

TARIFF DISTRIBUTION

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A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service

A23.1.1 General

- A. In general, basic local exchange service as set forth in Section A2. is furnished for the exclusive use of the subscriber, employees, agents, representatives, or members of the subscriber's domestic establishment. Resale of local exchange service is permitted only under specific conditions as described in this *Guidebook*. (T)
- B. For the purpose of this *Guidebook* section "Shared Tenant Services" or STS is defined as the sharing or resale of a common group of local exchange service access lines through a common switching or billing arrangement to tenants. (T)
- C. The rates specified herein are in addition to the rates shown elsewhere in this *Guidebook* for services with which this offering is associated. (T)
- D. Basic local exchange service provided for resale may be flat or measured.

A23.1.2 Conditions for Service

- A. Customers desiring to resell exchange services provided by the Company must apply to the Florida Public Service Commission for certification as an STS provider. Resale of local service will only be permitted if such certification is granted. Customers desiring to resell local service must submit all Company required documentations (i.e. Letter of Agreement, PSC Tracking Requirement, Request Notice, etc.) including proof of their approved certification before service will be established.
- B. Resale is permitted where facilities permit and within the confines of specifically identified continuous property areas under the control of a single owner or management unit. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare. The designated resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries.
- C. The provision of STS shall in no way interfere with a Reseller Client's right to direct service or the right of the Company to directly serve the tenant under the terms and conditions of this *Guidebook*. (T)
- D. In order to fulfill the Company's obligation to provide local exchange service to all customers within its franchised area, including those located within an STS building, the Company must be guaranteed access to the premises of all individual tenants. Resale of local service will only be permitted once such direct access including support facilities (e.g., conduit, equipment space, etc.) to any and all individual subscribers has been secured. To fulfill its obligation, the Company generally installs and maintains its own transmission facilities. However, at the Company's option, in lieu of Company owned facilities, the Company may choose to negotiate for the use of privately owned transmission facilities. Should the Company elect this option, such negotiation would provide reasonable compensation for the use of privately owned facilities.
- E. (DELETED)
- F. Conditions and limitations restricting the resale or sharing of Foreign Exchange Service apply.
- G. All rates and charges in connection with the resale operation and all repairs and rearrangements behind and including the communication switch of the Reseller will be the responsibility of the Customer of Record. The Reseller will be the single point of contact for all Resale Client services provided in connection with the Sharing and Resale of Basic Local Exchange Service.

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.2 Conditions for Service (Cont'd)

- H. All exchange access lines provided to the certificated Reseller's switch must be resale of local exchange service access lines as specified in this *Guidebook* section. (T)
- I. Pooled, shared, or otherwise resold access to long distance service is subject to the rates, *terms* and conditions of service which apply to Resellers of Long Distance Service as specified by the Florida Public Service Commission. Access must be provided to all locally available carriers via 800, 101XXXX, or 950. (T)
- J. STS providers must permit client access to the Company operators "zero" (0) for emergencies and for line verification purposes and to 911 where available.

A23.1.3 Definitions

- A. Customer of Record
Person, corporation or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuances of service and payment in full of charges incurred such as Toll, Directory Assistance, etc.
- B. Reseller Client
Customer who utilizes shared or resold local service provided by the Customer of Record in connection with Shared Tenant Services.
- C. Reseller
A customer who resells Company exchange service as provided in this Shared Tenant Services *Guidebook* section. (T)
- D. Service Location
A single building or multiple commercial or residential buildings located within the confines of specifically identified continuous property areas under the control of a single owner or management unit.
- E. Shared Tenant Services
The sharing or resale of a common group of local exchange service access lines through a common switching or billing arrangement to tenants.
- F. Shared Tenant Services Provider
One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Section 364.339 Florida Statutes (Supp. 1995).
- G. Tenant
Any person entitled to occupy a premises under a rental or lease agreement.

A23.1.4 Rates and Charges

- A. The following charges will apply for Resale of Local Exchange Service.
 1. Resale Lines - Measured Rate, Rate Groups 1 - 6

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.4 Rates and Charges (Cont'd)

A. The following charges will apply for Resale of Local Exchange Service. (Cont'd)

6. Resale Trunks - Measured Rate, Local Exception Rate codes X1 - X3¹ (Cont'd)

		Rate Code			
		X1	X2	X3	USOC
(a)	Combination	\$35.35	\$36.81	\$38.44	SMP
(b)	Outward Only	29.20	30.41	31.75	S16OX
(c)	Inward Only	35.35	36.81	38.44	S161X

7. Usage Charges

a. The following usage charges apply for outward calls within the local calling area² other than those specified in b. following.

(1) Usage charges

		Initial Minute or Fraction Thereof	Additional Minute, Each of Fraction Thereof	USOC
(a)	Each	\$0.25	\$0.01	NA

b. The following usage charges apply for outward calls within the local calling area placed between 12:00 P.M. and 2:00 P.M., 9:00 P.M. and 9:00 A.M., and Saturday and Sunday all day.²

(1) Usage Charges

(a)	Each	\$0.15	\$0.05	NA
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c. Local usage charges do not apply on calls to 911, the Company operator, Company Repair (611) or on calls to the Company Business Office.

d. Calls to local Directory Assistance (411) will be charged the *guidebook* rate for such calls as specified elsewhere in this *Guidebook*. (T)

e. Calls to telephone numbers for which a charge is applicable to the caller, e.g., 900 service, will be charged for at the appropriate rates for these services.

Note 1: See A3.8.1 for explanation of local exceptions.

Note 2: Calls within the local area are each charged for at least one (1) minute of use. For local calls that exceed one (1) minute, usage charges are based on conversation time rounded up to the nearest one tenth (1/10) minute.

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.4 Rates and Charges (Cont'd)

A. The following charges will apply for Resale of Local Exchange Service.

8. Resale Lines - Flat Rate, Rate Groups 1 - 6

a. Flat Rate Resale Lines may be provided as specified below:

(1) For sharing or resale configurations in a key system common billing arrangement.

