

UNIVERSAL EMERGENCY NUMBER SERVICE - 911**A. Description**

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

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

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

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

UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (cont'd)

A. Description (cont'd)

911 Service may be classified as follows:

Basic 911 Service

Basic 911 Service is grandfathered and now appears in Part 20, Section 8.

Enhanced 911 Service (E911)

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

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

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

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

UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (cont'd)

B. Prices

Service Elements

This service offering will be provided through Individual Customer Arrangements.

EMERGENCY WARNING CALL DATABASE

A. Description

Emergency Warning Call Database service provides a county or municipality with telephone subscriber data from the Enhanced 9-1-1 Service database for the purpose of implementing or updating an enhanced emergency telephone system pursuant to Indiana Code (IC) 36-8-16. This enhanced emergency telephone system provides service users with a telephone warning of an emergency situation through a computerized warning system. Subscriber information is to be used for the sole purpose of contacting citizens during localized emergencies.

In each copy of the database, the Company will provide the following information for each service user in the county or municipality:

- telephone number
- service address
- class of service
- designation of whether telephone number is listed, unlisted or nonpublished

EMERGENCY WARNING CALL DATABASE (cont'd)

B. Terms and Conditions

1. Customers of this service must be "911 customers" as referenced in the Guidebook, Part 8, Section 3 or their authorized agents. (T)
2. Telephone subscriber data provided to a 911 customer for the purpose of implementing or updating an enhanced emergency telephone system computerized telephone warning system is confidential and proprietary. Subscriber data may be used only to identify the telephone location or service user, or both, and may not be used or disclosed by the county or municipality, or its agents or employees, for any other purpose unless the data is used or disclosed under a Court Order.
3. The Emergency Warning Call Database may not be reproduced in any manner, unless specifically authorized in writing by the Company. Upon request, the Customer will promptly return to the Company all Emergency Warning Call Database information in a tangible form or certify to the Company that such information has been destroyed.
4. The Company will provide a copy of the database to the county or municipality as requested, but no more frequently than once per quarter as specified in the Indiana Code (IC) 36-8-16. The Company may not be held liable under Indiana law for providing such database information.

EMERGENCY WARNING CALL DATABASE (cont'd)

C. Prices

Normal service order charges do not apply for Emergency Warning Call Database service.

1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>
Emergency Warning Call Database /NR9WS/	
- per request	\$550.00
- per 10,000 records	185.00

END-USER 9-1-1 TRUNK

A. Description

End-User 9-1-1 Trunks provide voice grade transmission and deliver station specific Automatic Number Identification (ANI) information associated with Private Switch customer switching equipment to the Company's 9-1-1 network. End-User 9-1-1 Trunks are used to route calls to the Company's 9-1-1 network and are configured as outgoing trunks only. These trunks are dedicated to carrying 9-1-1 calls only and will not accept incoming calls.

End-User 9-1-1 Trunks route the 9-1-1 call from the customer's premises to one of the following termination points:

- to a local end office
- to the 9-1-1 tandem (Control Office)

B. Definitions

Automatic Number Identification (ANI)

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

END-USER 9-1-1 TRUNK (cont'd)**C. Terms and Conditions**

1. A minimum of one End-User 9-1-1 Trunk is required per PBX or Private Switch. However, two or more End-User 9-1-1 Trunks are highly recommended.
2. The customer is responsible for ensuring that its terminal equipment is compatible with this service.
3. The customer is responsible for developing and implementing procedures to prevent unauthorized or illegal use of the End-User 9-1-1 Trunks.
4. When End-User 9-1-1 Trunks are used, the PBX or private switch must be directly connected to the 9-1-1 network.
5. The customer may request diversification and redundancy of any or all inter-office and/or local facility routes. Diversification and redundancy will be provided where facilities permit. Additional charges for the utilization, construction and provision of this option will be assessed on an individual case basis.
6. End-User 9-1-1 Trunks are only available in service areas with Enhanced 911 Service.
7. End-User 9-1-1 Trunks are only available in appropriately equipped Central Offices.
8. If the customer leaves the Company for another competitive local exchange carrier and ports the telephone numbers (assigned to the customer) to that Carrier using Local Number Portability (LNP), the customer is responsible for notifying the Company in writing of such change. This condition does not relieve the new carrier of its notification requirements to the Company.

END-USER 9-1-1 TRUNK (cont'd)

D. Prices

The prices shown below are for End-User 9-1-1 Trunks and are in addition to other applicable Service Charges.

Additional Trunk prices are applicable when adding additional trunks with the original (or initial) order. If additional trunks are ordered after the original installation, First Trunk prices apply.

1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Payment Term Payment Plan 60 Months</u>
First Trunk		
- to a local end office /XCDAP/	\$970.00	\$40.00
- to the 9-1-1 tandem (Control Office) /XCDCP/	970.00	65.00
Additional Trunks, each		
- to a local end office /XCDBP/	715.00	40.00
- to the 9-1-1 tandem (Control Office) /XCDDP/	715.00	65.00

END-USER 9-1-1 TRUNK (cont'd)

D. Prices (cont'd)

2. Payment Plans

- Term Payment Plans

End-User 9-1-1 Trunk service is only available for a 60-month period under the Term Payment Plan (TPP). Refer to Term Payment Plans in Part 2, Section 3 of this Guidebook. (T)

- Single Payment Option (SPO)

A Single Payment Option is not available with this service.

- Deferred Payment Option (DPO)

A Deferred Payment Option is not available with this service.

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period.

Termination Charge = [number of months remaining in contract] x [monthly price billable in month prior to discontinuance, according to Company record] x [70%]