this service.

A Subsequent Change to Report one-time charge will apply per telephone number under the following conditions:

- Change in Report Medium; i.e., paper to diskette or diskette to paper
- Change in the recipient's mailing address
- Addition of a second copy of a report

The reissuance of reports due to the negligence of the customer will incur a one-time charge. A monthly charge will apply for the All Report Elements Package unless term payment options are selected by the customer.

/1/ This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn February 1, 1999.

**CALLER INTELLIDATA<sup>SM</sup> /1/ (cont'd)**

**D. Application of Rates (cont'd)**

As another option, the customer may select one of the following discounted upfront one-time term payment options in lieu of the month-to-month payment option:

- Six Month Service Term
- Twelve Month Service Term
- Twenty-Four Month Service Term
- Thirty-Six Month Service Term

For any of the term payment options, an upfront one-time discounted payment is required. If the customer disconnects service prior to the committed service term, the Company will retain the amount paid by the customer. If no action is taken by the customer before the end of the service term, the month-to-month charge in effect at that time will begin automatically.

Effective July 31, 1998, the Service Establishment Charge will be waived for customers ordering Caller IntelliData within 60 days after it is introduced in a wire center.

**E. Rate Schedule**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Service Establishment, per telephone number .....	SEPRC	N/A	\$10.00
Subsequent Change to report, per telephone number <sup>/2/</sup> .....	NR9ED	N/A	10.00
Reissuance of report, per request .....		N/A	10.00
All Report Elements Package .....	R7Z	\$39.00	N/A
<b>or</b>			
All Report Elements Package <sup>/3/</sup>	<u>Term Payments</u>		
Six Month Service Term .....	FPAR1	195.00	N/A
Twelve Month Service Term .....	FPAR2	375.00	N/A
Twenty-Four Month Service Term .....	FPAR3	725.00	N/A
Thirty-Six Month Service Term .....	FPAR4	1,025.00	N/A

/1/ This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn February 1, 1999.

/2/ There is no limitation on the number of changes to the report delivery location or report medium when requested at the same time.

/3/ No credit or refund will be given for disconnection prior to committed service term.

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 11  
Replacing Original Sheet 11

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 12  
Replacing Original Sheet 12

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 13  
Replacing Original Sheet 13

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 14  
Replacing Original Sheet 14

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 15  
Replacing Original Sheet 15

---

(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

1st Revised Sheet 16  
Replacing Original Sheet 16

---

(D)



---

**CONFERENCE/ALERTING SYSTEM<sup>/1/</sup>**

**A. General Regulations**

1. The Conference/Alerting System provides simultaneous access to a maximum of 30 stations. Stations may be connected utilizing exchange lines, Centrex station lines or private lines. Trunks, WATS lines and tie lines may not be connected to the system.
2. Message transmission is two-way.
3. The Company will only furnish the Conference/Alerting System by utilizing the customer's central Office.
4. When the Conference/Alerting System is furnished in a central office, the central office serving the majority of conference stations at the time of the initial installation shall be the central office in which the Conference/Alerting System is located.
5. Approval for connection of exchange lines into the Conference/Alerting System shall be the responsibility of the customer.
6. The siren or other such signaling device associated with the Conference/Alerting System shall be provided and maintained by the customer.
7. For the purpose of applying private line service charges, the regulations and charges specified in the Part 15, Section 1 will apply.
8. The rates and charges for the Conference/Alerting System are in addition to the established charges for the service with which the equipment is associated.

/1/ Conference/Alerting System is obsolete – applicable to existing installations at existing locations for existing customers until June 15, 2008, when Conference/Alerting System will be completely withdrawn.

**CONFERENCE/ALERTING SYSTEM<sup>/1/</sup> (cont'd)****B. System Features**Automatic Origination

A call dialed to a telephone number assigned to the system causes all stations to ring.

Manual Origination

The master conference station is placed off-hook manually causing all stations to ring.

Combined Origination

Employed when the master location is manned part-time. The attendant sets the control switch for manual origination when on duty and automatic origination when off duty.