		Group						USOC
		1	2	3	4	5	6	
(a)	Per line ¹	\$19.80	\$20.80	\$21.90	\$22.90	\$23.85	\$24.90	NA
(b)	Multi-line Exchange Access Line Additive, per line ²	1.60	1.68	1.77	1.85	1.93	2.02	NA

9. Resale Lines - Flat Rate, Rate Groups 7 - 12

a. Flat Rate Resale Lines may be provided in the situations specified below:

(1) For sharing or resale configurations in a key system common billing arrangement.

		Group						USOC
		7	8	9	10	11	12	
(a)	Per line ¹	\$25.75	\$26.60	\$27.40	\$28.00	\$28.60	\$29.10	NA
(b)	Multi-line Exchange Access Line Additive, per line ²	2.09	2.15	2.22	2.27	2.32	2.36	NA

10. Resale Lines - Flat Rate, Big Pine Key Local Exception³, Rate Codes X1 - X4

a. Flat Rate Resale Lines may be provided as specified below:

(1) For sharing or resale configurations in a key system common billing arrangement.

		Rate Code				USOC
		X1	X2	X3	X4	
(a)	Per line ²	\$28.63	\$29.81	\$31.13	\$28.60	NA

11. Rates and charges for Direct Inward Dialing (DID) apply as specified in A23.1.5. (T)

12. Service charges as specified in Section A4. apply as appropriate. (T)

13. Reseller Client Listing Charge provides a listing in the alphabetical section of the directory for a reseller client. The reseller client listing charge will date from the day the Company's directory information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month.

		Monthly	USOC
(a)	Per Business client	Rate \$1.20	BS6

Note 1: Monthly rate is 100% of the Business Flat Rate Exchange Access Line Rate.

Note 2: The Multi-line Exchange Access Line Additive as specified in A3.4.2.B.1.b preceding applies on a per line basis to Flat rate service and Auxiliary Line service subscribers with more than one exchange access line. The Multi-line Exchange Access Line Additive does not apply to Back-Up lines.

Note 3: See A3.8.1 for explanation of local exceptions.

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.4 Rates and Charges (Cont'd)

A. The following charges will apply for Resale of Local Exchange Service. (Cont'd)

13. (Cont'd)

	Monthly Rate	USOC
(b) Per Residence client	\$1.20	RS6
14. Charges for additional listings in addition to that provided by the Reseller Client Listing to further define an individual reseller client apply at the standard <i>guidebook</i> rate for such listings as specified in Section A6.		(T)

	Nonrecurring Charge	USOC
(a) Service Establishment Charge, per Service Location	\$300.00	NRCJT
15. Rates and charges for other associated services apply as specified elsewhere in this <i>Guidebook</i> .		(T)

A23.1.5 Direct-Inward Dialing Service Associated with Shared Tenant Services

A. General

1. DID service permits calls incoming to a PBX system or other Customer Premises Equipment requiring outpulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in A2.3.1 and Section A15. (T)
2. The rates specified herein are in addition to the rates shown elsewhere in this *Guidebook* for the services with which this offering is associated (e.g., Sharing and Resale of Exchange Service Trunks, etc.). (T)
3. DID service is optionally available with Identified Outward Dialing (IOD) service and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent Network degradation.
4. The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
5. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in A23.1.6 are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.
6. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.5 Direct-Inward Dialing Service Associated with Shared Tenant Services (Cont'd)

A. General (Cont'd)

7. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the *terms and conditions* the Company considers necessary to maintain proper standards of service as specified in other sections of this *Guidebook*. (T)
8. The Company shall not be responsible to the customer or authorized user or Reseller Client if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer, authorized user, or Reseller Client obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
9. Directory listings will be provided in accordance with the *terms and conditions* of Sections A23. and A6. DID numbers furnished herein are not entitled to directory listings without charge. (T)
10. All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers.
 - a. Calls to vacant, non-working and reserved numbers will be routed to the Customer Premises Equipment for handling. On incoming calls from the network to invalid numbers or restricted stations in DID equipped Customer Premises Equipment only two methods of intercept are acceptable: Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.
11. At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service, per DID trunk will apply.
12. In addition to the rates and charges specified in A23.1.6, appropriate service connection, move and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.
13. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment to another type of customer premises switching equipment with DID service. The following provisions apply:
 - a. The customer must maintain at least the same level of DID service requirements.
 - b. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
 - c. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
 - d. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

(DELETED)

(D)

A23. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A23.1 Provision of Service (Cont'd)

A23.1.5 Direct-Inward Dialing Service Associated with Shared Tenant Services (Cont'd)

B. Rates and Charges

1. Central Office Components - Direct-Inward Dialing (DID) Service¹

	Installation Charge	Monthly Rate	USOC
(a) Establish trunk group and provide first group of 20 DID numbers	\$915.00	\$4.00	NDZ
(b) Each additional group of 20 DID numbers	15.00	4.00	ND4
(c) DID Trunk Termination, each ²	90.00	21.80	NDT

Note 1: The following rates and charges also apply to blocks of reserved telephone numbers.

Note 2: In addition to the rates and charges for the DID Trunk Termination, rates and charges for Resale Inward Only Trunks as specified in Section A23.1.4 apply as appropriate. (T)

A24. EMERGENCY REPORTING SERVICES

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A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911

A24.1.1 General (Basic and Enhanced 911)

