

1. Universal Emergency Number Service – 911

A. Description

All terms and conditions set forth in this Section, including but not limited to those applicable to “Business Exchange Service Line” shall be fully applicable to the Business Basic Exchange port and “local exchange line”, “network access line” and “exchange access line” shall also be fully applicable to the port(s) as defined in Illinois Guidebook, Part 19, Section 1. (T)

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.

1. Universal Emergency Number Service – 911 (cont'd)

A. Description (cont'd)

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.

911 Service may be classified as follows:

Enhanced 911 Service (E911)

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

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

- Automatic Number Identification 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.

Sophisticated 911 Service (S911)

Sophisticated 911 Service supports more feature functionality than Enhanced 911 to aid in the efficient delivery of calls for emergency 911 service. Sophisticated 911 Service provides selective routing of 911 calls and certain other inherent features which may or may not be available with Enhanced 911 Service. Sophisticated 911 Service is designed on a customer specific basis and will be provided where facilities permit.

1. Universal Emergency Number Service – 911 (cont'd)

B. Definitions

Additional E911 Exchange Line

An additional line which terminates at a PSAP.

Alternate Routing (AR)

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

Automatic Location Identification (ALI)

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

Automatic Number Identification (ANI)

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

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

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

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

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

Automatic Number Identification and Selective Routing (Automatic Number Identification (ANI)/SR)

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

Cell Site Record

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

1. Universal Emergency Number Service – 911 (cont'd)

B. Definitions (cont'd)

Central Office Identification

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

Central Office Transfer

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

Data Management System (DMS)

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

Default Routing

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

Display and Transfer Unit

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

Emergency Service Number (ESN)

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

End Office

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

Enhanced 911 Service

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

1. Universal Emergency Number Service – 911 (cont'd)

B. Definitions (cont'd)

Fixed Transfer

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

Forced Disconnect

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

Manual Transfer

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

911 Control Office

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

911 Service Area

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

Public Safety Answering Point (PSAP)

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

Responding Agency

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

Selective Routing

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

Selective Transfer

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

1. Universal Emergency Number Service – 911 (cont'd)

B. Definitions (cont'd)

Service User

Any exchange access facility customer within a 911 system.

Serving Central Office

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

Speed Calling

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

Universal Emergency Number Service

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

Universal Emergency Number Service Customer (Customer)

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

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. A single PSAP may subscribe to only one 911 service classification within any single government agency's locality.
2. 911 Service is furnished to the customer only for the purpose of receiving reports of emergencies from the public. It is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this service. The public safety agencies must subscribe to other exchange telephone service provided under this Tariff for non-emergency telephone communications.
3. 911 Service is classified as Business Exchange and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
4. Temporary suspension of service is not provided for any part of 911 Service (premise equipment included).
5. 911 Service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation, either expressed or implied, toward any third person or legal entity other than the customer.
6. Telephone Company serving areas and political subdivision boundaries may not coincide, however it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local serving area whether or not the calling telephone is situated on property within the geographic boundaries of the customer's public safety jurisdiction.
7. The application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing, satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. Calls from certain intrastate WATS access lines and Mobile Cellular telephones and calls using toll facilities may be subject to normal per call charges.
9. Any service, which is arranged for incoming traffic only or which, in whole or part, provides network access via a central office switch other than the customer's local central office switch, is not arranged for 9-1-1 Service. Such services include, but are not limited to the following services: Direct Inward Dialing Service (Part 6, Section 1); Foreign Exchange Service (Part 4, Section 3); Foreign Central Office Service (Part 4, Section 3); Foreign District Service (Part 4, Section 3); Diverse Routing Arrangements (Part 8, Section 4); Inmate Service (Part 13, Section 1); Remote Call Forwarding (Part 7, Section 4); 800 Service^{/1/} (Part 10, Section 1) and 800/312 NPA Service (Part 20, Section 10); and WATS (Part 10, Section 1), all located in the Illinois Guidebook. (C)

/1/ Effective December 31, 2021, 800 Services (WATS) are withdrawn for residential customers. (N)

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions (cont'd)

10. For Enhanced 911 Service the Company will provide sufficient Enhanced 911 Service lines to adequately handle 911 calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the Company provide less than two such lines per central office routing calls to the PSAP, except in those cases specifically authorized by the Illinois Commerce Commission.
11. For Sophisticated 911 Service each PSAP must subscribe to sufficient network links to handle incoming calls so that the greater of a P.01 or the customer required grade of service is maintained. According to generally accepted engineering standards, P.01 represents that approximately less than 1 call out of 100 encounters a busy signal during the busiest hour. In no case shall a customer subscribe to less than two (2) network links per central office for the routing of calls to a 911 answering point, except in those cases specifically authorized by the Illinois Commerce Commission where required.
12. The customer must furnish the Company its written agreement to the following terms and conditions and comply with the Public Utilities Act and 82 Ill. Administrative Code 725.505:
 - Applicants for this service must provide an adequate number of trained personnel to receive and dispatch calls to meet public demand. All 911 calls must be answered on a 24-hour day, seven-day week basis.
 - The customer accepts responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. A PSAP must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance, or other emergency services as are reasonably available and required.
 - The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
 - The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving non-911 calls.
 - The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. Applicants for 911 service must subscribe to adequate facilities to provide satisfactory service to the public. Minimum trunk requirements for each central office designation served must be met as prescribed by applicable State Codes, Rules, and Legislation.
 - The customer will make provisions for receiving emergency calls from Telecommunication Devices for the Deaf (Telecommunications Device for the Deaf (TDD)) users.

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions (cont'd)

13. 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.
14. The 911 calling party by calling 911 Service, gives consent for the Company to provide 911 information consisting of the name, address, telephone number, and other calling party information when available, to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency calls for assistance.
15. Database inquiries for 911 information consisting of name, address, telephone number, and other information when available, will only be allowed for purposes of dispatching or responding to 911 emergency calls or integrity verification as prescribed by the Company or applicable State Codes, Rules, or Legislation.
16. 911 information consisting of the names, addresses, telephone numbers, and other calling party information when available, of the telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose.
17. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Listing Service to the extent that the name, telephone number, address and other calling party information, when available, associated with the originating station location are furnished to the PSAP.
18. Terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the 911 Database; other than information related to the number identified through the Automatic Number Identification (Automatic Number Identification (ANI)) feature as the source of an in-progress 911 call. Manual access to the 911 Database may be provided upon written request as prescribed by the Company and subject to State and Federal laws and regulations.
19. Central offices that are not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide Automatic Number Identification (ANI) solely for 911 Service. When the Selective Routing feature is provided as part of a 911 System, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) display for any central office within the system not equipped with Automatic Number Identification (ANI).
20. Automatic Number Identification (ANI) will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of the telephone number and address.

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions (cont'd)

21. When the Selective Routing feature is provided with a 911 System, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area that are agreeable to the Company. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 911 serving area. The customer's responsibilities in providing this information are:

- Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company, or other electronic medium where available, for that purpose at a mutually agreed upon time prior to the effective date of the service.
- After establishment of service it is the customer's responsibility to continually verify the accuracy of the routing information contained in the master street address guide. It is also the customer's responsibility, to advise the Company of any changes in street names, establishment of new streets, changes in address ranges used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations. One copy of the file will be provided free of charge on an annual basis. Additional copies may be requested at applicable tariff rates.
- The Company will furnish to the customer for verification a written copy showing each change, deletion and addition to the master address file.

22. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.

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

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24. The installation of initial or subsequent 911 exchange lines to maintain applicable Company service standards will be provided by the Company, subject to the terms and agreements of the 911 Service Agreement when applicable.