Call Notification

Normal telephone service continues with no disruption except during a Conference/Alerting call. When activated, the Conference/Alerting System will supply a distinctive ring to an unoccupied conference station and:

- Supply a distinctive tone signal to a conference station occupied with a call; or
- Override a call in progress and connect the conference station into the Conference/Alerting System.

Conference Termination

- The conference may be terminated when the last conference station goes on-hook; or
- The conference may be terminated after a pre-determined timeout interval (adjustable between 1.5 and 5 minutes); or
- The conference may be terminated when the master conference station goes on-hook. (Used with Manual and Combined Originations).

Remote Access

Provides the capability to access an ongoing conference from telephones not associated with the Conference/Alerting System.

Timer Control Unit

Starts and times a community siren or other such signaling device. Operation of the siren or other signaling device is possible only while the Conference/Alerting System is activated.

/1/ Conference/Alerting System is obsolete – applicable to existing installations at existing locations for existing customers until June 15, 2008, when Conference/Alerting System will be completely withdrawn.

**CONFERENCE/ALERTING SYSTEM<sup>/1/</sup> (cont'd)**

**C. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/1,2/</sup></u>	<u>Service and Equipment Charge</u>
Initial Common Equipment, capacity for 10 stations (one per system) .....	3Y1CO	\$153.40	\$925.00	\$6.25
Additional Common Equipment, capacity for 10 stations (maximum of two per system), each .....	3Y2CO	49.50	460.00	6.25
Line Equipment, each station .....	3Y4CO	12.10	8.00	6.25
Automatic Access Circuit, each .....	3Y5CO	28.05	11.00	6.25
Manual Access Circuit, each .....	3Y6	10.35	8.00	6.25
Combined Access Circuit, each .....	3YB	24.20	12.00	6.25
Remote Access Circuit, (maximum of three per system), each .....	3Y7CO	14.20	8.00	6.25
Timer Control Unit, each <sup>/3/</sup> .....	3YTCO	10.05	8.00	6.25

/1/ In addition, when equipment is installed subsequent to the initial Conference/Alerting System a subsequent installation charge \$100.00 per order, is applied.

/2/ The installation charge is not applicable when standard feature components are modified. A charge of \$8.00 is applicable for each component modified.

/3/ In addition, private line rates and charges, as specified in Part 15, Section 2, are applicable.

/4/ Conference/Alerting System is obsolete – applicable to existing installations at existing locations for existing customers until June 15, 2008, when Conference/Alerting System will be completely withdrawn.

**EMERGENCY ALERTING SERVICE<sup>/1/</sup>**

**A. General Regulations**

1. Emergency Alerting Service is designed to permit a simultaneous connection to a maximum of twenty Exchange Access Lines and is composed of special central office equipment. The service may be used only when all stations are served from a single central office.
2. Message transmission is one-way.
3. Approval for connection of exchange lines into the Emergency Alerting Service shall be the responsibility of the customer.
4. A siren or other such signaling device associated with the Emergency Alerting Service shall be provided and maintained by the customer.
5. For the purpose of applying private line charges, the regulations and charges specified in Part 15, Section 2 will apply.
6. The rates and charges for Emergency Alerting Service are in addition to the established charges for the service with which it is associated.

**B. Systems Features**

Manual Activation

Alerting is accomplished by going off-hook with a telephone connected into the system by means of a dedicated private line.

Call Notification

*On-Hook Stations*

Stations ring at a distinctive rate permitting the called party to distinguish between a normal call and an emergency call.

*Off-Hook Stations*

When the service is activated, the system will override a call in progress and automatically connect the station with the emergency call.

*Don't Answer Stations*

Stations that have not answered the emergency call will continue to ring until the call is terminated, which is accomplished by going on-hook with the dedicated telephone.

**C. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Initial Common Equipment, equipped for 10 stations .....	2ZR	\$77.80	\$6.25
Additional 10 stations module .....	2ZT	8.60	6.25

/1/ Emergency Alerting Service is obsolete – applicable to existing installations at existing locations for existing customers until June 15, 2008, when Emergency Alerting Service will be completely withdrawn.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup>****A. Description of Service**

Wireless 911 Service (W 911) is a service offering which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information.

