

EMERGENCY SERVICES NETWORK**A. Service Description**

Emergency Services Network (ESN) is designed to provide an alternative communications path for the exclusive use of hospitals, law enforcement organizations, fire departments (including Emergency Medical Service) and other officially designated disaster recovery organizations whose communications are considered to be critical in a state of emergency or disaster. ESN consists of a private switched network which permits calling among subscribers to this service. It does not allow access to the public switched telephone network.

Standard features include: direct dialing among subscribers of ESN, three-way calling, call hold, call forwarding (busy line/don't answer and variable), call waiting and call cancel call waiting, call hunting and essential line designation.

B. Rules and Regulations

1. The Company will provide, subject to the availability of facilities, the necessary facilities and switching equipment for the provision of the service.
2. ESN is offered pursuant to the rules, regulations, terms and conditions specified Part 2 – General Terms and Conditions of this Guidebook.
3. ESN is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the telephone exchange system. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange where ESN is offered.
4. The rates charged for ESN do not contemplate, and the Company does not undertake inspection or constant monitoring to discover errors, defects and malfunctions in the service. The subscriber shall promptly notify the Company in the event the system is not functioning properly.
5. ESN is provided solely for the benefit of the ESN subscriber; and 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.
6. Each subscriber 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 subscriber or any other party or person, for any personal injury to or death of any person or persons, or for any infringement or invasion of the right of privacy, 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 ESN, or by any services furnished by the Company in connection therewith, and which arise out of the negligence or other wrongful act of the Company, the subscriber, its user, agencies or municipalities, or the employees or agents of any of them.
7. Other service offerings requested by the subscriber and not detrimental to this service or other services of the Company, will be furnished in accordance with the applicable rates and regulations specified in the appropriate sections of this Guidebook. These offerings will be in addition to the rate and charge specified in Paragraph C., following.

EMERGENCY SERVICES NETWORK

B. Rules and Regulations (cont'd)

- 8. Temporary suspension of service, as provided for in Part 2, Section 4 of this Guidebook, is not applicable to ESN.
- 9. ESN is provided only within the St. Louis Metropolitan Calling Areas (MCA) 3 and 4 and the St. Louis metropolitan exchange. Subscriber requests for ESN from outside these areas may be provided, if agreed to by the Company, at additional charges for Foreign Exchange Service, as specified in Part 15, Section 2.
- 10. ESN does not provide emergency back-up facilities for local exchange service, redundant facilities, facilities routed other than normal or automatic restoration capabilities. Features such as these are beyond the scope of this service.
- 11. ESN shall not be shared or jointly used and resale is prohibited.
- 12. No listing will be provided with the telephone number(s) associated with ESN. (C)

C. Rates

The following rate and charge applies per link to ESN.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>	<u>USOC</u>
Emergency Services Network Link	\$85.00	\$50.00	PEFX9

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1)**A. General**

1. Universal Emergency Number Service, also referred to as 9-1-1 Service, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the telephone number 9-1-1. It includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 9-1-1.
2. 9-1-1 Services are offered subject to availability of facilities.
3. The customer for Universal Emergency Number Service may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated, which is legally authorized to subscribe to the service and which has public safety responsibility by law to respond to telephone calls from the public for emergency police, fire fighting service and emergency medical services within the telephone central office areas arranged for 9-1-1 calling. An Independent Exchange Company (IEC) may also be a customer for Universal Emergency Number Service in order to provide that service or elements of that service to legally authorized agencies within the IEC's serving area.
4. Two types of 9-1-1 Service are offered: B9-1-1 and E9-1-1. C9-1-1 and D9-1-1 are obsolete service offerings.
5. The service may be provided by the Company or jointly by the Company and an IEC.

B. Rules and Regulations

1. This service is limited to the use of central office telephone number 9-1-1 as the universal emergency telephone number. B9-1-1 Service will be provided to only one primary PSAP for calling from any telephone number within any central office serving area. E9-1-1 Service may be provided to more than one primary PSAP within a central office serving area by using the Selective Routing feature. When E9-1-1 Service is furnished to a customer for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, service will be offered under the terms and at the rates specified in this Guidebook.
2. Only one 9-1-1 service will be provided within any government agency's locality.
3. The 9-1-1 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies will subscribe to other telephone service as provided in paragraph B.7.e.
4. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
5. The customer can only use 9-1-1 facilities for outgoing calls on a call transfer basis. Central Office transfer is a standard feature of E9-1-1 systems.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**B. Rules and Regulations (cont'd)**

6. Application for 9-1-1 Service must be completed in writing by each customer. If an agent submits the application for service, the Company must be provided with satisfactory written proof of appointment of the agent by the customer.
7. In addition to all other terms and conditions, the following applies:
 - a. 9-1-1 calls will be answered on a 24-hour, seven-day-per-week basis.
 - b. The customer has responsibility for dispatching public safety police, fire and emergency medical services within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such public safety emergency services, to the extent that such services are reasonably available.
 - c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 9-1-1 PSAP by calling parties.
 - d. At least two 9-1-1 facilities or lines are required from each end office in the 9-1-1 network and at least two ALI circuits are required from each PSAP with ALI capability.