25. Customer premise equipment used in providing 911 Service and features may be Company or customer provided.

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions (cont'd)

26. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issue orders.
27. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this Tariff.
28. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the Company's sole negligence, arising out of the customer's use of 911 service whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.
29. The rates for 911 Service do not include the inspection or monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall be responsible for making such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
30. The Company's liability to the customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or malfunctions of this service or any part thereof whether caused by negligence of the Company or otherwise shall not exceed the greater of \$60 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

1. Universal Emergency Number Service – 911 (cont'd)

C. Terms and Conditions (cont'd)

31. The customer also agrees to release, indemnify, defend, and hold harmless the Company from any infringement or invasion of the right of privacy or confidentiality of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
32. The 911 services specified in this tariff are available for the use of public agencies and counties in providing universal emergency number service systems to universal emergency number service districts under authority of 83 ILL. Adm. Code 725 "Standards of Service Applicable to 9-1-1 Emergency Systems".

D. Features

1. Enhanced 911 Standard Features

Alternate Routing (AR)
Default Routing (DR)
Forced Disconnect
Central Office Transfer Arrangements:
- Fixed Transfer
- Manual Transfer
- Selective Transfer
Speed Calling

2. Sophisticated 911 Standard Features

Alternate Routing (AR)
Automatic Location Identification (ALI)
Automatic Number Identification (Automatic Number Identification (ANI))
Default Routing (DR)
Forced Disconnect
Central Office Transfer Arrangements:
- Fixed Transfer
- Manual Transfer
- Selective Transfer
Speed calling

1. Universal Emergency Number Service – 911 (cont'd)

D. Features (cont'd)

2. Sophisticated 911 Standard Features (cont'd)

Database Related:

- Premier Management System
- Database fields to accommodate additional subscriber information
- Database fields to accommodate PBX/Centrex station location information
- Electronic master street address guide administration

Network Related:

- Dedicated end-office, control, office, PSAP links to process Automatic Number Identification (ANI)/ALI information
- Fault tolerant premier SR/ALI
- P.01 or greater grade of service
- ISDN and digital facilities where available

3. Sophisticated 911 Optional Features

Certain other database and network integrated features as determined by customer specific requirements and system feature capabilities.

Sophisticated 911 Standard and Optional Features are provided only where facilities permit.

4. Sophisticated 911 Standard Features – City of Chicago

Database consisting of the following:

- Premier Management System
- Fault Tolerant Premier SR/ALI
- Compressed order update intervals via Service Order Interface Process
- Relational MSAG/TN database
- Database fields availability to accommodate expanded subscriber related information
- Electronic maintenance capability of Master Street Address Guide

Network Consulting consisting of the following:

- Dedicated "A" links (dedicated trunks between end-offices and control offices)
- Stand alone network links utilizing intra-office dedicated facilities in a host/remote environment
- Digital and Fiber Optic facilities to PSAP
- P.01 or greater grade of service

Additional City of Chicago contract features/elements/functionality in addition to those features/elements/functionality

1. Universal Emergency Number Service – 911 (cont'd)

D. Features (cont'd)

4. Sophisticated 911 Standard Features – City of Chicago (cont'd)

Database consisting of the following features, elements, and/or functionality:

- Premier ALI Retrieval System with Selective Router Upgrades
- Dual, mirrored on-line SR/ALI databases
- Dedicated Management Information Systems (MIS)
- Customized Address translation via MS; vanity addressing in ALI
- Electronic Master Street Address Guide Management via County On-Line
- Expanded Management System capabilities to enable PBX/Centrex station identification/updates
- Expanded subscriber ALI routing capabilities via subscriber provided language preference information
- Expanded subscriber ALI capabilities to display medical and disability information
- Expanded administrative reporting capabilities

Network consisting of the following features, elements, and/or functionality:

- Dedicated Primary Route "A" Links
- Dedicated Overflow Route "A" Links
- Digital Connectivity to ECC and BCF/ARP
- Dual integrated control office based Automatic Call Distributors (ACDs)
- Network Performance Monitoring capability via Network Management Support System to enable continuous multilevel network viewing
- Network Performance Monitoring via MIS Network Management Support System to enable multilevel traffic statistical reports
- "O" Operator assisted transfer to ECC with Automatic Number Identification (ANI), ALI, and where provided, LMAD information

1. Universal Emergency Number Service – 911 (cont'd)

E. Prices

1. Service Elements

| Description <u>/Billing Code/</u> | Nonrecurring <u>Charge</u> | Monthly <u>Price</u> |
|---|-------------------------------|-------------------------|
| Monthly Rate Option | | |
| Option 1 | | |
| Combined Automatic Number Identification and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | |
| /E8V/ | \$3,900.00 | \$128.00 |
| Option 2 | | |
| Combined Automatic Number Identification and Selective Routing, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | |
| /E8T/ | 3,600.00 | 125.00 |
| Option 3 | | |
| Combined Automatic Number Identification, Selective Routing and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | |
| /E8Z/ | 4,000.00 | 150.00 |
| Subsequent addition of Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service, when added after original installation of Option 2. | 550.00 | 150.00 |
| Additional (optional) Enhanced 911 Service Line terminating at PSAP, each | | |
| /E8K/ | 450.00 | 93.00 |

1. Universal Emergency Number Service – 911 (cont'd)

E. Prices (cont'd)

1. Service Elements

| Description <u>/Billing Code/</u> | Nonrecurring <u>Charge</u> | Monthly Payment <i>Term Payment Plans</i> | |
|---|-------------------------------|--|-----------------------------|
| | | <u>60</u> <u>Months</u> | <u>120</u> <u>Months</u> |
| Contract Rates and Charges | | | |
| Option 1 | | | |
| Combined Automatic Number Identification and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | | |
| | \$3,900.00 | \$141.00 | \$152.00 |
| Option 2 | | | |
| Combined Automatic Number Identification and Selective Routing, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | | |
| | 3,600.00 | 135.00 | 147.00 |
| Option 3 | | | |
| Combined Automatic Number Identification, Selective Routing and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service | | | |
| | 4,000.00 | 162.00 | 177.00 |
| Additional (optional) Enhanced 911 Service Line terminating at the PSAP, each | | | |
| | 450.00 | 89.00 | 85.00 |

Note: The exchange access line and cell site record count for the preceding service configurations is rounded (below 500 downward, 500 and above upward) to the nearest 1000. This count is based upon the maximum number of above stated exchange access lines and cell site records in service within the geographical boundaries of the customer's public safety jurisdiction during the most current twelve-month period at the time service is established. This count will be adjusted annually, in a like manner thereafter, for purposes of updating customer billing. For each service configuration, where the count of exchange access lines and cell site records has been adjusted upward, a Nonrecurring Charge applies for each 1000 exchange access lines and cell site records so adjusted (after rounding). In no case will the customer be billed for less than 1000 exchange access lines and cell site records. The number of Centrex lines included in the exchange access line count will be determined in accordance with the PBX trunk equivalents specified in Illinois Guidebook, Part 4, Section 2. (T)

1. Universal Emergency Number Service – 911 (cont'd)

E. Prices (cont'd)

1. Service Elements (cont'd)

| | |
|--------------------------------------|-------------------------------|
| Description <u>/Billing Code/</u> | Nonrecurring <u>Charge</u> |
|--------------------------------------|-------------------------------|

Duplicate Copies

The following per occasion charge applies to each customer request for a duplicate copy of the master address file:

| | |
|--|------------|
| Per duplicate copy Magnetic tape /ED9MX/ or Floppy Disk /ED9DX/ | \$1,385.00 |
|--|------------|

Contract Rates and Charges

| | | |
|--------------------------------------|-------------------------------|-------------------------|
| Description <u>/Billing Code/</u> | Nonrecurring <u>Charge</u> | Monthly <u>Price</u> |
|--------------------------------------|-------------------------------|-------------------------|