- A. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal emergency number 911 for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public.
- B. Two types of service are offered, basic 911 and Enhanced 911 Service (E911). Selection of the appropriate service to serve various customers will be made by the Company and the customer and will be based on a thorough analysis of customer needs at each location and on availability of facilities in each area.
- C. Rates and charges for the E911 Service Feature offerings as shown in A24.1.4.D.3.a. are based on costs for municipal and/or countywide E911 Systems and are offered on a tiered pricing structure, based on the number of access lines located within the political boundaries served by the customer, except in the case of E911 Systems which may encompass two or more counties. In this case, each county (or subsystem) will be considered as a separate entity for purposes of determining the appropriate pricing tier. E911 Systems which are essentially municipal and/or countywide but have minor overlapping into another county due to community of interest reasons are considered covered by one pricing tier. (T)
- D. Terminal equipment may be provided by the Company or customer for 911 Service. If provided by the Company, where not specifically itemized in this *Guidebook*, said equipment, including rearrangements, moves or changes will be provided at rates and charges based upon costs. (T)
- E. Deferred Payment
Payment of nonrecurring charges for 911 Service may be deferred subject to the conditions specified in this paragraph.
 1. The charges to be deferred must be among the following types:
 - a. Installation
 - b. Service Establishment
 - c. Feature Establishment
 2. The customer must select a payment period longer than one month but no more than eighteen months.
 3. The total amount of nonrecurring charges as defined in 1. preceding may be deferred.
 4. The minimum amount deferrable per 911 installation is \$5,000.00.
 5. Interest on deferred amounts will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The maximum interest rate to be charged is twenty-two percent (22%). The interest rate to be charged on deferred payments will be raised or lowered periodically by the Company. If, in the judgment of the Company, the maximum interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend the availability of said option until such time as the costs of providing said option can be recovered through the application of a lawful interest rate. Suspension of the deferred payment option will not affect customers who have executed a deferred payment agreement prior to the effective date of such suspension.
 6. The deferred charges (including calculated interest) will be prorated on a monthly basis over the selected deferral period length.
 7. All deferred charges must be paid in full when the customer:

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.1 General (Basic and Enhanced 911) (Cont'd)

- E. Deferred Payment (Cont'd)
 - 7. All deferred charges must be paid in full when the customer: (Cont'd)
 - a. Disconnects service, for the system, prior to expiration of the selected deferral period.
 - b. Fails to pay a monthly amount hereunder within 30 days of its due date.
 - 8. The customer may prepay the total outstanding deferred charges at any time during the selected deferral period. Customer will be given a credit for the amount of unearned interest. The customer may not prepay less than the total of the outstanding deferred charges.

A24.1.2 Terms and Conditions

- A. 911 service is provided by the Company where facility and operating conditions permit.
- B. This offering is limited to the use of central office number 911 as the universal emergency telephone number. Only one 911 service will be provided within any governmental agency's locality.
- C. The 911 emergency telephone number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. The customer must subscribe for additional local exchange service at the PSAPs for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
- D. The service is furnished to municipalities and other governmental agencies only for the purpose of receiving reports of emergencies by the public. Residential customers whose telephone services have been temporarily denied for non-payment will continue to have access to 911 Service (outgoing service only).
- E. Basic 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP.
- F. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- G. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- H. Temporary suspension of service is not provided for any part of the 911 Service.
- I. The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

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A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.2 Terms and Conditions (Cont'd)

- J. The Company's entire liability to any person for interruption or failure of 911 Service or E911 Service shall be limited to the terms set forth as follows. The Company shall not be liable for damages resulting from or in connection with 911 Service or E911 Service or identification of the telephone number, address, or name associated with any person accessing such services, unless the Company acted with malicious purpose or in a manner exhibiting wanton and willful disregard of human rights, safety or property in providing such services. The Company shall not be liable to any person or entity for any damages whatsoever resulting from or in connection with the provision of access to E-911 Service during the temporary denial of a residential subscriber service for non-payment.
- K. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service.
- L. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved may be allowed as set forth in this section of this *Guidebook*. Where allowances on monthly charges for Service Features of E911 Service are involved, only those Service Features which are affected by the interrupted service shall be considered; and, further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.
- M. Each 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, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or 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, location or use of 911 service features and the equipment associated therewith or by any services which are or may be 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 services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.
- N. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.
- O. Company serving boundaries and political subdivision boundaries may not coincide. In a Basic 911 configuration if a central office serves telephones located both within and outside the customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.
- P. Any terminal equipment or PSAP equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number (identified through the Automatic Number identification feature as the source) of an in progress 911 call.

(T)

(T)

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.2 Terms and Conditions (Cont'd)

(T)

- Q.** When an order for 911 service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- R.** Application for E911 service must be executed in writing by each customer (a municipality, a local government authority or their duly appointed agent). 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. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
- S.** The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
1. That at least one PSAP will be provided and staffed on a 24-hour, seven days per week basis.
 2. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
 3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
 4. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. (Applies to E911 Service only.)
- T.** When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing this information to the Company:
1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company by a mutually agreed upon date prior to the effective date of service.
 2. After establishment of service, it is the customer's responsibility to continue to 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 calls to the proper PSAP.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.2 Terms and Conditions (Cont'd)

T. (Cont'd)

3. The Company will provide to the customer on request a complete written copy of the master address file to permit customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
4. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

- U. E911 information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in Directory Assistance Offices may be disclosed in connection with E911 Service whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name, and address in connection with E911 Service.

- V. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this *Guidebook*, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc.

- W. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the name, telephone numbers and service addresses of subscribers within the customer's E911 serving area.

- X. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:

1. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
2. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
3. Customer shall use due care in providing for the security and confidentiality of the information.
4. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
5. As soon as customer has completed using the information for the purposes authorized in the *Guidebook* or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed.

(T)

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A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.2 Terms and Conditions (Cont'd)

- Y. General *Terms and Conditions* located in Section A2. will also apply to this service offering. (T)
- Z. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service. (T)
- AA. The Company will bill "911" local option fees in accordance with Chapter 365, Florida Statutes, as amended. Each customer imposing a "911" local option fee 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, whether suffered, made, instituted or asserted by the customer or by any other party or person, arising out of the Company's good faith compliance with the instructions of the customer concerning the imposition, billing, collection or remittance of the "911" fee, whether or not the act of complying with the customer's instructions is deemed to be negligent.
- AB. Basic 911 cannot be provisioned with any Caller ID service arrangements.

A24.1.3 Reserved for Future Use

A24.1.4 Enhanced Universal Emergency Number Service-E911

- A. General
 1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls by persons within the serving area who dial 911.
 2. The E911 customer may be a municipality or other county or local governmental unit, or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.
- B. Definition of Terms
 1. Additional E911 Exchange Line
A line terminating at a PSAP that is in addition to those engineered that may be ordered by the customer as an optional feature.
 2. Alternate Routing (AR)
A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service). This is a standard feature of E911 Service.
 3. Automatic Location Identification (ALI)

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

B. Definition of Terms (Cont'd)

3. Automatic Location Identification (ALI) (Cont'd)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of Wireless Carriers that are interconnected to *the Company's* 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to *the Company's* ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the Wireless Carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the Wireless Carrier's loading of their respective Pseudo-ANI (P-ANI) records into *the Company's* 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction. (T)

4. Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller.