W 911 accesses Wireless Automatic Location Information (WALI) (the cell site receiving the 911 call).

The W 911 customer must be either:

- A 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. 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.
- A licensed wireless carrier with approval of the appropriate 911 agency.

**B. Explanation of Terms**Wireless Administrative Site

A location responsible for administration of wireless end user records associated with one or more wireless switches. This location has the computer hardware and software necessary to create and transmit wireless end user information to the W 911 data base

Wireless Automatic Location identification (WALI)

A system that identifies cell site location and associated information for cellular 911 calls.

Wireless Automatic Number identification (WANI)

A system that (1) identifies the billing account for a call in other applications, but for 911 systems, identifies the calling party; and (2) can also be used as a call back number.

Wireless 911 Control Office

The LEC central office providing tandem switching capabilities for 911 service calls from all end offices. It controls the switching of MDN and PANI 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.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

---

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)**

**B. Explanation of Terms (cont'd)**

Wireless 911 Data Base

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

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 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.

Wireless Carrier Switch

A switch that provides wireless basic telephone service.

Wireless End User

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

**C. Rules and Regulations<sup>/2/</sup>**

1. Application for Service

Requests for this service: (1) can only be initiated by a 911 customer or a wireless carrier with approval of the 911 customer; (2) must be provided to the Company in writing; and (3) must identify service locations and arrangements.

PSAP CPE must be capable of accepting 10+ digits when the W 911 tandem office is digital and 20+ digits when the W 911 tandem is analog. If a PSAP's CPE doesn't meet these requirements, the Company will still deliver calls and routing for wireless calls on an 8 digit basis.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

/2/ In addition to the Rules and Regulations contained in this section, Rules and Regulations contained in 'Universal Emergency Number Service (911)' described in Part 8, Section 3, shall also apply to Wireless 911 Service.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)****C. Rules and Regulations<sup>/2/</sup> (cont'd)**2. Customer Obligations<sup>/3,4/</sup>

- a. The 911 customer is responsible for coordinating with the Company and the wireless carrier so that the wireless switch provides the MDN in the CPN field of the SS7 signaling and PANI in the CDN (Called Number) field according to the technical specifications established by the Company. The wireless switch number information must be approved by the Company prior to implementation to ensure that the service will function properly. W 911 Service will not function properly if MDN and PANI are not in the proper fields, if duplicate telephone numbers exist at the wireless switch, or if any telephone numbers assigned by the wireless carrier are inconsistent with the Company's numbering plan.
- b. The 911 customer and the wireless carrier are responsible for coordinating with the Company so that the wireless carrier creates, maintains and forwards to the Company current MDN and PANI data according to the format and procedures specified by the Company provided the Company is the database provider.
- c. The 911 customer and the wireless carrier are responsible for coordinating with the Company so that the wireless carrier uses computer hardware and software for ongoing Wireless End User (WEU) record update programs and processes that conform to the specifications outlined in the W 911 Technical Interface Standards.
- d. W 911 Service WEU's information is confidential. The 911 customer agrees to keep such information confidential in accordance with state and federal laws.
- e. The WEU 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 WEU (published and non-published) consents to the storage and retention of WEU name, location, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- f. 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.
- g. 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.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

/2/ In addition to the Rules and Regulations contained in this section, Rules and Regulations contained in 'Universal Emergency Number Service (911)' found in Part 8, Section 3 shall also apply to Wireless 911 Service.

/3/ Customer obligations described are for situations where the E 911 customer is also the W 911 customer. In situations where a wireless carrier is the W 911 customer, the W 911 customer obligations described in this section are the direct responsibility of the wireless carrier.

/4/ The Company will participate in all coordination efforts as appropriate.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)****C. Rules and Regulations<sup>/2/</sup> (cont'd)**

## 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.
- 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 W 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 or other wrongful act of the Company, the W 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- e. W 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 W 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 to 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

/2/ In addition to the Rules and Regulations contained in this section, Rules and Regulations contained in 'Universal Emergency Answering Service (911)' found in Part 8, Section 3 shall also apply to Wireless 911 Service.