Sophisticated 9-1-1 Service

Charges for the City of Chicago

| | | |
|--------------------|----------------|--------------|
| 120 Month Contract | \$6,979,881.40 | \$130,583.24 |
|--------------------|----------------|--------------|

| | | |
|---|----|-----|
| Channel Mileage, per mile, per Each Additional A Link (each mile from originating End Office to the Control Office) | -- | .30 |
|---|----|-----|

| | | |
|---|----|------|
| Channel Mileage Termination, per end, per Each Additional A Link, after 684 | -- | 1.25 |
|---|----|------|

| | | |
|--|--|-----|
| Per Additional B Link, after 305 (ISDN facility – Basic Rate Interface) | See Illinois Guidebook, Part 17, Section 1 | (T) |
|--|--|-----|

Limitation on Tariff Provisions

Whether under Tariff or otherwise, the City of Chicago ("City") shall not be obligated to indemnify or hold harmless AT&T Illinois or to defend AT&T Illinois to the extent of AT&T Illinois' negligence or willful misconduct. Further, the existence of any Tariff provisions shall not operate to impose an indemnification obligation or liability on the City directly or indirectly for claims for which the City would not be liable by virtue of the immunities under the Local Government and Governmental Tort Immunity Act, 745 ILCS 10 et. seq., the Emergency Telephone System Act, 50 ILCS 750, or any other immunity to which the City is entitled under Illinois law, or otherwise. Consequently, the City's sole obligation under any Tariff is to assume liability for claims arising from actions or omissions of the City as to which the City is not immune from liability under the foregoing immunities, or is adjudicated as being otherwise liable therefore.

1. Universal Emergency Number Service – 911 (cont'd)

E. Prices (cont'd)

2. Other Applicable Charges and Payments

Messages

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

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

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

Equipment Moves

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

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

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

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

Service Charges

Business Service Ordering Charges, as stated in Part 3, Section 1 of this tariff, apply for new connections, moves and changes for Enhanced 911 Service.

Line Connection Charges, as stated in Part 3, Section 1 of this tariff, will not apply for establishment of the three Enhanced 911 Service configurations. Line Connection Charges will apply for administrative lines or any other lines requested by the customer not included in the three Enhanced 911 Service configurations.

1. Universal Emergency Number Service – 911 (cont'd)

E. Prices (cont'd)

3. Payment Plans

Term Payment Plans

Contract payment options of 60 Months or 120 Months may be selected in lieu of the Monthly rates and charges preceding.

Contract durations may not be mixed in the same system.

Growth in exchange access lines and cell site records will be calculated as specified in the note contained in the preceding Prices Section. The customer will be responsible for the Nonrecurring Charge and Per Month charges appropriate to the contract period as shown in the Prices Paragraph. This rate will be applicable until the end of the contract period. If the annual exchange access line and cell site record count results in a reduction, the monthly payments will be adjusted appropriately.

Upon expiration of the contract period, the rates will revert to the then current monthly rates for non-contract provision of this service unless a new contract is entered into at the then current contract rates.

If a municipality has Enhanced 911 Service under the monthly payment method and, subsequently, it wishes to change to a contract payment plan, the municipality may do so without incurring the Nonrecurring charges unless the municipality upgrades the 911 Service. If the service is upgraded, the Nonrecurring charge is applicable.

If a municipality has Enhanced 911 Service under the contract payment method and, subsequently, wishes to join with contiguous municipalities who have a community of interest, the municipality may do so. The monthly rates applicable will be those then currently tariffed for the contract period selected by the community of interest jointly entering into the new contract. No Nonrecurring charge will be applicable to the municipality that currently has Enhanced 911 Service unless that service is upgraded. If the service is upgraded, the Nonrecurring charge will be applicable.

Single Payment Option (Single Payment Option (SPO))

A customer choosing a contract payment option shown in the preceding, may elect to prepay all or a portion of the monthly charges for the remaining term of the contract.

Regulations as shown in Illinois Guidebook, Part 2, Section 2 will be applicable. (T)

4. Termination Charges

If the service is removed prior to the expiration of the contract period, a termination charge equal to fifty percent (50%) of the total of the number of months remaining in the contract period multiplied by the contract monthly rate per 1000 exchange access lines and cell site records multiplied by the then existing number of such items being billed will become due and payable.

2. 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 911 network. End-User 9-1-1 Trunks are used to route calls to the Company 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 911 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)
- to the SS7 network

B. Definitions

Automatic Number Identification (ANI)

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

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 their 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.

2. 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</u> <u>/Billing Code/</u> | <u>Nonrecurring</u> <u>Charge</u> | <u>Monthly Payment</u> <u>Term Payment Plan</u> 60 <u>Months</u> |
|--|--------------------------------------|---|
| First Trunk | | |
| - to a local end office /XCDAP/ | \$840.00 | \$35.00 |
| - to the 9-1-1 tandem (Control Office) /XCDCP/ | 840.00 | 58.00 |
| - to the SS7 network /XCDEP/ | 840.00 | 62.00 |
| Additional Trunks, each | | |
| - to a local end office /XCDBP/ | 620.00 | 35.00 |
| - to the 9-1-1 tandem (Control Office) /XCDDP/ | 620.00 | 58.00 |
| - to the SS7 network /XCDFP/ | 620.00 | 62.00 |

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 Illinois Guidebook, Part 2, Section 3. (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%]

3. Emergency Number Data Validation Report

A. Description

Emergency Number Data Validation Report (ENDVR) is a database report which is exclusively intended to assist 9-1-1 System Management in the validation of data in the Company 9-1-1 database. Any other use is expressly prohibited.

B. Terms and Conditions

1. The Emergency Number Data Validation Report (ENDVR) will be provided pursuant to the conditions described in the Ill. Admin. Code, Part 725, Section 725.400 with the exception of approved waiver items.
2. An authorized court order must be on file prior to release of the ENDVR.
3. ENDVR is provided solely for the purpose of validating accuracy of data in the 9-1-1 system and is considered proprietary and confidential. All other uses are prohibited.
4. ENDVR will be made available in ASCII format only and will not be provided on paper.
5. ENDVR may be requested, at a maximum, on a monthly basis and will be delivered within 14 working days of receipt of a written request.
6. ENDVR will reflect data that exists in the Company 9-1-1 database as of the day the report is produced and will reflect service order data from the previous month.
7. ENDVR customers are responsible for maintaining the confidentiality of the data contained within the reports.
8. The ENDVR customer is responsible for report analysis and for notifying the Company immediately of record changes required as a result of that analysis.

C. Features

The following data elements will be provided on each report where they exist in the Company 9-1-1 database:

Customer Name
Date of Last Service Order Change
Emergency Service Number
PBX/Centrex Extension/Station Number(s)
Pilot Number
Service Address
Telephone Number
Type of Service

3. Emergency Number Data Validation Report (cont'd)

D. Prices

1. Service Elements

There is a one time, nonrecurring charge for each Emergency Number Data Validation Report requested. Charges are based upon the number of records in the report, as shown below. The charge for records will be rounded up/down to the nearest 1,000 segment.

| <u>Number of Records</u> | <u>Nonrecurring Charge</u> |
|--------------------------|----------------------------|
| 0 - 25,000 | \$850.00 |
| 25,001 - 50,000 | 1,350.00 |
| 50,001 - 100,000 | 1,700.00 |
| 100,001 - 250,000 | 2,100.00 |
| 250,001 - 500,000 | 2,475.00 |
| 500,001 - 1,000,000 | 3,225.00 |
| Over 1,000,000 | 4,500.00 |

4. Wireless 911 (W911) Service

A. Description

Wireless 911 Service under this tariff will be provided only to Enhanced 911 or Sophisticated 911 service customers who have made valid request(s) in writing 150 days prior to the desired service date for both Phase I or Phase II service to wireless carrier(s) pursuant to FCC rules (47 C.F.R. §20.18), and who have notified the Company of such request(s) or for whom the Company is already providing these services.