5. Centralized Automated Message Accounting (CAMA) MF Signaling

A signaling protocol for sending 8 digits of ANI from the 911 Tandem to the PSAP.

6. Data Management System (DMS)

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.

7. Default Routing (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped with selective routing. No ANI/ALI data is provided when a call is sent to Default Routing.

8. Emergency Service Number (ESN)

A number that defines the set of emergency services (e.g. police, fire, emergency medical) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs.

9. End Office

The Central Office(s) in the E911 System from which E911 calls are originated.

10. Enhanced 911 (E911) Control Office

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

11. Enhanced 911 Service Area

The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

12. Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF Signaling is required when five or more area codes are served by a single 911 tandem.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

B. Definition of Terms (Cont'd)

18. Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

19. Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment specified in this *Guidebook* section that are associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included. (T)

20. Universal Emergency Number Service Customer

A municipality or other county or local governmental unit or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

21. Wire Center

The term "Wire Center" denotes the local telephone dial switching office serving subscribers in a well defined area.

22. Wireless Carrier

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless, real-time, two-way voice communication device, including radio-telephone communications used in cellular service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

C. Service Features

1. E911 Service is available in four service feature offerings:

a. Automatic Number Identification (ANI)

Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.

b. Automatic Number Identification and Selective Routing (ANI/SR)¹

Charges are based on the total number of access lines to which both ANI and SR applies. (M)

c. Automatic Number Identification and Automatic Location Identification (ANI/ALI) (M)

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR. (M)

d. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)¹ (M)

Charges are based on the total number of access lines to which ANI, ALI and SR apply. (M)

2. The following standard features are included with each of the service offerings: (M)

a. Forced Disconnect (M)

b. Default Routing (M)

c. Alternate Routing (Night Service)² (M)

d. Speed Calling (M)

e. Central Office Transfer Arrangements (M)

Note 1: When SR is introduced different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

Note 2: Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the Private Line *Guidebook*. Night service is only available where facilities exist. (T)(M)

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (M)

1. Service Ordering Charge

- a. A Service Ordering Charge will be applied on a per service order basis as covered in Section A4. Premises visit charges are not applicable with E911. (T)

2. Messages

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

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

2. Messages (Cont'd)

- b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed to that PSAP as covered in other sections of this *Guidebook* based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer. (T)

3. Service Features

- a. The following features are provided on a tiered structure based on the total number of access lines located within the boundaries of a customer's E911 System, including Bell and non-Bell access lines. Rates and charges will be applicable for the following Tiers:¹

- Tier I - 1,000 to 20,000 Access Lines
- Tier II - 21,000 to 40,000 Access Lines
- Tier III - 41,000 to 100,000 Access Lines
- Tier IV - Greater than 100,000 Access Lines

The following features are provided for application with access lines within the Company's serving jurisdiction and for access lines within an independent local exchange company's serving jurisdiction when that company agrees to accept rates provided in this *Guidebook*.¹ (T)

- (1) Automatic Number Identification²

	Nonrecurring Charge	Monthly Rate	USOC
(a) Tier I, per 1000 Access Lines	\$835.00	\$63.00	9UK1X
(b) Tier II, per 1000 Access Lines	835.00	63.00	9UK2X
(c) Tier III, per 1000 Access Lines	500.00	47.00	9UK3X
(d) Tier IV, per 1000 Access Lines	280.00	21.00	9UK4X
(2) Combined Automatic Number Identification and Selective Routing ²			
(a) Tier I, per 1000 Access Lines	2,195.00	135.00	9UN1X
(b) Tier II, per 1000 Access Lines	2,195.00	135.00	9UN2X

Note 1: For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C. also applies. (T)

Note 2: Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually to update customer billing. For each service feature, where the count of access lines has been adjusted upward, only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

3. Service Features (Cont'd)

a. (Cont'd)¹

(3) Combined Automatic Number Identification and Selective Routing² (Cont'd)

	Nonrecurring Charge	Monthly Rate	USOC
(c) Tier III, per 1000 Access Lines	\$1,670.00	\$105.00	9UN3X
(d) Tier IV, per 1000 Access Lines	1,405.00	73.00	9UN4X
(4) Combined Automatic Number and Location Identification ²			
(a) Tier I, per 1000 Access Lines	2,370.00	180.00	9UQ1X
(b) Tier II, per 1000 Access Lines	2,370.00	180.00	9UQ2X
(c) (Obsoleted, See Section A124.)	-	-	NA
(d) (Obsoleted, See Section A124.)	-	-	NA
(e) Tier III, per 1000 Access Lines	1,800.00	145.00	9UQ3X
(f) Tier IV, per 1000 Access Lines	1,515.00	115.00	9UQ4X
(5) Combined Automatic Number and Location Identification and Selective Routing ²			
(a) Tier I, per 1000 Access Lines	2,370.00	185.00	9US1X
(b) Tier II, per 1000 Access Lines	2,370.00	185.00	9US2X
(c) (Obsoleted, See Section A124.)	-	-	NA
(d) (Obsoleted, See Section A124.)	-	-	NA
(e) Tier III, per 1000 Access Lines	1,800.00	150.00	9US3X
(f) Tier IV, per 1000 Access Lines	1,515.00	115.00	9US4X
(6) (Obsoleted, See Section A124.) (New Customers See d. following)			(M)(T)

Note 1: For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C. also applies. (T)

Note 2: Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually to update customer billing. For each service feature, where the count of access lines has been adjusted upward, only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

3. Service Features (Cont'd)

- b. (Obsoleted, See Section A124.)
- c. (Obsoleted, See Section A124.)
- d. The following features are provided for non-Bell access lines served by independent local exchange companies, competitive local exchange companies, and/or wireless carriers in jurisdictions where the Company is the provider of the E911 service.¹

(1) Selective Routing provided for non-Bell access lines²

	Nonrecurring Charge	Monthly Rate	USOC
(a) Tier I, per 1000 Access Lines	\$2,165.00	\$125.00	9UR1X
(b) Tier II, per 1000 Access Lines	2,165.00	125.00	9UR2X
(c) Type III, per 1000 Access Lines	1,640.00	82.00	9UR3X
(d) Tier IV, per 1000 Access Lines	1,395.00	64.00	9UR4X

Note 1: For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C. also applies.