The above rule has two exceptions:

1. 9-1-1 exchange lines to a secondary answering location used for central office transfer purposes only;
 2. Lines connecting a remote central office from which dedicated facilities are not available. In order to handle 9-1-1 calls from a remote central office, at least two dedicated 9-1-1 facilities are required from the associated host central office to the 9-1-1 network. 9-1-1 traffic originating from one or more remotes and/or 9-1-1 traffic from the host can share these same facilities.
 - e. The customer will subscribe to additional local exchange service at the PSAP location for receipt of incoming non-emergency calls, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.
 - f. E9-1-1 Service customers will furnish designation of the primary and default PSAP for receipt of police, fire and emergency medical services calls by street address as provided in paragraph 15.
8. In E9-1-1 installations, Company-provided PSAP equipment may be used or compatible customer-provided E9-1-1 PSAP equipment may be used, in accordance with the provisions of 'Connections of Terminal Equipment and Communications System' in Part 2, Section 9. A list of the available Company-provided equipment, with the associated rates and charges, will be provided upon request.
 9. Temporary suspension of service at the request of the customer, either partial or complete, is not applicable to any part of 9-1-1 Service.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**B. Rules and Regulations (cont'd)**

10. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all telephones served by central offices to be answered by the customer, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
11. The Company's entire liability to any person including Independent Exchange Companies who participate in joint provisioning of 9-1-1 Service and any person served by such IEC, for interruption or failure of any Universal Emergency Number Services shall be limited to the terms set forth in this section and the guidebook. 9-1-1 Services are furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the telephone exchange system.

9-1-1 Services are furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the E9-1-1 Database associated with the E9-1-1 Service arrangement. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange where 9-1-1 is offered.

- a. 9-1-1 Service is provided solely for the benefit of the 9-1-1 customer; and 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.
- b. The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the customer to respond to such calls with the customer's personnel.
- c. The rates charged for 9-1-1 Service do not contemplate, and the Company does not undertake inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- d. The Company shall not be liable for any losses or damages arising out of errors, interruptions, defects, failures or malfunctions of 9-1-1 Service provided by the Company, including any and all equipment and data processing systems associated therewith, until such time as the Company has received notice of such errors, interruptions, defects, failures or malfunctions and has had a reasonable time for correction thereof. Damages arising out of such errors, interruptions, defects, failures or malfunctions after the Company has been so notified and has had a reasonable time for correction thereof, shall in no event exceed an amount equivalent to the charges paid for the 9-1-1 service affected for the period following notice from the customer until service is restored.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**B. Rules and Regulations (cont'd)**

11. (cont'd)

e. In those situations where a customer and/or any Independent Exchange Company (IEC) participates in the joint provisioning of 9-1-1 Service with the Company, each such customer and/or Independent Exchange Company 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 IEC or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the intentional or negligent acts or omissions of the customer and/or the IEC, or their employees, agents, or representatives and/or occurring as a result of errors, interruptions, defects, failures or malfunctions, including any and all equipment and data processing systems associated therewith, which are provided by the customer and/or IEC. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures or malfunctions of the 9-1-1 Service to the extent such losses or damages are attributable to goods or services provided by the Company until such time as the Company has been notified of such errors, interruptions, defects, failures or malfunctions of the goods or services provided by it and has had a reasonable time to make corrections thereto. In no event shall the Company's liability for loss or damages attributable to goods or services provided by it exceed an amount equivalent to the revenues received by the Company for the 9-1-1 Service derived from the joint provisioning of such service for the period following notice of such errors, interruptions, defects, failures or malfunctions until service is restored.

f. Adjustment for outages of persons calling the PSAP is governed by Part 2, Section 2.

12. Customer agrees to use E9-1-1 information respecting the name, address, and telephone number of telephone subscribers only for the purpose of responding to an emergency and/or 9-1-1 call. Customer agrees that it will not use this information for any other purpose whatsoever.
13. The telephone subscriber forfeits the privacy afforded by non-listed and non-published service to the extent that the subscriber information is furnished to the E9-1-1 customer. The telephone subscriber (published and non-published) consents to access to this information by the 9-1-1 customer for the sole purpose of responding to emergency and/or 9-1-1 calls.
14. There are some instances where ANI and/or ALI will not be displayed, or if displayed, may not be representative of the originating line. For example,
- a. ANI and/or ALI will not be displayed on calls placed from four-party lines. Central Office identification is provided in lieu of ANI and/or ALI.
 - b. ANI/ALI for a second party on a two-party line will be improperly displayed on calls placed from the second party's telephone unless the telephone has been modified or a party-line instrument adapter has been installed as required in Part 4, Section 2. If the second party's telephone is not modified or a party-line instrument adapter is not installed, the ANI/ALI of the first party on the two-party line will be displayed. It is the party-line customer's responsibility to insure that one of the two options is implemented.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**B. RULES AND REGULATIONS (cont'd)**

15. The E9-1-1 customer is responsible for identifying the unique combinations of police, fire and emergency medical services or any other appropriate agencies' jurisdiction in the E9-1-1 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 in the E9-1-1 serving area. These ESNs will be carried in the E9-1-1 Database to route E9-1-1 calls to the primary and secondary PSAPs with responsibility to handle the emergency telephone calls originating for each telephone in the E9-1-1 serving area.