Wireless 911 (W911) Service is a service offering which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and the appropriate caller location information to support the Federal Communication Commission's (FCC) Phase I and Phase II requirements established in Docket Number 94-102.

This service will support the following wireless E 9-1-1 design solutions:

- Call Path Associated Signaling (CAS)^{/1, /2/}
- Non-Call Path Associated Signaling (NCAS)
- Hybrid^{/2/}

The W 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated.

B. Definitions

911 Selective Router

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

911 Tandem to 9-1-1 Tandem Transfer

The ability to transfer a Wireless 9-1-1 call from a PSAP served by one Company 9-1-1 tandem (a.k.a. Selective Router) to a PSAP served by a different Company 9-1-1 Tandem when the two tandems are geographically adjacent and are served by the same Company automatic location identification (ALI) host system.

/1/ The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation. Sophisticated (ISDN based) systems only support Hybrid or NCAS wireless services, and do not support CAS signaling to the PSAP.

/2/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP". This requirement does not apply to Sophisticated 911 (ISDN based) systems (W 911).

4. Wireless 911 (W911) Service (cont'd)

B. Definitions (cont'd)

Billing Unit

A billing unit represents each 1000 in population for the area being served by a W911 PSAP. The population for the W911 Customer will be divided by 1000 to determine the total number of billing units for the W911 customer.

Call Path Associated Signaling (CAS)

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

Emergency Services Routing Digits (ESRD)

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

Emergency Services Routing Key (ESRK)

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

Hybrid

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

Mobile Directory Number (MDN)

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

Mobile Switching Center

A switch that provides wireless telephone service.

Non-Call Path Associated Signaling (NCAS)

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

Phase I Service

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

Phase II Service

Wireless 911 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information as required by FCC Docket Number 94-102 (Latitude and Longitude information may require a manual rebid from the PSAP to receive that information).

4. Wireless 911 (W911) Service (cont'd)

B. Definitions (cont'd)

Pseudo-Automatic Number Identification (pANI)

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

Wireless Carrier

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

Wireless End User

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

C. Terms and Conditions

Requests for this service must identify service locations and arrangements.

Wireless 911 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the Customer.

The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Company will continue to selectively route wireless 911 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

Customer Obligations^{/1/, /2/}

1. The 911 customer is responsible for ensuring that the wireless carrier creates, maintains, and forwards to the Company current pANI data according to the format and procedures specified by the Company.
2. W 911 Service End User's information is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.

/1/ Customer obligations described are for situations where the E 911 customer is also the W 911 customer.

/2/ The Company will participate in all coordination efforts as appropriate.

4. Wireless 911 (W911) Service (cont'd)

C. Terms and Conditions (cont'd)

3. The Wireless End User forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the LEC. The Wireless End User (published and non-published) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access of this information by the PSAP for the sole purpose of responding to an emergency call.
4. The W 911 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider.
5. Cancellation of the service in whole or in part by the W 911 customer prior to establishment thereof, will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the W 911 customer's order for service.
6. The PSAP will be responsible for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations or for call transfers made through the Public Switched Telephone Network to other PSAP locations.
7. From the effective date of this tariff forward, the PSAP will order Enhanced Multi-Frequency (E-MF) trunks for additional Selective Router to PSAP trunks. The customer provided interface with the Selective Router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP". This requirement does not apply to Sophisticated 911 (ISDN based) 911 systems or to other tariffed selective router to PSAP circuits.
8. The Company will assign one wireless Emergency Service Number (ESN) per PSAP receiving primary routed wireless calls.
9. The Company will provide additional ALI circuits, Router to PSAP trunks dedicated to wireless service, and/or Power Failure/Make Busy circuits at the customer's request and will charge for the circuits per the rates established in existing applicable tariffs.
10. The Company will route wireless 9-1-1 calls based on the ESN associated with the pseudo Automatic number identification (pANI) that identifies the cell site/cell face or routing key. When call routing capability based on longitude and latitude becomes available, the Company will revise this tariff and identify the corresponding rates for such service.

4. Wireless 911 (W911) Service (cont'd)

C. Terms and Conditions (cont'd)

11. The Company's entire liability to any person for interruption or failure of W 911 Service shall be limited by the terms set forth in this section and other sections of Tariff 19. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 911 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company.
12. W 911 Service is provided solely for the benefit of the W 911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
13. To the extent allowed by law, the W 911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the W 911 customer or others.
14. The Company supported segment of the W 911 Service will be designed to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide W 911 Service.
15. To the extent allowed by law, the W 911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing W 911 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
16. Adjustments for service interruptions experienced by the W 911 customer are governed by and limited by the General Rules and Regulations sections of the Illinois Guidebook. (T)
17. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W 911 Customer and/or Wireless Customer providing the Company with inaccurate, out of date or improperly formatted MDN or pANI data.

4. Wireless 911 (W911) Service (cont'd)

C. Terms and Conditions (cont'd)

18. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W911 customer or the wireless carrier.
19. The Customer acknowledges that W 911 service requires that the respective wireless carriers have the capability to forward the wireless subscribers call and associated call data to the Company for transport to the W 911 Customer.
20. The Customer will provide the Company with the population total served by the respective agency/county/PSAP. A letter signed by the Customer, indicating the population served by the respective 9-1-1 entity, will be forwarded to the Company.

4. Wireless 911 (W911) Service (cont'd)

D. Prices

1. Service Elements

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Charge</u> |
|--|----------------------------|-----------------------|
| Wireless 911 (W 911) Service | | |
| W 911 Service with wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, assignment of one wireless ESN per wireless PSAP, storage and processing of ANI/ALI, Tandem to Tandem Transfer and Trunks, and Telco Map Server functionality ^{/1/, /2/, /3/, /4/, /5/} | | |
| Phase I service per billing unit | \$38.96 | \$4.80 |
| Phase II service per billing unit | 85.22 | 0.83 |

For Single Payment Option of Monthly Charges, see Illinois Guidebook, Part 2, Section 3. (T)

- /1/ In applications utilizing a third party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP. It will be the responsibility of the third party database provider to ensure that the ALI record provides both the W911 Phase 1 and 2 data as required by the FCC.
- /2/ Tandem to Tandem trunks will be state-averaged, flat rated (not mileage sensitive).
- /3/ Population data and billing unit calculations will be revisited before the fifth year anniversary of the effective date of this tariff.
- /4/ Billing units will be rounded to the next highest number to determine the number of billing units (i.e., .5 or higher equals 1.0). A minimum of one (1) billing unit will also apply to each rate element for each Wireless PSAP.
- /5/ Phase II rates are incremental and are paid in addition to Phase I rates when Phase II service is implemented. If only Phase I service is purchased, then only the Phase I rates apply. If Phase II service is purchased both the Phase I nonrecurring and monthly recurring charge and the incremental Phase II nonrecurring and monthly recurring charge will be assessed. If Phase II service is purchased by a PSAP that has the above Phase I service, the incremental Phase II nonrecurring charge will apply and the PSAP would be billed both the Phase I and Phase II monthly recurring charge per billing unit.

5. 9-1-1 Telecommunications Services

Basic 9-1-1 Types 2, 3, and 3A Service will not be provided to new customers on and after April 17, 1990. Such service may be retained by existing customers as provided in Paragraph 5.2(X) of this Section.

Effective 11/11/96, new installations of Basic 911 Type 1 will no longer be made. Existing systems may be retained under current contract terms and conditions through their expiration or as determined through mutual agreement between the Company and the involved communities. This service will be withdrawn when all existing customers have moved to an alternative Ameritech 911 service or upon the discontinuance of AT&T 911 service.