Note 2: Rounded to nearest 1000 access lines per service feature (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually to update customer billing. All non-Bell lines, including wireless pseudo-ANI records (P-ANIs), will be grouped together and rounded to the nearest 1,000 access lines for billing purposes. For each service feature, where the count of access lines has been adjusted upward only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding). For purposes of counting access lines for wireless carriers, the quantity of P-ANI records will be used in lieu of access lines.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

3. Service Features (Cont'd)

d. (Cont'd)¹

(2) Combined Automatic Location Identification and Selective Routing provided for non-Bell access lines²

	Nonrecurring Charge	Monthly Rate	USOC
(a) Tier I, per 1000 Access Lines	\$2,340.00	\$175.00	9UL1X
(b) Tier II, per 1000 Access Lines	2,340.00	175.00	9UL2X
(c) Tier III, per 1000 Access Lines	1,770.00	130.00	9UL3X
(d) Tier IV, per 1000 Access Lines	1,505.00	105.00	9UL4X
4. The following features are provided on a non-tiered structure based on the total number of access lines in wire centers serving the 911 System or Systems.			
a. Miscellaneous			
(1) Additional (optional) E911 Exchange Line terminating at PSAP			
(a) Each	105.00	14.25	E8K
(2) Enhanced Multi-Frequency Signaling (EMFS) ³			
(a) Per PSAP	-	-	XTAMF
5. (Obsoleted, See Section A124).			

Note 1: For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C. also applies.

(T)

Note 2: Rounded to nearest 1000 access lines per service feature (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually to update customer billing. All non-Bell lines, including wireless pseudo-ANI records (P-ANIs), will be grouped together and rounded to the nearest 1,000 access lines for billing purposes. For each service feature, where the count of access lines has been adjusted upward only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding). For purposes of counting access lines for wireless carriers, the quantity of P-ANI records will be used in lieu of access lines.

Note 3: Enhanced Multi-Frequency Signaling (EMFS) is required per PSAP on all tandem to PSAP trunk groups when five or more NPAs (area codes) are resident in one of the 911 tandems serving the PSAP. EMFS delivers ten digits of ANI that includes the 3 digit NPA and the 7 digit telephone number.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

8. Metropolitan Dade County System (Cont'd)

a. Service Features (Cont'd)

(1) Current E911 Service (Cont'd)

	Monthly Rate	USOC
(b) City of Miami, per 1000 Access Lines ¹	\$50.96	UUK2X
(c) City of Hialeah, per 1000 Access Lines ¹	63.26	UUK3X

(2) Combined Automatic Number and Location Identification

	Service Establishment Charge	Monthly Rate	USOC
(a) First 12 months of service, per 1000 Access Lines ¹	\$100.00	\$71.00	UUQ1X
(b) Second 12 months of service, per 1000 Access Lines ¹	-	85.00	UUQ2X
(c) Third 12 months of service, per 1000 Access Lines ^{1,2}	-	-	9UQ4X

(3) Combined Automatic Number and Location Identification and Selective Routing

(a) First 12 months of service, per 1000 Access Lines ¹	153.00	80.00	UUS1X
(b) Second 12 months of service, per 1000 Access Lines ¹	-	93.95	UUS2X
(c) Third 12 months of service, per 1000 Access Lines ^{1,2}	-	-	9US4X

b. (Obsoleted, See Section A124)

c. (Obsoleted, See Section A124)

d. (Obsoleted, See Section A124)

Note 1: Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually to update customer billing. For each service feature, where the count of access lines has been adjusted upward only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).

Note 2: Beginning in the third year, the rates for this service shall be equivalent to the standard *guidebook* rates as described in A24.1.4.D.3.a. for a Tier IV subscriber.

(T)

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

D. Rates and Charges (Cont'd)

8. Metropolitan Dade County System (Cont'd)

e. Service Establishment Charges (T)

- (1) E911 Generic Feature Package Developmental Charges

	Nonrecurring Charge	USOC
(a) Each	\$22,376.75	NA
(2) PDSP and Peripheral Interface Development Charges		
(a) Each	160,820.00	NA
(3) Data Management System - Development and Conversion		
(a) Charges for Selective Feature Routing	61,998.75	NA
(4) Development and Implementation of Initial Training Program		
(a) Per PSAP	317.50	NA
(b) Per Console	5.50	NA
(5) System Implementation Charges		
(a) Each	10,193.75	NA

A24.1.5 Wireless E911 Phase 2

A. Description of Service

Wireless E911 Phase 2 is only available in combination with Enhanced Universal Emergency Number Service – E911 as specified in A24.1.4. and is subject to the *terms and conditions* specified therein. (T)

In accordance with the FCC’s Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller’s location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions’ standards for the Wireless Service Providers (WSPs).

B. General Terms and Conditions (T)

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the longitude/latitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.
2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. In addition, the following requirements must be met for Phase 2 implementation:
 - a. PSAPs must order both the *Company’s* Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in F. following. (T)
 - b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
 - c. WSPs must have obtained an E2 interface to *the Company’s* ALI database that complies with the latest issue of Technical Reference 73610. This interface will be used by the WSP to provide the Phase 2 data. (T)

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.5 Wireless E911 Phase 2 (Cont'd)