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

- a. The customer will provide street address and PSAP routing information for each central office area included in the E9-1-1 service area prior to establishment of service.
 - b. Initial and subsequent ESN assignments by street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer to the Company on forms supplied by the Company for that purpose, at a mutually agreed upon time prior to the effective date of the service.
 - c. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Company of any changes that need to be made in the routing information by reason of 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, emergency medical services or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities and any other matter that will affect the routing of E9-1-1 calls to the proper PSAP.
 1. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
 2. The Company will furnish a record to the customer for verification showing each change, deletion and addition to master address file.
 - d. The Company will provide, at the request of the customer, a complete record of the master address file for the purpose of the customer verifying the accuracy of the police, fire and emergency medical services PSAP routing designations. Information concerning nonpublished telephone customer numbers shall be treated as confidential (pursuant to paragraph 12 above). Information pertaining to the name, address and telephone number of nonpublished telephone customers shall be treated as confidential, pursuant to paragraph 12 above.
16. Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturer's billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total nonrecurring charges.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**B. Rules and Regulations (cont'd)**

17. Some E9-1-1 systems may provide the customer with the ability to add, update or delete supplemental data associated with individual ALI data records. The customer may extract information from the E9-1-1 Database for the sole purpose of handling, answering, or responding to emergency situations. Any permanent record associating a telephone number with a name or address shall be secured by the 9-1-1 customer and disposed of in a manner that will retain security.
18. Use of ALI on less than a central office requires rates based on the number of EAAs served by the Company. ALI rates for a central office may be divided among customers.

C. Explanation of Terms

Additional E9-1-1 Service Exchange Line: An additional line terminating at a PSAP that may be ordered by the customer as an option.

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

Alternate Routing (AR): This feature is provided to allow 9-1-1 calls to be routed to a designated alternate location if the dedicated trunks to the primary PSAP are busy, or if the primary PSAP closes down for a period (night service). This is a standard feature of a routed E9-1-1 system.

Automatic Location Identification (ALI): An optional E9-1-1 feature by which the address and name associated with the calling party's telephone number are forwarded to the PSAP for display.

Automatic Number Identification (ANI): This feature forwards the calling party's telephone number to the E9-1-1 Control Office and on to the PSAP for display. This is a standard feature of D9-1-1 and E9-1-1 Services.

B9-1-1: A service that provides for routing all 9-1-1 calls originated from telephones with given central office prefix codes to a single PSAP.

Called Party Hold (CPH): A feature of C9-1-1 Service that enables a PSAP attendant to retain control of an incoming 9-1-1 call connection, even if the calling party hangs up.

Central Office: A Local Exchange Company (LEC) switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Central Office Transfer: A feature that permits the primary PSAP attendant to transfer an established E9-1-1 call to either a secondary PSAP or some other location. The three types of transfer features are Fixed, Manual, and Selective.

C9-1-1: A service that provides the B9-1-1 feature as well as Called Party Hold, Switchhook Status, Forced Disconnect, Idle Tone Application and Emergency Ringback.^{/1/}

Control Office: See E9-1-1 Control Office.

/1/ Obsolete to existing systems in service prior to May 19, 1994.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**C. Explanation of Terms (cont'd)**

Default Routing (DR): This feature is activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes which may prevent selective routing. Such incoming calls to the E9-1-1 Control Office are routed to a default PSAP. Each incoming 9-1-1 facility group to the Control Office is assigned to a designated default. Default Routing is a feature of Selective Routing.

Direct Trunking: A 9-1-1 facilities arrangement which does not use a control office. The direct trunking arrangement is available to E9-1-1 systems^{/1/} with a single PSAP. Direct-trunked systems do not allow selective routing or central office transfer.

D9-1-1: A service which provides the B9-1-1 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.^{/2/}

Emergency Ringback: A C9-1-1 feature that allows the PSAP attendant to ringback on an incoming 9-1-1 call that is on hold.

End Office: This is the Central Office(s) in the 9-1-1 System where the 9-1-1 calls originate.

E9-1-1: An expanded service that provides ANI and other standard features such as Selective Routing of 9-1-1 calls to a specific PSAP. ALI is an optional feature available with E9-1-1 service.

E9-1-1 Control Office: The office providing tandem switching capability for E9-1-1 Service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides Selective Routing, Speed Calling, Central Office Transfer features and certain maintenance functions for each PSAP.

E9-1-1 Database: A system of manual procedures and computer programs used to create, store, and/or update the data required to provide the Selective Routing (SR) and Automatic Location Identification (ALI) features.

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

Fixed Transfer: This standard E9-1-1 feature enables a PSAP attendant to transfer incoming 9-1-1 calls by use of a single button on the customer-provided equipment. The PSAP equipment location. ANI/ALI will also be transferred to locations equipped to receive and display ANI/ALI data. Fixed Transfer uses the Speed-Calling feature of the 9-1-1 Control Office.

Forced Disconnect: This feature enables the PSAP attendant to release a 9-1-1 connection even though the 9-1-1 calling party has not hung up. This feature prevents the jamming of the E9-1-1 network. It is a standard feature of C9-1-1(1) and E9-1-1 service.

/1/ Direct-Trunking is obsolete to existing systems in service or with service applications completed prior to the effective date of this tariff.

/2/ Obsolete to existing systems in service prior to May 19, 1994.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**C. Explanation of Terms (cont'd)**

Host Central Office: An electronic switching system which provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

Independent Exchange Company (IEC): A local exchange telephone company other than Southwestern Bell Telephone Company d/b/a AT&T.

Idle Tone Application: A standard C9-1-1 and E9-1-1 feature which allows a PSAP attendant to differentiate between a calling party who abandons the 9-1-1 Service call before it is answered and a calling party who retains the connection, but is unable to speak.

Manual Transfer: This feature enables the PSAP attendant to transfer an incoming call by depressing a flash button and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed-Calling Code. This is a standard feature of E9-1-1.

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

Private Switch End User (PSEU): An individual or organization authorized to use the telephone services provided by the private switch.

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

Public Safety Answering Point (PSAP): A PSAP is an answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first, Secondary PSAPs receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, emergency medical services, etc., or a common bureau serving a group of such entities.