**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)**

**D. Rates and Charges**

1. W 911 Service

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Service Charge</u>
a. W 911 Service with Selective Routing Charge, per PANI <sup>/2,3,4/</sup> .....	W9A1X	\$23.00	\$30.00
b. Selective Routing Charge, per PANI <sup>/2,3/</sup> .....	W9S1X	12.00	10.00
c. Automatic Location Identification Charge, per PANI <sup>/4/</sup> .....		11.50	20.00

2. Database Management System

The rates and charges in this section will equal the Database Management System monthly rate and nonrecurring charge in paragraph E.2 under 'Database Management System' *Private Switch 911 Service* found in Part 8, Section 3. These rates and charges relate to the administration and storage of W 911 Service PANI records used for routing and associated location text. The monthly rate will be per 10 records per W 911 customer.

A nonrecurring charge equal to the nonrecurring charge to establish an administrative site in paragraph E.2 under 'Database Management System' *Private Switch 911 Service* found in Part 8, Section 3 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.

- /1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.
- /2/ There will be a trunk needed between the MSC and the 911 tandem. The wireless carrier, in cooperation with the appropriate 911 agency, will purchase that element out of the wireless guidebook or its existing interconnection agreement.
- /3/ When the 911 agency involved also uses the Company as its 911 database and network provider, the calls and data will be sent over the existing tandem to PSAP trunks and ALI circuits. If the 911 agency uses a different network provider or database provider, the tandem to PSAP trunks and/or ALI circuits must be provisioned separately.
- /4/ When the Company is the Wireless 911 Service provider, both W 911 Service with Selective Routing and Automatic Location Identification rates and charges, paragraphs D.1.a and D.1.c will be required. The Selective Routing rates and charges in paragraph D.1.b only apply if an alternative Wireless 911 Service provider is utilized.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)****E. Term Pricing Plan**

## 1. General

- a. Wireless 911 Service Term Pricing Plan (W911-TPP) provides the customer with rate stabilization and discounted rates. The W911-TPP provides for either a one or three year service period (Initial Service Period) for rate stabilization.
- b. W911-TPP monthly rates will be exempt from the Company initiated rate increases throughout the selected service period. Should the Company increase its rates during the W911-TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under W911-TPP.
- c. Decreases in W911-TPP monthly recurring rates will be passed on to customers who participate in a W911-TPP.

## 2. Monthly Charges

The monthly charge per PANI is available under W911-TPP.

## 3. Terms and Conditions

The customer must specify the length of the Initial Service Period at the time the service is ordered.

## 4. Changes to Pricing Plans

1. At any time, the customer may request existing W 911 provided on a monthly rate basis to be converted to a W911-TPP.
2. Prior to the expiration of the Initial Service Period or Extended Service Period described in E.5 (Renewal), the customer may convert existing W911-TPP Initial Service Period without incurring termination charges provided the new Initial Service Period is equal to or greater than the original Initial Service period.

Example: A customer with an existing one year W911-TPP could convert to a new one or three year W911-TPP at any time without incurring termination charges.

Example: A customer with an existing three year W911-TPP requests to convert to a one year W911-TPP. This request would be treated as a discontinuance of the existing three year W911-TPP and termination charges would apply.

3. If a customer requests existing W911-TPP service to be converted to a monthly rate basis at any time prior to the expiration of the Initial Service Period or Extended Service Period, the request will be treated as a discontinuance of service and termination charges will apply.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)****E. Term Pricing Plan (cont'd)**

## 5. Renewal

1. The customer may elect to renew the W911-TPP Initial Service Period for one additional 12-month service period (Extended Service Period) at the rates under the original W911-TPP Initial Service Period.
2. The customer must provide the Company with a written notice of intent to renew an existing W911-TPP Initial Service Period no later than 90 days prior to the expiration of the Initial Service Period.
3. If the customer elects not to renew the W911-TPP or does not notify the Company of its intent to renew, the customer's service will automatically be billed under the monthly rates in effect at the time the W911-TPP Initial Service Period expires.