C. Definition of Terms

1. **Callback Number (CBN)**
The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.
2. **E2 Interface**
A reference point for a data path that exists between an MPC/GMLC and an ESME (the ALI database). The data that traverses the E2 interface is made up of an Emergency Services Position Request and the response. The E2 interface is not provided by and is not the responsibility of the Company.
3. **Emergency Services Message Entity (ESME)**
An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.
4. **Enhanced MF Signaling (EMFS)**
A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF Signaling is required when an interconnecting Wireless Service provider selects Phase 2 NCAS mode without WLS911.
5. **Mobile Position Center (MPC)**
The interface between the wireless network and the *Company's* ALI databases. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company. (T)
6. **Mobile Switching Center (MSC)**
The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.
7. **Phase 2 NCAS**
In this mode the p-ANI and the CBN both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.
8. **Position Determining Entity (PDE)**
The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.
9. **Pseudo-ANI (P-ANI)**
A pseudo, non-dialable telephone number assigned to a cell site or a sector of a cell site to provide location identification for wireless E911 calls.
10. **WLS911**
The *Company's* solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's E2 interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling. (T)
11. **Wireless Service Provider (WSP)**
A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.
12. **Wireline Compatibility Mode**
Occurs when the WSP sends only p-ANI to the *Company's* E911 tandem and the PSAP receives eight or ten digits of ANI. (T)
13. **X,Y Coordinates**
The longitude and latitude of the 911 wireless caller's location.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service - 911 (Cont'd)

A24.1.5 Wireless E911 Phase 2 (Cont'd)

D. Enhanced MF

Enhanced MF (EMF) is a new signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in Technical Reference # 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP. (T)

E. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

1. Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the *Company's* Extended ALI Display Format to accommodate the longitude and latitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an E2 interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the E2 interface is the responsibility of the WSP. (T)

2. ALI Database Upgrade for Wireless Phase 2

The ALI Database Upgrade for Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

F. Rates and Charges

	Nonrecurring Charge	Monthly Rate	USOC
(1) Enhanced MF signaling, per PSAP	\$-	\$-	<i>XTAMF</i>
(2) Extended ALI Display Format, per PSAP	2,200.00	-	<i>XTAL2</i>
(3) ALI Database Upgrade for Wireless Phase 2, per PSAP	-	190.00	<i>XTAP2</i>

A24. EMERGENCY REPORTING SERVICES

A24.2 BellSouth 9-1-1 PinPoint Service

A24.2.1 General

- A. 9-1-1 PinPoint service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP).
- B. 9-1-1 PinPoint service is available with the Company's Primary Rate ISDN (PRI) or 9-1-1 PinPoint service Local Channels as described in this section. 9-1-1 PinPoint service Local Channels are not required if using the Company's PRI service.
- C. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider.

A24.2.2 Terms and Conditions

- A. 9-1-1 PinPoint service is furnished subject to the availability of facilities.
- B. Automatic Number Identification (ANI) which is passed to the Company E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system.
- C. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from 9-1-1 PinPoint service locations will be handled.
- D. The following specifications must be met when provisioning this service:
 1. Subscribers to 9-1-1 PinPoint service must meet all Company technical specifications.
 2. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system.
 3. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates.
 4. 9-1-1 PinPoint service is configured on a "per account" basis for the Company's Direct-In-Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All telephone numbers on these accounts must be provisioned with 9-1-1 PinPoint service. The Customer cannot randomly select which telephone numbers on an account will have the Service. This **term and condition** is not applicable for PRI subscribers billed for 9-1-1 PinPoint service on a per PRI station number (per TN) basis.
 5. Users of 9-1-1 PinPoint service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any telephone numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint service customer is responsible for ensuring that 9-1-1 PinPoint Service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information.
 6. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically the Company's PRI and the Company's DID services. The PBX switch must employ the Company's Direct-In-Dialing (DID) or the Company's PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be 9-1-1 PinPoint Local Channels or PRI). 9-1-1 PinPoint Service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on telephone numbers obtained from CLECs or on any IP-enabled services.
 7. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.

(T)

(T)

A24. EMERGENCY REPORTING SERVICES

A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)

A24.2.2 Terms and Conditions (Cont'd)

- E.** The PBX switch owner/operator must install a minimum of two private E911 local channels¹ with the following specifications:
1. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving E911 tandem.
 2. The PBX switch owner/operator is responsible for determining that his terminal equipment is compatible with this local channel.
 3. Supervision on this 9-1-1 PinPoint service Local Channel will be loop reverse battery. The battery source is located in the Company's network and will be a nominal -48V(-42.75V to -56.5V dc).
 4. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving E911 tandem office will instruct the PBX to forward the called digits "911" or "11" with a momentary battery reversal (wink). The E911 tandem will instruct the PBX to send the calling station's number (ANI) information with a battery reversal (off hook).
 5. Additional *terms and conditions* may be applicable as described in Section B3. *of the Private Line Guidebook*. (T)
 6. Required network interfaces are located in Section A14.
- F.** Service charges, as specified in Section A4., are applicable.
- G.** General *Terms and Conditions* located in Section A2. will also apply to this service offering. (T)
- H.** This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 PinPoint service. The provision of 9-1-1 PinPoint service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- I.** The rates charged for 9-1-1 PinPoint service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgement of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.
- J.** The Company's entire liability to any person for the interruption or failure of 9-1-1 PinPoint service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of 9-1-1 PinPoint service to any customer subscribing to 9-1-1 PinPoint service or any person accessing or using 9-1-1 PinPoint service and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services.
- K.** Each 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, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or 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, location or use of 9-1-1 PinPoint service features and the equipment associated therewith, or by any services which are or may be 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 services using 9-1-1 PinPoint service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

Note 1: 9-1-1 PinPoint Service Local Channels are not required with BellSouth PRI.

A24. EMERGENCY REPORTING SERVICES

A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)

A24.2.2 Terms and Conditions (Cont'd)

- L. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms and the *guidebooks* and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable laws, rules, *terms and conditions* in connection with the Services. Finally, the Customer shall provide such information and assistance as are reasonably requested by *the Company* for purposes of facilitating *the Company's* provision of Services to the Customer. (T)
- M. When an order for 9-1-1 PinPoint service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. (T)
- N. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2.
- O. In the event of any interruption of the service the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
- P. Other *Terms and Conditions* located in A24.1. preceding will also apply to this service offering as appropriate. (T)

A29. DATA TRANSPORT SERVICE

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A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service

A29.1.1 General

- A. Derived Data Channel Service (DDCS) provides full-duplex asynchronous or synchronous data transmission utilizing data over voice and subrate multiplexing technology. A derived data channel is provided between a customer's premises and that customer's serving central office. A subrate multiplexed interface is provided in the serving central office for multiplexing multiple derived data channels into a single interface. A transport facility is provided for interconnection of the subrate multiplexed interface to a Company provided data service or to data services provided by others.
- B. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this guidebook. (T)
- C. DDCS is offered for intraLATA use only.