Record: A telephone number and the E9-1-1 Database information associated with that number.

Remote Central Office: A remotely-controlled electronic end office switching system which obtains call-processing capabilities from a host central office switching system.

Routed System: An E9-1-1 system in which trunking facilities are routed through a control office.

Selective Routing (SR): This feature routes a 9-1-1 call from a central office to the designated primary PSAP. SR is provided by the E9-1-1 Control Office which routes the ANI information of the calling party and the call to the designated PSAP. This is a standard feature of E9-1-1 Service.

Selective Transfer: This feature enables the PSAP attendant to transfer an incoming call to another agency by depressing a single button associated with that particular type of agency. An E9-1-1 System with Selective Routing will use ANI information to automatically route the call to the appropriate agency. This is a standard feature of E9-1-1 Service.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**C. Explanation of Terms (cont'd)**

Service Area: The geographical area in which the customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

Serving Central Office: This is the Central Office(s) in which a PSAP, either primary or secondary, is located.

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

Universal Emergency Number Service: This is a telephone exchange communication service for telephone calls placed by dialing 9-1-1, to be answered by a PSAP established and operated by the customer, and includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls.

Universal Emergency Number Service Customer: The 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 government units, to whom authority has been lawfully delegated to respond to public emergency telephone calls at the minimum for emergency police and fire service through the use of the telephone number 9-1-1. An IEC may also be a customer in order to provide service to legally authorized agencies within the serving area of the IEC.

D. Method of Applying Rates

The method of applying rates for interexchange and intraexchange interoffice services is determined as follows:

1. E9-1-1 Facilities

E9-1-1 Systems require adequate facilities from each end office in the serving area to the control office, and from the control office to each PSAP. In addition, each PSAP equipped to provide ALI service requires a minimum of two ALI circuits from the PSAP to E9-1-1 Database. Facility requirements are defined in paragraph B.7.d. See that paragraph for information regarding the requirements for systems involving remote central offices.

Rates for facilities found in paragraph F. are all inclusive. No additional mileage, channel termination, or trunk unit charges apply for these circuits.

2. Facilities -- Interconnection Between Telephone Companies

For routed or direct-trunked systems, facilities between the Company offices and a point of interconnection with another telephone company shall be billed the appropriate flat rate found in paragraph 6 of this Section.

These rates are all inclusive for the Company portion of each circuit. No additional channel termination, mileage or trunk unit charges apply for the Company portion of these circuits.

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1) (cont'd)**D. Method of Applying Rates (cont'd)**

3. Exceptions

The rates in 1. and 2. preceding assume that E9-1-1 service is configured so that all 9-1-1 calls originate from Missouri end users and terminate in the same LATA at a primary PSAP in Missouri.

If a 9-1-1 agency requires a service configuration where 9-1-1 calls originate and terminate within the same exchange, but the call originator and the primary PSAP are in different states, facilities between the two states will be provided based on the state tariff of the end office where the calls originate and the serving office of the PSAP where the calls terminate.

If a 9-1-1 agency requires a service configuration where the 9-1-1 call originator and the primary PSAP are in different LATAs within Missouri, the facilities between the two LATAs will be provided on a Special Service Arrangement Request basis (SSAR), Part 2, Section 7.

If a 9-1-1 agency requires a service configuration where 9-1-1 calls originate from an end user in one state and terminate at a primary PSAP in a different exchange area in a different state, the facilities between the two states will be provided on an Individual Case Basis (ICB) procedure using FCC No. 73 Rules and Regulations.

E. Features

1. B9-1-1 Service

- a. B9-1-1 Service includes the Company provision of the 9-1-1 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for 9-1-1 Service.
- b. B9-1-1 Service provides for routing all 9-1-1 calls originated by telephone lines with given central office prefix codes to a single PSAP. No other features are provided with this offering. the customer must subscribe to a minimum of two exchange lines at the PSAP to receive 9-1-1 calls originating from the PSAP serving office. End offices other than the PSAP serving office, require at least two dedicated B9-1-1 facilities from the end office to the PSAP.

2. C9-1-1 Service (Obsolete to systems in service prior to the effective date of this tariff)

C9-1-1 Service provides B9-1-1 Service plus Forced Disconnect, Idle Tone Application, Called Party Hold, Emergency Ringback and Switchhook Status features. Activation of the Switchhook Status and Emergency Ringback features requires use of the appropriate COAM Key telephone equipment at the PSAP.

3. D9-1-1 Service (Obsolete to systems in service prior to the effective date of this tariff)

Provides B9-1-1 Service plus display of the calling party's ANI telephone number at the PSAP. Requires the use of Company-provided ANI PSAP equipment for display of ANI information. Appropriate Key telephone or Automatic Call Distributor (ACD) equipment is required to terminate 9-1-1 calls. The ANI PSAP equipment contains interfaces for teleprinter and voice recording devices. Central office transfer of 9-1-1 calls is not provided with D9-1-1 Service.

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1) (cont'd)

E. Features (cont'd)

4. Enhanced 9-1-1 Service (E9-1-1)

a. E9-1-1 Service provides B9-1-1 Service plus the following standard features:

1. Automatic Number Identification
2. Forced Disconnect
3. Idle Tone Application
4. Touch-tone Calling Service
5. Default Routing
6. Alternate Routing
7. Speed Calling
8. Central Office Transfer:
 - Manual Transfer
 - Fixed Transfer
 - Selective Transfer
9. Selective Routing

b. Optional E9-1-1 Feature includes: Automatic Location Identification (ALI)

c. Direct-Trunked E9-1-1 (Obsolete to existing systems in service prior to May 19, 1994.)