5.1 General

- A. When requested by local government authorities and subject to the availability of facilities and equipment, the Company will provide 9-1-1 Telecommunication Service (9-1-1 Service) for the purpose of voice or TTY reporting emergencies by the public.
The service is classified as both Local Exchange and Interexchange Telecommunications Service.
- B. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity).
- C. A Public Safety Answering Point (PSAP) is the answering point for a 9-1-1 call. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. A PSAP must be created and staffed under an "Authority to Operate a 9-1-1 System" issued by the Illinois Commerce Commission to the extent required by law.
- D. Any person dialing "9-1-1" from a telephone which is usable for local exchange telephone network access and arranged to provide 9-1-1 Service will be automatically connected to the appropriate Public Safety Answering Point (PSAP) for that telephone. Any service, which is arranged for incoming traffic only or which, in whole or part, provides network access via a central office switch other than the customer's local central office switch, is not arranged for 9-1-1 Service. Such services include, but are not limited to the following services: Direct Inward Dialing Service (Part 6, Section 1); Foreign Exchange Service (Part 4, Section 3); Foreign Central Office Service (Part 4, Section 3); Foreign District Service (Part 4, Section 3); Diverse Routing Arrangements (Part 8, Section 4); Inmate Service (Part 13, Section 1); Remote Call Forwarding (Part 7, Section 4); 800 Service^{/1/} (Part 10, Section 1) and 800/312 NPA Service (Part 20, Section 10); and WATS (Part 10, Section 1), all located in the Illinois Guidebook. (C)
- E. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.
- F. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the calling party by the Company. Calls from certain intrastate WATS access lines and Mobile Cellular telephones and calls using toll facilities may be subject to normal per-call charges.
- G. 9-1-1 Service may be classified as:
 - (1) Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP which is prepared to receive those calls. Basic 9-1-1 Service has certain inherent features and optional features which may or may not be available with Enhanced 9-1-1 Service.

/1/ Effective December 31, 2021, 800 Services (WATS) are withdrawn for residential customers. (N)

5. 9-1-1 Telecommunications Services (cont'd)

5.2 Regulations

(These regulations apply to Basic, Enhanced and Sophisticated Service, as appropriate)

- A. This offering is limited to the provision and use of the digits "9-1-1" as the Universal Emergency Telephone Number (Code).
- B. 9-1-1 Service is a one-way incoming service only.
- C. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "9-1-1" or to any other person on whose behalf a 9-1-1 call is made or who may otherwise be a recipient of emergency services provided or offered in response to the dialing of the digits "9-1-1." The Company's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this Section and in Illinois Guidebook, Part 2, Section 2. (T)
- D. Application for 9-1-1 Service may be presented to the Company under the following conditions:
 - (1) The application is executed in writing by each participating local governmental authority or its duly appointed agent.
 - (2) If application is made by an agent, satisfactory evidence of appointment must be provided.
- E. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - (1) The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering and for the control and staffing of the PSAP. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
 - (2) The PSAP will provide a means of answering on a 24 hour basis all 9-1-1 calls routed to it.
 - (3) For Basic 9-1-1 Service each PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case will the PSAP subscribe to less than two such lines per central office routing calls to the PSAP, except in those cases specifically authorized by the Illinois Commerce Commission.
 - (4) The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 9-1-1 lines provided for in (3) above.
- F. 9-1-1 Service is intended to be an emergency service only. Therefore, in addition to the Basic 9-1-1 Service lines, Enhanced 9-1-1 Service lines, or Sophisticated 9-1-1 Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- G. The PSAP shall subscribe to at least one non-listed, seven-digit emergency number usable by the Company in forwarding emergency calls.
- H. The PSAP shall subscribe to at least one seven-digit emergency number usable by other PSAPs and public safety agencies to reach the PSAP. This number may be the same as the number defined in G. preceding.
- I. The main telephone directory listing for the PSAP must be an administrative telephone number or a listed seven-digit emergency number. A listing for the PSAP will also be provided under "9-1-1" at no additional charge.
- J. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 9-1-1 Service.

5. 9-1-1 Telecommunications Services (cont'd)

5.2 Regulations (cont'd)

- K. Intercept service for the seven-digit emergency number(s) replaced by 9-1-1 will be provided for a period of time as negotiated between the Company and the customer.
- L. Company recommendations for 9-1-1 Service will provide for a transmission grade of service from the calling party to the PSAP or Responding Agency at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate recognition of the less than optimal transmission design.
- M. Company-provided premises equipment may be used with 9-1-1 Service and, unless specifically prohibited from use with 9-1-1 Service, customer-provided premises equipment may be used.
 - (1) When Company-provided equipment is employed, it will be provided at the rates and charges shown in the appropriate Part and Section of the Illinois Guidebook. (T)
 - (2) When customer-provided equipment is employed, it will be furnished in accordance with the conditions and rates specified in Illinois Guidebook, Part 2, Section 9. (T)
 - (3) Where P.B.X. or Automatic Number Identification (ANI) Display Unit premises equipment is desired at the PSAP, the request must be reviewed by the Company to determine the compatibility of the specific P.B.X. or ANI Display Unit with the type of 9-1-1 Service.
- N. Any terminal equipment used in conjunction with 9-1-1 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 Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 9-1-1 call.
- O. The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- P. 9-1-1 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 9-1-1 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.
- Q. 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.
- R. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

5. 9-1-1 Telecommunications Services (cont'd)

5.2 Regulations (cont'd)

- S. The 9-1-1 calling party, by calling 9-1-1 service, gives consent for the Company to provide 9-1-1 information, consisting of the name, address, telephone number, language, medical, and disability where provided, in the case of Sophisticated 9-1-1 of the customer at the location from which the call was made, to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency calls for assistance.
- T. 9-1-1 information consisting of names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 9-1-1 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the name, telephone number and address associated with the originating station location are furnished to the PSAP.
- U. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 9-1-1 Service. When the Selective Routing feature is provided, in such circumstances, Default Rerouting and Central Office identification will be provided in lieu of Selective Routing and ANI Display.
- V. Except to the extent provided in a customer specific tariff for Sophisticated 9-1-1 Service, the rates charged for 9-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. Normal central office and circuit maintenance routines, as required by the 83 Illinois Administrative Code, Part 730, will be carried out by the Company. 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.
- W. 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 9-1-1 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 9-1-1 serving area. These ESNs will be carried in the Management System (MS) to permit routing of 9-1-1 calls to the Primary and Secondary PSAPs responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the customer's responsibility in providing this information:
 - (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, on paper forms supplied by the Company, or electronically for that purpose, to the Company, at a time mutually agreed upon between the customer and Company, 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 guide, 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 9-1-1 calls to the proper PSAP.

5. 9-1-1 Telecommunications Services (cont'd)

5.2 Regulations (cont'd)

W. (cont'd)

- (3) Changes, deletions and additions which the customer desires to have made in the master address guide should be submitted on an "as occurred" basis.
- (4) The Company will provide to the customer annually, on request, a complete copy of the master address guide to permit the customer to verify accuracy of the police, fire and ambulance routing designations. If, due to special circumstances, the customer has need for a copy of the master address guide at some other point in time, the Company will furnish that copy at a time mutually agreed upon between the customer and Company.
- (5) For an additional charge, the customer may request a duplicate copy of the master address guide in American Standard Code for Information Interchange (ASCII) format on either a magnetic tape or floppy disk. The provision of a duplicate copy, however, does not relieve the customer of the responsibility described herein to furnish or modify ESN assignments on Company provided paper forms. Duplicate copies may be requested by the customer from time to time and will be delivered as mutually agreed.