## 6. Moves to New Location

1. A customer with an existing W911-TPP service may move the existing service to a new location without incurring termination charges provided all of the following conditions are met:
  - the new service is provided solely by the Company;
  - the new location is within the same LATA;
  - the customer's request for disconnection of the existing and the request for new service are received at the same time;
  - the due date of the new connect order must be within 30 days of the due date of the disconnect order.
2. In the event an order to move service provided under W911-TPP does not meet one or more of the conditions above, it will be treated as a discontinuance of the existing service and the establishment of a new service. All termination charges will apply.
3. Except as noted above, the monthly rates for the new service will be those in effect at the time the service is changed. All nonrecurring charges associated with the establishment of the new service will apply.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)****F. Term Pricing Plan – Rate Application**

## 1. Nonrecurring Charges

The nonrecurring service charges as described in paragraph G. will apply for new services ordered under W911-TPP.

If the customer chooses to convert an existing service provided on a W911-TPP to a monthly rate basis, no nonrecurring charges will apply. However, W911-TPP termination charges may apply.

## 2. Termination Charges

Customers requesting to discontinue services provided under a FRS-TPP, prior to the expiration of the Initial Service Period or Extended Service Period, will incur termination charges. Payment of the termination charge does not release the customer from other previous amounts owed to the Company.

The termination charge for the *Initial Service Period* shall be the lesser of:

- The difference between the Initial Service Period rates and charges for the completed months of the initial service term at the time of termination and the rates and charges for the next lower service term<sup>/2/</sup> actually completed plus interest charges based on approved costs of money in effect at the time of termination; or
- The present value of monthly payments remaining on the service term.

Example: If the customer completes 26 months of a 36-month (3-year) service term, the first calculation of a termination charge will equal the difference between 36 months of rates and charges at the 3-year service term and 26 months of rates and charges at the 1-year service term (which is the next lower service term actually completed), plus interest at the approved cost of money rate in effect at the time of termination. The second calculation will be the sum of the 10 remaining monthly payments of the 3-year service term. The termination charge is the lesser of the two calculations.

The termination charges for the *Extended Service Period* shall be the lesser of:

- The difference between the extended service period rates and the month-to-month rates for the months actually completed plus interest charges based on approved cost of money in effect at the time of termination; or
- The present value of monthly payments remaining on the extended service term.

If special construction was applied to the service being terminated, any termination charges associated with the special construction will also apply.

/1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.

/2/ If the service is terminated within the first 12 months, the calculation is based on month-to-month rates and charges.

**WIRELESS 911 SERVICE – OBSOLETE<sup>/1/</sup> (cont'd)**

**G. Term Pricing Plan – Rates and Charges**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Service Charge</u>
1. W 911 Service with Selective Routing Charge, Per PANI <sup>/2,3,4/</sup>	W9A1X		
One Year Contract.....		\$20.00	\$10.00
Three Year Contract.....		18.00	N/A
2. Selective Routing Charge, Per PANI <sup>/2,3/</sup>	W9S1X		
One Year Contract.....		8.50	5.00
Three Year Contract.....		5.00	N/A
3. Wireless Automatic Location Identification Charge, Per PANI <sup>/4/</sup>			
One Year Contract.....		9.00	10.00
Three Year Contract.....		6.00	N/A

- /1/ Effective October 7, 2004, this service will be obsolete and available only to existing customers at existing locations and existing arrangements for a period up to 24 months but not to exceed the length of the current contract. This offering will be completely withdrawn effective October 7, 2006.
- /2/ There will be a trunk needed between the MSC and the 911 tandem. The wireless carrier, in cooperation with the appropriate 911 agency, will purchase that element out of the wireless guidebook or its existing interconnection agreement.
- /3/ When the 911 agency involved also uses the Company as its 911 database and network provider, the calls and data will be sent over the existing tandem to PSAP trunks and ALI circuits. If the 911 agency uses a different network provider or database provider, the tandem to PSAP trunks and/or ALI circuits must be provisioned separately.
- /4/ When the Company is the Wireless 911 Service provider, both W 911 Service with Selective Routing and Automatic Location Identification rates and charges (paragraphs G.1 and G.3) will be required. The Selective Routing rates and charges in paragraph G.2 only apply if an alternative Wireless 911 Service provider is utilized.