Optional Feature includes: Automatic Location Identification (ALI)

Note that the following features are not provided on a direct trunked system: Selective Routing, Default Routing, Alternate Routing, Speed Calling, Manual Transfer, Fixed Transfer, and Selective Transfer.

F. Rates and Charges

1. Messages

a. No charge applies to the calling party for calls placed to the 9-1-1 number.

b. Message transfers are billed according to the rates applicable from the serving area of the E9-1-1 system. Calls transferred from a PSAP to another location within the 9-1-1 service area will not be charged intraLATA toll.

2. B9-1-1 Service

a. B9-1-1 Facility Rates (per facility)

1. 9-1-1 Exchange Lines are provided between the PSAP serving office and the PSAP in order to provide 9-1-1 service for end users served by the PSAP serving office. In a single wire center B9-1-1 application exchange lines represent the only B9-1-1 facility rates and charges. Established rates found elsewhere in the tariff for PBX trunks, flat or measured rate business lines apply for 9-1-1 Exchange Lines that terminate at PSAPs. The monthly rate for the Exchange Line is the rate applicable for the exchange or zone in which the PSAP is located, Part 4, Section 2. A minimum of two lines from the PSAP serving office is required.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**F. Rates and Charges (cont'd)**

2. B9-1-1 Service (cont'd)

a. B9-1-1 Facility Rates (per facility) (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2. End office to PSAP trunk Applies for end offices other than the SAP serving office	9BV1X	\$35.00	\$360.00
3. Point of interconnection with another telephone company, facility from Company PSAP to IEC	9BV2X	34.00	340.00
4. Point of interconnection with another telephone company, facility from Company end office to IEC	EPY3X	18.00	170.00

b. Tie Lines, Private Lines and Extension Lines

Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or emergency medical services, are provided at established tariff rates for such channels and facilities specified in this guidebook.

3. C9-1-1 Service^{/1/}

Per Central Office Line	B92	89.20	263.50
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4. D9-1-1 Service^{/1/}

Per Central Office Line	B9A	91.80	250.50
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5. Enhanced 9-1-1 (E9-1-1) Service

a. Facilities Rates (Per Facility)

1. End Office to control office trunk	E5T	41.00	170.00
2. Control Office to PSAP trunk	E5K	78.00	360.00
3. Point of interconnection with another telephone company, trunk between the Company Control Office (or End Office) and an IEC	EPY4X	58.00	170.00
4. Per circuit intermediary Provider charge ^{/2/}	S9EPX	25.00	312.00
5. Point of interconnection with another telephone company, trunk between Company PSAP and an IEC ^{/3/}	EPY5X	77.00	340.00

/1/ Obsolete, applicable only to existing systems in service prior to May 19, 1994.

/2/ Charge applies per circuit in those situations where the Company is an intermediary provider of transport on a 9-1-1 facility where each end of the circuit terminates at an IEC location. Existing customers who pay less than \$25.00 under current rate structure will be grandfathered.

/3/ Also applicable in situations where an ALI data circuit is provided between the Company PSAP and an IEC's ALI database.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)

F. Rates and Charges (cont'd)

5. Enhanced 9-1-1 (E9-1-1) Service (cont'd)

a. Facility Rates (per facility) (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6. ALI data circuit, per PSAP to the Company's Database	EDW5X	\$115.00	\$190.00
7. Point of interconnection with another telephone company, ALI data circuit to the Company's Database	EPY2X	105.00	170.00
b. E9-1-1 Service Basic Feature Package (per 1000 EAAs) ^{/1,2/}	UUS	51.60	170.00
c. Other Options for E9-1-1 Service (per 1000 EAAs) ^{/1/}	UUS	51.60	170.00
1. ALI Feature: storage and maintenance for records in Company's ALI Database (assumes customer records are already loaded in E9-1-1 Database for Selective Routing as part of Basic Feature Package)	ELJ	32.00	0.00
2. IEC Selective Routing – this feature is provided for E9-1-1 Systems located entirely outside Company service area ^{/3/} (requires jointly provided facilities, item F.5.a.3 above)	9RZ	69.00	245.00

/1/ Rounded to nearest 1000 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. In instances where the count of exchange access arrangements is adjusted upward, nonrecurring charges apply for each additional 1000 exchange access arrangements.

/2/ Note that these rates and charges do not apply to grandfathered direct-trunked E9-1-1 systems. Direct-Trunked E9-1-1 systems are obsolete to those systems existing or with completed service applications as of the effective date of this guidebook.

/3/ These rates and charges do not apply when a customer requests non-participating traffic to be routed other than intercept (Facility rates apply per paragraph F.5.a).