X. Existing Basic 9-1-1 Types 2, 3 and 3A Service customers can retain service in its present form for a retention period, as stipulated in (1), (2) and (3) following, after notification that a community served out of the same central office has either approved an Emergency Telephone System referendum for Enhanced 9-1-1 Service or has elected to install Enhanced 9-1-1 Service that is funded other than through an Emergency Telephone System surcharge. The Company shall notify the customer by letter when one of these conditions is met.

- (1) The retention period applicable to Basic 9-1-1 Types 2, 3 and 3A Service shall be determined by mutual agreement between the Company and the involved communities, but shall not exceed 24 months.
- (2) By the end of the retention period, certain central office features associated with a Basic 9-1-1 Type 2, 3 or 3A system (Emergency Ringback, Idle Circuit Tone Application, Called Party Hold and Switchhook Status Indication) will no longer be available to the customer.
- (3) Existing Basic 9-1-1 Types 2, 3 and 3A Service customers who relinquish central office features to accommodate the provision of Enhanced 9-1-1 Service for another community, are charged in accordance with 5.3.3 D.(6) following, and may elect to subscribe to the Automatic Number Identification (ANI) feature. The customer provided interface must meet the Bellcore TR-TSY-000350 Technical Reference.

Y. Effective July 1, 1995, as a condition of service to private residential switch systems, the systems shall adhere to the requirements of the Emergency Telephone System Act ("Act") including, without limiting the generality of the foregoing, Section 15.5 of the Act (50 ILCS 750/15.5).

Z. Database inquiries for 9-1-1 information consisting of name, address, and telephone number, will only be allowed for purposes of dispatching or responding to 9-1-1 emergency calls or integrity verification pursuant to Section 725.400 (d) (3), (4), and (5) and upon receipt of a court order as set forth in Section 725.400 (c).

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service

5.3.1 Description of Service

- A. Basic 9-1-1 service provides for routing all 9-1-1 calls originated by telephones with given central office prefix codes to a (single) PSAP via a 9-1-1 Telecommunication Service Line (9-1-1 Service Line).
- B. A 9-1-1 call may be presented to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office on which the PSAP is terminated.
- C. Four types of Basic 9-1-1 Service are available: Type 1, Type 2, Type 3 and Type 3A
 - (1) Type 1 Basic 9-1-1 Service presents a 9-1-1 call to the PSAP via a Type 1 9-1-1 Service Line in a manner similar to a normal exchange telephone network call.
 - (2) Type 2 Basic 9-1-1 Service requires the use of a Type 2 9-1-1 Service Line which includes a 9-1-1 PSAP Trunk circuit and provides the PSAP with features beyond the Type 1 Basic 9-1-1 Service. Type 2 Service features include: Forced Disconnect, Idle Circuit Tone Application, Called Party Hold and Switchhook Status Indication. If the call is not routed via dedicated facilities Called Party Hold and Switchhook Status Indication cannot be provided. Switchhook Status Indication requires the use of special premises equipment such as is currently available with the 8A Key System.
 - (3) Type 3 Basic 9-1-1 Service requires the use of a Type 3 9-1-1 Service Line which includes a 9-1-1 PSAP Trunk circuit. It provides Type 2 Basic 9-1-1 Service plus Emergency Ringback. Type 3 Service is only available with the use of dedicated facilities.
 - (4) Type 3A Basic 9-1-1 Service requires the use of a Type 3A 9-1-1 Service Line which includes a 9-1-1 TSPS Trunk circuit. It provides Type 3 Basic Service plus Automatic Number Identification (ANI). Type 3A Service is only available with the use of dedicated facilities. Automatic Number Identification requires a customer-provided interface meeting the technical requirements as specified in Technical Reference AM TR-NPL-000009. This feature is only available with stored program equipped Central Offices.
- D. A 9-1-1 Telecommunication Service Line (9-1-1 Service Line) consists of a central office termination and a local (loop) facility. If the PSAP is located in a different Service Area than the central office termination, a 9-1-1 Telecommunication Service Line Channel (9-1-1 Service Line Channel), as provided in 5.4 following, is required in addition to the 9-1-1 Service Line, except where the service configuration permits normal operation without the channel.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.1 Description of Service (cont'd)

- E. Basic 9-1-1 Service allows for transfer of 9-1-1 calls from a PSAP to a Responding Agency, or for conferencing of a Responding Agency onto an established 9-1-1 call, using equipment at the PSAP's premises. The connection to that Responding Agency should only be established using either an Emergency Dial Line or an Emergency Reporting Channel to ensure normal grade transmission.
- (1) An Emergency Dial Line is a business exchange line, as provided in Illinois Guidebook, Part 4, Section 2, usable by the PSAP for transferring or conferencing a 9-1-1 call to a Responding Agency by a dialed connection to the Responding Agency. The connection to the Responding Agency is made via the exchange telephone network. Note: If the Emergency Dial Line does not connect directly from the PSAP to the central office serving the Responding Agency, normal grade transmission cannot be guaranteed. (T)
- (2) An Emergency Reporting Channel is a dedicated private facility between the PSAP and the Responding Agency which is usable for transfer or conferencing of 9-1-1 calls. Emergency Reporting Channels are provided in 5.4 following.
- F. If transfer or conferencing capability is provided via PSAP premises equipment, a conditioned 9-1-1 Service Line, which allows for transfer or conferencing, plus the use of an Emergency Dial Line or Emergency Reporting Channel to accomplish the transfer or conference is required to meet transmission objectives. If conferencing of calls is attempted without using a conditioned 9-1-1 Service Line or a 9-1-1 Service Line Channel which is not so arranged, normal grade transmission cannot be guaranteed. Normal grade transmission also cannot be guaranteed for Transfer or Conferencing of calls presented to a PSAP via tandem switching, for calls forwarded from the PSAP via a night transfer arrangement or for calls transferred or conferenced again from the Responding Agency.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.2 Features

- A. Type 1 Basic 9-1-1 Service using Type 1 9-1-1 Service Lines provides for delivering a 9-1-1 call to the PSAP in a manner equivalent to a normal exchange telephone network call. Where the serving central office is equipped to provide Enhanced 9-1-1 Service, Automatic Number Identification will be available as an option to the PSAP. The customer provided interface must meet the Bellcore TR-TSY-000350 Technical Reference.
- B. Type 2 Basic Service Features, which are only provided with Type 2 9-1-1 Service Lines, consist of Forced Disconnect, Idle Circuit Tone Application, Called Party Hold and Switchhook Status Indication.
- (1) Forced Disconnect enables the PSAP attendant to release a connection on a 9-1-1 call, even if the calling party remains off-hook. The time required to effect the forced disconnect varies as a function of the office type but is generally between 10 and 30 seconds.
 - (2) Idle Circuit Tone Application^{/1/} permits the PSAP attendant to distinguish between calls that have been abandoned before the attendant can answer and calls where the caller is unable to speak for some reason. This feature is required since the PSAP trunk circuit continues ringing the PSAP even if the calling party hangs up.
 - (3) Called Party Hold^{/1/} enables the PSAP attendant to hold a 9-1-1 connection, even if the calling party hangs up.
 - (4) Switchhook Status Indication^{/1/} provides the PSAP attendant with audible and visual indications (signals) of whether a 9-1-1 call received on a PSAP trunk and put on hold is still on hold or has disconnected.

Note: Provision of this feature requires equipment such as is currently available with the 8A Key Telephone System. Provision of Switchhook Status with other types of equipment will require individual analysis. Charges for such service will be based on costs, and will be provided under the Special Service Requirements provisions in Illinois Guidebook, Part 2, Section 7.

(T)

Called Party Hold and Switchhook Status Indication are only available if the call is presented to the PSAP via dedicated facilities. These features are not available with arrangements using tandem switching.