A29.1.2 Terms and Conditions (T)

A. Explanation of Terms

1. Asynchronous Transmission - Transmission in which time intervals between transmitted characters may be of unequal length but time intervals between bits within a character are fixed. Transmission is controlled by start and stop elements (bits) at the beginning and end of each character.
2. Derived Data Channel - A data channel derived from a local exchange facility utilizing data/voice multiplexing (DVM) equipment. A derived data channel is provided between a customer's premises and that customer's serving central office.
3. DS0-B Interface - A subrate multiplexed interface that provides a 4-wire DS0 output signal conforming to the standard DDS (Digital Data System) signal formats (i.e., 2.4 Kbps, 4.8 Kbps, or 9.6 Kbps).
4. DS0-B Transport Facility - Local access and interoffice facilities utilized to interconnect the DS0-B interface to a Company provided data service or to data services provided by others.
5. Subrate Multiplexing - The process for separating a 64 Kbps DS0 signal into individual channel groups of lower transmission speeds (i.e., twenty channels at 2.4 Kbps, ten channels at 4.8 Kbps, five channels at 9.6 Kbps, or one channel at 56 Kbps).
6. Synchronous Transmission - Transmission of data based upon a timing mechanism in which data is transmitted at fixed intervals.

B. Basis of Offering

1. A derived data channel provides full-duplex asynchronous or synchronous data transmission at the speed of 2.4 Kbps over a compatible two-wire facility.
2. The central office DVM termination provides subrate multiplexing into a standard DS0-B interface for a group composed of a maximum of twenty derived data channels.
3. The customer's derived data channel must be associated with a DS0-B interface. This association requires coordination between the subscriber of the derived data channel and the subscriber of the DS0-B interface.
4. DDCS can be interconnected to compatible Company provided data services or to data services provided by others.

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service (Cont'd)

A29.1.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

5. DDCS is provided under the following terms and conditions.
 - a. The customer will be responsible for selecting his own Customer Premises Equipment (CPE). Customer provided terminal equipment must be compatible with the Company provided terminating equipment at the central office. CPE must comply with specifications found in Technical Reference Publication 73548 for DVM equipment and Technical Reference Publication 73548, Addendum 1, for a DS0-B interface. These publications are available from the Information Exchange Manager, BellSouth Telecommunications, Inc., SUP40 BellSouth Center, 675 W. Peachtree St., N.E., Atlanta, Georgia 30375. (T)
 - b. The customer will be responsible for installation, maintenance and testing of CPE.
 - c. The customer must be prepared to activate his portion of joint service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date.
 - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment, and schedule cooperative testing for cutover if required.
 - f. Company dispatches to customer premises caused by CPE trouble will be handled in accordance with standard Company procedures. Charges equal to the Dispatch Charge – Trouble Determination (TLCPR) specified for Basic Residence and Basic Business services will apply as appropriate. The Company does not assume responsibility for the compatibility or suitability of CPE.
6. DDCS is provided subject to the availability of appropriate network facilities and equipment.
7. The minimum service period for a derived data channel is twelve months. In case service is discontinued within the minimum service period, a termination charge is applicable at the date service is terminated. This charge is equal to fifty percent (50%) of the following: the number of months remaining in the service period times the monthly rate for a derived data channel. The minimum service period for the other DDCS elements as provided for in Guidebooks is one month.
8. Suspension of service is not allowed.

C. Application of Rates

1. The derived data channel charges provide the central office DVM terminating equipment. The customer must also subscribe to a compatible two-wire exchange line (e.g., business exchange line, Centrex Type Services main station line). This two-wire exchange line charge and its associated rates and charges are in addition to the derived data channel rates and charges.
2. The DS0-B interface charge is applicable for each group of a maximum of twenty multiplexed derived data channels. Each of the twenty channels in a DS0-B interface channel group operates at a bit rate of 2.4 Kbps.
3. The DS0-B transport facility is required with each subscription to a DS0-B interface. This facility is available for use with DDCS only.

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service (Cont'd)

A29.1.3 Rates and Charges (Cont'd)

B. Move Charges (Cont'd)

2. Moves (Cont'd)

- b. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building. (Cont'd)

(1) Moves Within the Same Building (Cont'd)

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring charge for the affected service termination at the customer's premises.

(2) To a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. However, DDCS will be provided at the new location subject to the availability of appropriate network facilities/equipment and subject to meeting DDCS technical specifications.

A29.2 Data Transport Access Channel Service

A29.2.1 General

- A.** Data Transport Access Channel Service provides the data channel facilities between a customer's premises and a central office or between two central offices for access to Company provided central office data switched services or to other Composite Data Services, or for connection to other Company provided channel services. These services may also be utilized between two Composite Data Services.

- B.** The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this and other *guidebooks* of the Company. (T)

- C.** Channel services provided under the provisions of this *Guidebook* section are offered for intraLATA use only and may not be used in connection with Switched Access Service offered under the Access Services Tariff. (T)

A29.2.2 Terms and Conditions (T)

A. Explanation of Terms

1. Analog - Transmission employing variable and continuous waveforms to represent information values, where interpretation by the receiver is an estimated approximation (quantization) of the encoded value.
2. Digital - Referring to communications procedures, techniques and equipment where information is encoded as either a binary "1" or "0"; the representation of information in discrete binary form, discontinuous in time, as opposed to the analog representation of information in variable, but continuous, waveforms.
3. Principal Central Office - Is the central office through which digital access channels are routed and where access is provided to such lines and associated equipment for testing purposes.