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**F. Rates and Charges (cont'd)**

5. Enhanced 9-1-1 (E9-1-1) Service (cont'd)

d. Grandfathered Enhanced 9-1-1 (E9-1-1) Service^{/1/}

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. End Office Outgoing Trunk unit, each	E90	\$13.75	\$35.00
2. Intraexchange Facilities			
a. Interoffice Channel, each V & H mile, per mile or fraction thereof, per channel	1LXQS	3.80	---
b. Interoffice Channel Terminal, each (two required per inter-office channel)	E96	12.45	---
c. Point of Termination in one foreign serving office	E1B	None	90.00
3. Interexchange Facilities			
a. Interexchange Channel, each V & H mile, per mile or fraction thereof	1LXQ4	3.65	---
b. Interexchange Channel Terminal, each (two required per inter-exchange channel)	E1C	24.65	---
c. Interoffice Channel, each V & H mile, per mile or fraction thereof per channel	1LXRS	6.70	---
d. Interoffice Channel Terminal, each (two required per inter-office channel)	E1D	3.80	---
4. Interoffice Facility, same building (between the control office and the serving office of the PSAP), Interoffice Channel		None	28.60
5. Data Management System II - required with either selective routing or Automatic Location Identification, per 1000 exchange access arrangements served	E1W	28.35	129.00
Automatic Location Identification, per 1000 exchange access arrangements served	E15	30.50	113.00

/1/ Obsolete - applicable only to Direct-Trunked E9-1-1 systems in service or customers with completed service applications prior to the effective date this guidebook.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**F. Rates and Charges (cont'd)**6. Grandfathered PSAP Equipment^{/1/}

a. PSAP Equipment – Option I

Display and Transfer System

	<u>Monthly Rate</u>	<u>One-Time Payment</u>
1. Common Equipment including equipment and wiring for 4 trunks and 4 attendant positions /E9S/ ^{/2/}	\$74.05	\$15,175.00
2. Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each /E9E/ ^{/2/}	11.90	2,700.00
3. Trunk terminating equipment (one for each two trunks), each /E9K/ ^{/2/}	2.80	562.00
4. Trunk switch (one for each four trunks), each /E9Q/ ^{/2/}	2.05	342.00
5. Additional MF receiver (maximum of two per cabinet), each /E9M/ ^{/2/}	6.05	1,187.00
6. Attendant circuit, one per attendant telephone set or console /E9H/ ^{/2/}	3.50	662.00
7. Display and Transfer Unit (maximum of 15 per system) each /E9U/ ^{/2/}	6.40	940.00
8. Commercial Power Conversion Unit (optional), one per system /E9P/ ^{/2/}	26.90	2,045.00

/1/ Obsolete to existing systems in service prior to the effective date of this guidebook.

/2/ A Service & Equipment charge of \$6.25 applies only when the item is provided subsequent to the initial installation of the E9-1-1 system.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)**F. Rates and Charges (cont'd)**6. Grandfathered PSAP Equipment^{/1/} (cont'd)a. PSAP Equipment – Option I^{/1/} (cont'd)

Automatic Location Identification (ALI)

	<u>Monthly Rate</u>	<u>One-Time Payment</u>
1. ALI Master Controller - 1st 15 attendant positions (includes equipment to drive 5 customer-provided CRTs) /E8L1X/ ^{/2/}	\$200.55	\$30,400.00
2. ALI Auxiliary controller – required for attendant positions 16 through 45 (includes equipment to drive 5 customer-provided CRTs)/E8N1X/ ^{/2/}	47.35	13,800.00
3. CRT interface - one required for each 5 customer-provided CRTs, each /E1Z/ ^{/2/}	25.40	3,100.00
4. Computer-Aided Dispatch (CAD) Interface, each /E1S/ ^{/2/}	9.40	1,150.00

/1/ Obsolete to existing systems in service prior to the effective date of this guidebook.

/2/ A \$6.25 Service & Equipment Charge applies when provided subsequent to the initial installation of the E9-1-1 system.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)

F. Rates and Charges (cont'd)

6. Grandfathered PSAP Equipment^{/1/} (cont'd)

b. PSAP Equipment – Option II

Display and Transfer System

	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. Common Equipment including equipment and wiring for 4 trunks and 4 attendant positions (E9S) ^{/2/}	\$294.65	\$2,975.00
2. Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each (E9E) ^{/2/}	36.90	1,300.00
3. Trunk terminating equipment (one for each two trunks), each (E9K) ^{/2/}	12.55	12.00
4. Trunk switch (one for each four trunks), each (E9Q) ^{/2/}	7.90	12.00
5. Additional MF receiver (maximum of two per cabinet), each (E9M) ^{/2/}	27.15	12.00
6. Attendant circuit, one per attendant telephone set or console (E9H) ^{/2/}	15.15	12.00
7. Display and Transfer Unit (maximum of 15 per system), each /E9U/ ^{/2/}	19.85	190.00
8. Commercial Power Conversion Unit (optional), one per system /E9P/ ^{/2/}	62.90	420.00

/1/ Obsolete to existing systems in service prior to the effective date of this guidebook.

/2/ A Service & Equipment charge of \$6.25 applies only when the item is provided subsequent to the initial installation of the E9-1-1 system.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)

F. Rates and Charges (cont'd)

6. Grandfathered PSAP Equipment^{/1/} (cont'd)

a. PSAP Equipment – Option II (cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Automatic Location Identification (ALI)		
1. ALI Master Controller – supports 1st 15 attendant positions (includes equipment to drive 5 customer-provided CRTs) /E8LIX ^{/2/}	801.95	6,100.00
2. Auxiliary ALI controller required for attendant positions 31 through 45 (includes equipment to drive 5 customer-provided (CRTs), each /E8NIX ^{/2/}	189.05	8,050.00
3. CRT Interface - one required for each 5 customer-provided attendant CRTs, each /E1Z ^{/2/}	101.15	---
4. Computer-Aided Dispatch (CAD) interface, each /E1S ^{/2/}	37.25	---

/1/ Obsolete to existing systems in service prior to the effective date of this guidebook.

/2/ A Service & Equipment charge of \$6.25 applies only when the item is provided subsequent to the initial installation of the E9-1-1 system.