/1/ This feature may not be available if Enhanced 9-1-1 Service is also provided within a given central office (switching entity). The compatibility of certain PSAP equipment may also be affected.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.2 Features (cont'd)

- C. Type 3 Basic 9-1-1 Service Features, which are only provided with Type 3 9-1-1 Service Lines consist of all of the Type 2 Service Features plus Emergency Ringback.

Emergency Ringback^{/1/} is an additional feature, beyond Type 2 9-1-1 Service which allows a PSAP attendant to ring back the caller's line.

Emergency Ringback is only available if the call is routed to the PSAP via dedicated facilities. This feature is not available with arrangements using tandem switching.

Note: Where the caller's line is other than a I-Party line, operating the Emergency Ringback feature will also ring any additional parties on that line.

- D. Type 3A Basic 9-1-1 Service Features, which are only provided with Type 3A 9-1-1 Service Lines consist of all of the Type 3 Service Features plus Automatic Number Identification (ANI).

Automatic Number Identification (ANI) is a feature by which the calling party's telephone number is forwarded to the PSAP's Display Units.

Note: Provision of this feature requires customer-provided Display Units. Where Enhanced 9-1-1 Service is also provided within a given central office (switching entity) with existing Type 3A Basic Service, the compatibility of the Basic 9-1-1 Service customer's Display Unit may be affected.

/1/ This feature may not be available if Enhanced 9-1-1 Service is also provided within a given central office (switching entity). The compatibility of certain PSAP equipment may also be affected.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.3 Rates and Charges

- A. No charge will be applied by the Company to the calling party for calls placed to the 9-1-1 Universal Emergency Number when such calls are originated from local exchange telephone network facilities, except that calls from certain intrastate WATS access lines and Mobile telephones and some calls using toll facilities may be subject to normal per-call charges.

Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.

- B. Where the customer desires not to use dedicated facilities from a remote central office to a PSAP, the Company will evaluate the feasibility of a tandem switched arrangement. If feasible, the Company will provide Basic 9-1-1 Service where equipment and facilities permit as follows:
- (1) Any tandem switching required between central offices will be provided at no additional charge to the customer.
 - (2) No charges will be assessed for the shared exchange telephone network facilities used to provide tandem switching.
 - (3) Special methods and equipment may be required to provide tandem switching capability for 9-1-1 calls. The methods and equipment depend upon the specific configuration requested. Charges for such service will be developed specifically for each request, based on costs and provided under the Special Service Requirements provisions in Illinois Guidebook, Part 2, Section 7.
- C. Channel services relating to basic 9-1-1 Service are provided as specified in 5.4 following.

(T)

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.3 Rates and Charges (cont'd)

- D. Basic 9-1-1 Service is provided using rates specified in Illinois Guidebook, Part 4, Section 2 (T) for Business Direct Telephone Exchange Service network access lines. In addition, for Types 2, 3 and 3A 9-1-1 Service Lines, a rate increment applies for the features desired by the customer. The monthly rate for the network access line is the rate applicable to the exchange prefix which serves the 9-1-1 Service Line.

If premises transfer on conferencing is desired, conditioning of the 9-1-1 Service Line, as specified below, is required if normal grade transmission is to be obtained.

If the 9-1-1 Service Line is served from a central office outside of the PSAP's Service Area (S.A.), an appropriate 9-1-1 Service Line Channel, with rates as provided in 5.4 following is required.

| <u>Description /Billing Code/</u> | <u>I.N.C.</u> | <u>Per Mo.</u> |
|---|---|----------------|
| (1) Type 1 Basic 9-1-1 Service | | |
| Per Type 1 Basic 9-1-1 Service Line /91E/ | Apply rate for a Business Exchange Direct Service Network Access Line | |
| As an option, Automatic Number Identification will be provided per service line as indicated in 5.3.2 A. preceding. | \$125.00 | \$22.00 |
| (2) Type 2 Basic 9-1-1 Service ^{/1/} | | |
| Per Group of Type 2 Service Lines | 54.28 | -- |
| Per Type 2 Basic 9-1-1 Service Line /9RI/ | | |
| First line, per order | 84.32 | 17.20 |
| Additional lines, each | -- | 17.20 |

Notes: These rates are in addition to rates for Type 1 9-1-1 Service Lines.

Switchhook Status Indication requires equipment such as is currently available with the 8A Key Telephone System. Provision of this feature with other types of equipment will require individual analysis. Charges for such service will be based on cost.

/1/ Type 2 or Type 3 Basic 9-1-1 Service Lines in service prior to February 23, 1979, will not become subject to the Type 2 rate increment until February 23, 1980.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.3 Rates and Charges (cont'd)

D. (Cont'd)

| <u>Description /Billing Code/</u> | <u>I.N.C.</u> | <u>Per Mo.</u> |
|---|------------------------|----------------|
| (3) Type 3 Basic 9-1-1 Service ^{/1/} | | |
| Per Type 3 Basic 9-1-1 Service Line /9R2/ | \$28.11 ^{/2/} | \$1.84 |

Notes: These rates are in addition to rates for Type 2 9-1-1 Service Groups and Lines.

A vacant button on the attendant's console may be used to actuate Ringback. Otherwise, a separately mounted key is required.

| | | |
|---|-----------------------|-------|
| (4) Type 3A Basic 9-1-1 Service | | |
| Per Group of Type 3A Service Lines | 125.00 ^{/3/} | -- |
| Per Type 3A Basic 9-1-1 Service Lines /9R8/ | | |
| First line, per order | 125.00 | 36.70 |
| Additional lines, each | 125.00 | 36.70 |

Notes: These rates are in addition to rates for Type 1 Basic 9-1-1 Service Lines.

Automatic Number Identification requires customer-provided interface.

| | | |
|---|---|------|
| (5) Conditioning of 9-1-1 Service Lines for Premises Transfer or Conferencing | | |
| Per Type 1, 2, 3 or 3A Local 9-1-1 Service Line /9R3/ | 36.83 | 3.00 |
| Per Type 1, 2, 3 or 3A 9-1-1 Service Line served from a central office other than one serving the PSAP's Service Area | Apply rates for 9-1-1 Service Line Channel arranged for transfer or conferencing from 5.4 following | |

/1/ Type 2 or Type 3 Basic 9-1-1 Service Lines in service prior to February 23, 1979, will not become subject to the Type 2 rate increment until February 23, 1980.

/2/ The Type 3 Basic 9-1-1 Service I.N.C. does not apply if Type 3 Service is ordered with the initial 9-1-1 Service.

/3/ These Type 3A Basic 9-1-1 Service Per Group I.N.C. does not apply to those customers converting from Type 2 or Basic 9-1-1 Service.

5. 9-1-1 Telecommunications Services (cont'd)

5.3 Basic 9-1-1 Service (cont'd)

5.3.3 Rates and Charges (cont'd)

D. (Cont'd)

(6) Where Idle Circuit Tone Application, called Party Hold and Switchhook Status Indication are not available because Enhanced 9-1-1 Service is also provided in a given central office (switching entity), and the Basic 9-1-1 Service customer has previously subscribed to Type 2 or 3 service, a rate of \$4.20 per month per Service Line will be applicable. For Type 3A service, a monthly rate of \$22.00 per Service Line will apply. This rate is in addition to the rate per month for Type 1 9-1-1 Service Lines.