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

A29.2.2 Terms and Conditions (Cont'd)

A. Explanation of Terms (Cont'd)

4. Terminating Central Office - The central office or wire center where a Data Transport Access Channel terminates in order to connect to a Company provided central office switched data service or data transport service, or to access another compatible Data Transport Access Channel or other compatible channel services offered in this and other guidebooks of the Company. (T)

B. Basis of Offering

1. Data Transport Access Channels are provided for analog voice-grade or digital data transmission and are intended to be utilized with Company central office data switched services, other Company provided channel services or with Composite Data Services provided by others.
2. The basic access channel charge includes the access facility only. Data Terminating Equipment (DTE) may be required at the customer's premises and/or terminating central office depending on the type of service associated with the channel.
3. A data set termination is provided at the central office. Central office data sets will be provided under the following terms and conditions.
 - a. The Company will provide the customer with details of the type and manufacturer of central office data set equipment to be used in each application.
 - b. The customer will be responsible for selecting his own Customer Premises Equipment (CPE). Customer provided terminal equipment must be compatible with the Company provided data set at the central office.
 - c. The Company will limit its selection of central office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
 - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment and schedule cooperative testing for cutover if required.
 - f. The customer will be responsible for installation, maintenance and testing of customer provided terminal equipment.
 - g. The customer must be prepared to activate his portion of joint service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date.
 - h. Company dispatches to customer premises caused by CPE troubles will be handled in accordance with standard Company procedures. Charges equal to the Trouble Location Charge will apply as appropriate. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

A29.2.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

4. The Service Connection Charges specified herein are in lieu of the Service Charges specified in Section A4. except as noted. (T)
5. Data Transport Access Channels are furnished for service 7 days per week, 24 hours per day, for a minimum period of one month.
6. These services are provided on a link basis from A29.2.3 and B3.2 and B7.2 of the Private Line Guidebook. (T)

C. Types and Descriptions

1. Dial Access Channel Service
 - a. Provides central office line equipment and facilities in a terminating central office for calls between the local exchange network and a Company provided data switched service or for connection to a dedicated access analog channel.
 2. In lieu of Direct Access Channel Service, see B3.2 of the Private Line Guidebook for analog access channels and B7.2 for digital access channels. (T)
 3. (Obsoleted, See Section A129.)

D. Application of Rates

1. Dial Access Channels
 - a. Dial Access Channel Service always requires a Dial Access Line. One Dial Access Line is required for each line arranged in a multiline group.
 - b. Dial Access Lines arranged in multiline groups which would allow an incoming call to a line that is called to be completed over another line by means of central office equipment will require Business Rotary Line charges as specified in Section A3. (T)
 - c. The Dial Access Line nonrecurring charge includes installation and service ordering charges.
2. Central Office Data Set
 - a. This option connects an Access Channel to a data set at a terminating central office. Several types of data set connections are provided according to the type of associated Access Channel and transmission speed desired by the customer.
 - b. The 2.4 Kbps Dial Central Office Data Set shown in A29.2.3.B.1.(c) following is capable of transmitting/receiving a data signal at the speed of 2.4 kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode, this data set functions at 2400/1200/300 bps.

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

A29.2.2 Terms and Conditions (Cont'd)

(T)

D. Application of Rates (Cont'd)

2. Central Office Data Set (Cont'd)

- c. The 9.6 Kbps Dial Central Office Data Set shown in A29.2.3.B.1.(d) following is capable of transmitting/receiving a data signal at the speed of 9.6 Kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode, this data set functions at 9600/2400/1200/300 bps.

A29.2.3 Rates and Charges

A. Dial Access Channel Service

1. Per Dial Access Line

- (a) Each

Nonrecurring Charge	Monthly Rate	USOC IDCXV
\$52.00	\$13.50	

B. Central Office Data Set

1. For Dial Access Channel Service

(a) Transmission Speeds 300/1200 bps	-	26.00	PWD31
(b) Transmission Speeds 300/1200 bps with call-back capability	-	62.00	PWW
(c) Transmission Speed 2.4 Kbps	-	32.00	PWD24
(d) Transmission Speed 9.6 Kbps	-	39.00	PWD96

2. For Dedicated Access Channel Service - Analog

(a) Transmission Speed 1.2 Kbps	-	26.00	PWJ12
(b) Transmission Speed 2.4 Kbps	-	32.00	PWJ24
(c) Transmission Speed 4.8 Kbps	-	64.00	PWJ48
(d) Transmission Speed 9.6 Kbps	-	74.00	PWJ9+

3. For Dedicated Access Channel Service - Digital

(a) Transmission Speed 2.4 Kbps	-	33.00	PWP24
(b) Transmission Speed 4.8 Kbps	-	34.00	PWP48
(c) Transmission Speed 9.6 Kbps	-	39.00	PWP96
(d) Transmission Speed 56.0 Kbps	-	45.00	PWP56

C. (Obsoleted, See Section A129.)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS) (Cont'd)

A29.7.4 Application of Rates (Cont'd)

G. Expiration of Payment Period (Cont'd)

3. (Cont'd)

- c. A termination charge will be applied which represents 50 percent of the difference between the remaining amount of the longer contract and the total amount of the shorter contract.
- d. A Secondary Service Charge as specified in Section A4. will apply.
- e. Selection of the new payment period must be from those currently available at the time of re-subscription.

H. Termination Liability

1. One Month Payment Plan - there is no termination liability for this option other than the initial service period as specified in F. preceding.
2. Term Payment Plan Option - 50 percent of the remaining amount due.

I. Allowance for Interruptions

1. When service is interrupted due to a failure or malfunction of the Administrative Management Service, a pro rata adjustment of the appropriate Administrative Management Service monthly charges will be allowed at the request of the subscriber if the total system is unavailable for more than a twenty four hour period and in accordance with the **terms and conditions** specified in Section A2. (T)
2. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the customer is notified at least 24 hours prior to such occurrences.

A29.7.5 Connections

A. Security

1. Extra security layers are provided which allow individual clients to customize access capabilities for each of their users. Both client information files and the Company computer systems are kept secure from intrusion.
2. Administrative Management Service security uses the concept of a "usertype", which is simply a variable referring to a subset of the service that can be accessed by a given customer. Every user of the system must be assigned a usertype by the "admin" user during the process of adding the user to the system.

B. System Recovery

Uninterrupted power supplies are provided to prevent unexpected system shutdowns due to commercial power failure. All processes will be smoothly terminated and all buffers written to disk before a shutdown is performed. Message queues which have been built will be saved to disk files so that any established host session can be reestablished as soon as the system is brought back up following power outages.