UNIVERSAL EMERGENCY NUMBER SERVICES (9-1-1) (cont'd)

F. Rates and Charges (cont'd)

6. Grandfathered PSAP Equipment^{/1/} (cont'd)

c. Subsequent Installation

Additional PSAP equipment may be added subsequent to the initial installation of the service upon payment of the following nonrecurring charges in addition to applicable Installation or One-Time Payment Charges.

	Nonrecurring <u>Charge</u>
Display and Transfer System	
1. Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each /E9E/ ^{/2/}	\$120.00
2. Trunk terminating equipment (one for each two trunks), each /E9K/ ^{/2/}	650.00
3. Trunk switch (one for each four trunks), each /E9Q/ ^{/2/}	150.00
4. Additional MF receiver (maximum of two per cabinet), each /E9M/ ^{/2/}	550.00
5. Attendant circuit, one per attendant telephone set or console (E9H) ^{/2/}	\$550.00
6. Display and Transfer Unit (maximum of 15 per system), each (E9U) ^{/2/}	525.00
Automatic Location Identification	
1. ALI Auxiliary Controller	113.00
2. Display driver	113.00
3. Computer-Aided Dispatch interface	75.75

d. Moves and Changes

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

/1/ Obsolete to existing systems in service prior to the effective date of this guidebook.

/2/ A Service & Equipment charge of \$6.25 applies only when the item is provided subsequent to the initial installation of the E9-1-1 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1) (cont'd)

F. Rates and Charges (cont'd)

7. E9-1-1 Nonrecurring Charges Payment Options

Nonrecurring charges associated with the initial E9-1-1 installation can be installment billed on a monthly basis for any annual term up to 60 months. Only one installment term can be selected.

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

To calculate the monthly installment, multiply total nonrecurring charges by the appropriate factor. Annuity factors utilized for this option are listed in paragraph F.4 under 'Rules and Regulations Applying to All Customer's Contracts' in Part 2, Section 2.

PRIVATE SWITCH 9-1-1 SERVICE**A. Description of Service**

1. Private Switch 9-1-1 Service (PS 9-1-1) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 9-1-1 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
2. The ANI-only option is available if the 9-1-1 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 9-1-1 calls.
3. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the Company's database; (2) the private switch sends ANI to the Company on 9-1-1 calls; and (3) the PSAP is equipped to provide 9-1-1 service with the ALI feature.
4. Service availability is dependent upon the type and configuration of the 9-1-1 system in place for the service area. If the 9-1-1 system design uses a Control Office, then facilities are required between the private switch and the Control Office. If the 9-1-1 system design does not include a Control Office, then facilities are required between the private switch and the PSAP. In either case, at least two dedicated PS 9-1-1 facilities are required from each private switch. Rates and charges for facilities are provided in paragraph D. In instances where Inform 9-1-1 (as defined in Part 17, Section 2) is utilized, the private switch facilities will connect to the local serving end office. Existing 9-1-1 end office facilities will route the 9-1-1 traffic to the 9-1-1 Control Office which will then forward the call to the PSAP.
5. The PS 9-1-1 customer must be either:
 - An E9-1-1 customer as described in A.3 of 'Universal Emergency Number Services (9-1-1)' found earlier in this Section.
 - A Private Switch Provider authorized by the E9-1-1 customer to subscribe to PS 9-1-1 Service within the E9-1-1 customer's serving area.
6. The Private Switch Providers referred to in this guidebook might include such organizations as: businesses, schools, nursing homes, hospitals, planned communities, and Shared Tenant Service (STS) providers.

PRIVATE SWITCH 9-1-1 SERVICE (cont'd)**B. Rules and Regulations**

Also see paragraph B. of 'Universal Emergency Number Service (9-1-1)' since all rules applicable to E9-1-1 Service also apply to the PS 9-1-1 option.

1. Application for Service

Requests for this service: (1) can only be initiated by a 9-1-1 customer or a PSP; (2) must be provided to the Company in writing; and (3) must identify service locations and arrangements.

Applications received from PSPs must include written authorization from the 9-1-1 provider responsible for the service area where the private switch is located.

2. Customer Obligations^{/1/}

- a. The PS 9-1-1 customer is responsible for coordinating with the PSP so that the private switch provides full seven or ten digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The private switch number information must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Company's numbering plan.
- b. The PS 9-1-1 customer is responsible for coordinating with the PSP so that the PSP creates, maintains, and forwards to the Company current telephone number and address data according to the format and procedures specified by the Company.
- c. The PS 9-1-1 customer is responsible for coordinating with the PSP so that the PSP develops and implements procedures to prevent the unauthorized or illegal use of PS 9-1-1 Service facilities. These dedicated facilities may not be used for any purpose other than for 9-1-1 service.
- d. The PS 9-1-1 customer is responsible for coordinating with the PSP so that the PSP uses computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes that conform to the specifications outlined in the PS 9-1-1 Technical Interface Standards.
- e. PS 9-1-1 Service information consisting of the name, address and telephone number of nonpublished customers is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls.

^{/1/} Customer obligations described for situations where the E9-1-1 customer is also the PS 9-1-1 customer. In situations where a Private Switch Provider is the PS 9-1-1 customer, the PS 9-1-1 customer obligations described in this section are the direct responsibility of the Private Switch Provider.

PRIVATE SWITCH 9-1-1 SERVICE (cont'd)**B. Rules and Regulations (cont'd)**

2. Customer Obligations (cont'd)

- f. The PSEU forfeits the privacy afforded by nonlisted and nonpublished 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 Company. The PSEU (published and nonpublished) consents to the storage and retention of PSEU name, telephone number, and address in the database and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- g. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The PS 9-1-1 customer has the responsibility for reporting all errors, defects and malfunctions to the Company.
- h. Cancellation of the service in whole or in part by the PS 9-1-1 customer prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS 9-1-1 customer's order for service, but not to exceed the total nonrecurring charges.