E. Emergency Dial Lines provide exchange network access to the PSAP and allow premises transfer or conferencing of an incoming 9-1-1 call to a Responding Agency via dial access. When an Emergency Dial Line is terminated in a central office serving the PSAP's Service Area, the rates for a Local Emergency Dial Line apply. When an Emergency Dial Line is terminated in a remote central office, the provisions of 5.4 following for 9-1-1 Channel Service apply.

| <u>Description /Billing Code/</u> | <u>I.N.C.</u> | <u>Per Mo.</u> |
|--|---------------|----------------|
| Local Emergency Dial Line ^{/1/} /9R4/ | \$41.68 | \$3.00 |

F. Service Charges

Business Service Ordering and Line Connection Charges, as stated in Part 3, Section 1 of this tariff, apply for new connections, moves and changes for all 9-1-1 Service Lines and Local Emergency Dial Lines.

/1/ These rates are in addition to rates for a Business Exchange Service Line.

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5. 9-1-1 Telecommunications Services (cont'd)

5.4 9-1-1 Channel Services^{/1/}

5.4.1 General

- A. Channel Services included in this Section are provided for use with Basic 9-1-1 Service only.
- B. 9-1-1 Channel Services are furnished subject to the regulations for Telecommunications Channel Services described in Illinois Guidebook, Part 15, Section 2. (T)
- C. Connection of customer-provided equipment to 9-1-1 Channel Services is subject to the provisions of Illinois Guidebook, Part 2, Section 9. (T)

5.4.2 Types and Description

Channels are furnished with the approximate bandwidth of 300 to 3000 Hertz for voice transmission. The following types of channel services are offered for 9-1-1 Telecommunication Service:

- A. 9-1-1 Service Line Channel - as described in 5.3.1 D. preceding.
- B. Emergency Dial Line and Emergency Reporting Channel - as described in 5.3.1 E. preceding.

5.4.3 Mileage Measurements

When 9-1-1 Channel Services are furnished between Service Areas, the determination of airline mileages is in accordance with Illinois Guidebook, Part 15, Section 2. (T)

- A. 9-1-1 Service Line Channel
 - (1) Where a 9-1-1 Service Line Channel is furnished within an exchange, the rate mileage is the airline distance between the central office termination and the central office of the Emergency Center (PSAP).
 - (2) Where a 9-1-1 Service Line Channel is furnished between exchanges, the rate mileage is the airline distance between the Rate Center of the Central Office Termination and the Rate Center of the Emergency Center (PSAP).
- B. Emergency Dial Line
 - (1) Where an Emergency Dial Line is furnished between S.A. Centers within an exchange, the rate mileage is the airline distance between the central office of the Emergency Center (PSAP) and the central office providing the Exchange Telephone Service.
 - (2) Where an Emergency Dial Line is furnished between S.A. Centers, not within the same exchange, the rate mileage is the airline distance between the Rate Center of the Emergency Center (PSAP) and the Rate Center providing the Exchange Telephone Service.
- C. Emergency Reporting Channel

Where an Emergency Reporting Channel is furnished between Service Areas, the rate distance is determined in accordance with Illinois Guidebook, Part 15, Section 2, as a Series 2000 Channel. (T)

/1/ See Illinois Guidebook, Part 2, Section 2 for the application of 9-1-1 Channel Services rates and regulations for those MSAs in which Illinois Bell provides service. (T)

5. 9-1-1 Telecommunications Services (cont'd)

5.4 9-1-1 Channel Services (cont'd)

5.4.4 Rates and Charges

A. Between Service Areas

(1) Inter S.A. 9-1-1 Service Line Channel and Inter S.A. Emergency Dial Line

a. Inter S.A. 9-1-1 Service Line Channel

| | <u>Per Mo.</u> | |
|---|--|---|
| | <u>Without Conference or Transfer Capability at the PSAP</u> | <u>With Conference or Transfer Capability at the PSAP</u> |
| (i) Within an Exchange | | |
| First 1/2 mile, or fraction thereof /JZS8K, JZSGK/ | \$26.05 | \$27.35 |
| Each additional 1/4 mile, or fraction thereof /JZS8C, JZSGC/ | .40 | .45 |
| (ii) Between Exchanges | | |
| First mile, or fraction thereof /JZS8X, JZSGX/ | 26.40 | 26.40 |
| Each additional mile, or fraction thereof /JZS8B, JZSGB/ | 3.50 | 4.40 |

b. Inter S.A. Emergency Dial Line^{/1/}

Rates are as specified in a. above for an Inter S.A. 9-1-1 Service Line Channel, with Conference or Transfer Capability at the PSAP.

These rates are in addition to tariff rates for a Business 1-Party Exchange Service Line.

/1/ Plus a Signaling Arrangement for type 2001C channel as specified in Illinois Guidebook, Part 15, Section 2. (T)

5. 9-1-1 Telecommunications Services (cont'd)

5.4 9-1-1 Channel Services (cont'd)

5.4.4 Rates and Charges (cont'd)

A. Between Service Areas (cont'd)

(2) Emergency Reporting Channel, Inter Service Area Channel

- a. Short Haul Mileage - where the airline distance between S.A. centers is less than 12 miles as determined in accordance with 5.4.3 preceding

Each 1/4 mile, or fraction thereof

| | First 1/4 Mile | <u>Per Mo.</u> Each Additional 1/4 Mile |
|---|----------------------|---|
| (i) Network Access Area B ^{/1/} | | |
| (a) When connected to non-P.B.X. equipment at the Responding Agency /JZS7J, JZS7C/ | \$40.46 | \$.40 |
| (b) When connected to P.B.X. equipment at the Responding Agency /JZS9J, JZS9C/ | 41.16 ^{/2/} | .40 |
| (ii) Network Access Area C | | |
| (a) When connected to non-P.B.X. equipment at the Responding Agency /JZS5J, JZS5C/ | 61.39 | .40 |
| (b) When connected to P.B.X. equipment at the Responding Agency /JZS6J, JZS6C/ | 61.39 ^{/2/} | .40 |

- b. Long Haul mileage - where the airline distance between S.A. Centers is 12 or more miles as determined in accordance with 5.4.3 preceding

Each mile, or fraction thereof

| | First <u>Mile</u> | <u>Per Mo.</u> Additional <u>Mile</u> |
|---|----------------------|---|
| (i) Network Access Area B ^{/1/} | | |
| (a) When connected to non-P.B.X. equipment at the Responding Agency /JZS7X, JZS7B/ | \$50.81 | \$1.70 |
| (b) When connected to P.B.X. equipment at the Responding Agency /JZS9X, JZS9B/ | 64.01 ^{/2/} | 1.70 |
| (ii) Network Access Area C | | |
| (a) When connected to non-P.B.X. equipment at the Responding Agency /JZS5X, JZS5B/ | 71.74 | 1.70 |
| (b) When connected to P.B.X. equipment at the Responding Agency /JZS6X, JZS6B/ | 71.74 ^{/2/} | 1.70 |

/1/ Applicable only to Network Access Area B central offices not located in the Chicago Exchange.

/2/ Plus a Signaling Arrangement for type 2001C channel as specified in Illinois Guidebook, Part 15, Section 2. (T)

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5. 9-1-1 Telecommunications Services (cont'd)

5.4 9-1-1 Channel Services (cont'd)

5.4.4 Rates and Charges (cont'd)

B. Within the Same Service Area

Intra Service Area Channels

Emergency Reporting Channel

| | <u>Per Mo.</u> | |
|---|--|-----------------------------|
| | Network Access Area B ^{/1/} | Network Access Area C |
| (1) When connected to non-P.B.X. equipment at the Responding Agency /9R5, 9R5XC/ | \$13.56 | \$20.99 |
| (2) When connected to P.B.X. equipment at the Responding Agency /9R6, 9R6XC/ | 17.16 ^{/2/} | 24.64 ^{/2/} |

/1/ Applicable only to Network Access Area B central offices not located in the Chicago Exchange.

/2/ Plus a Signaling Arrangement for type 2001C channel as specified in Illinois Guidebook, Part 15, Section 2. (T)