3. Liabilities

- a. The Company's entire liability to any person for interruption or failure of PS 9-1-1 Service shall be the same as the company's liability for E9-1-1 Service.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS 9-1-1 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.
- c. The FCC governs the treatment of any PSEU information in the E9-1-1 Database.
- d. The PS 9-1-1 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 PS 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 PS 9-1-1 customer, its user, agencies or municipalities or the employees or agents of any one of them.

PRIVATE SWITCH 9-1-1 SERVICE (cont'd)

B. Rules and Regulations (cont'd)

3. Liabilities (cont'd)

- e. PS 9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 systems are equipped with the features required to provide PS 9-1-1 Service.
- f. Adjustments for service interruptions experienced by the PS 9-1-1 customer are discussed in Part 2, Section 2. under 'Universal Emergency Number Services (9-1-1)' found earlier in this Section.

D. Technical Specifications

Network interface requirements for PS 9-1-1 customer access are described in detail in the Technical Overview Trunking Specifications for Private Switch 9-1-1 or Private Switch ALI Service (PS 9-1-1 or PSALI/Inform 9-1-1).

PRIVATE SWITCH 9-1-1 SERVICE (cont'd)

D. Rates and Charges

1. Rates and Charges for Facilities

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

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

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
a. From Private Switch to Control Office, per facility	\$70.00	\$300.00	9PS
b. From Private Switch to PSAP, per facility	78.00	520.00	9PT
c. ISDN/Inform 9-1-1	See Part 17, Section 2		

2. Database Management System

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

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

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
a. Charge per 10 records per PSP, per 9-1-1 customer	\$0.77	\$4.10	ED2PG
b. Nonrecurring Charge to Establish an Administrative Site		155.00	NR99P

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

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

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

The W 911 customer must be either:

- A municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling, or
- A licensed wireless carrier with approval of the appropriate 911 agency.

B. Explanation of Terms

Mobile Directory Number (MDN): A 10-digit telephone number that identifies the calling party and can be used as a call back number.

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

Wireless 911 Control Office

The LEC central office providing tandem switching capabilities for 911 service calls from all end offices. It controls the switching of MDN and pseudo-Automatic Number Identification (pANI) information to a PSAP and also provides the Selective Routing service feature, Speed Calling features, Call Transfer services and certain maintenance functions for each PSAP.

Wireless 911 Database

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

Wireless Administrative Site

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

Wireless Automatic Location Identification (WALI)

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

WIRELESS 911 SERVICE (cont'd)

B. Explanation of Terms (cont'd)

Wireless Automatic Number Identification (WANI)

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

Wireless Carrier

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

Wireless Carrier Switch

A switch that provides wireless telephone service.

Wireless End User

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

C. Rules and Regulations

In addition to the following rules and regulation, the Rules and Regulations in 'Universal Emergency Number Services (9-1-1)' found earlier in this Section shall also apply.

1. Application for Service

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

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

WIRELESS 911 SERVICE (cont'd)**C. Rules and Regulations (cont'd)**2. Customer Obligations^{/1,2/}

- a. The 911 customer is responsible for coordinating with the Company and the wireless carrier so that the wireless switch provides the MDN in the CPN field of the SS7 signaling and pANI in the CDN (called number) field according to the technical specifications established by the Company. The wireless switch number information must be approved by the Company prior to implementation to ensure that the service will function properly. W 911 Service will not function properly if MDN and pANI are not in the proper fields, if duplicate telephone numbers exist at the wireless switch, or if any telephone numbers assigned by the wireless carrier are inconsistent with the Company's numbering plan.
- b. The 911 customer and the wireless carrier are responsible for coordinating with the Company so that the wireless carrier creates, maintains, and forwards to the Company current MDN and pANI data according to the format and procedures specified by the Company provided the Company is the database provider.
- c. The 911 customer and the wireless carrier are responsible for coordinating with the Company so that the wireless carrier uses computer hardware and software for ongoing Wireless End User (WEU) record update programs and processes, that conform to the specifications outlined in the W 911 Technical Interface Standards.
- d. W 911 Service WEU's information is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
- e. The WEU forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the LEC. The WEU (published and nonpublished) consents to the storage and retention of WEU name, location, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- f. The W 911 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider.
- g. Cancellation of the service in whole or in part by the W 911 customer prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the W 911 customer's order for service.

/1/ Customer obligations described are for situations where the E 911 customer is also the W 911 customer. In situations where a wireless carrier is the W 911 customer, the W 911 customer obligations described in this section are the direct responsibility of the wireless carrier.

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

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

3. Liabilities

- a. The Company's entire liability to any person for interruption or failure of W 911 Service shall be limited by the terms set forth in this section and other sections of this guidebook. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 911 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company.
- b. W 911 Service is provided solely for the benefit of the W 911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any LEC obligation toward, or any right of action on behalf of, any third person or other legal entity.
- c. To the extent allowed by law, the W 911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the W 911 customer or others.
- d. To the extent allowed by law, the W 911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing W 911 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- e. W 911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide W 911 Service.
- f. Adjustments for service interruptions experienced by the W 911 customer are governed by and limited in the 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
- g. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W 911 Customer and/or Wireless Customer providing the Company with inaccurate, out of date, or improperly formatted MDN or pANI data.
- h. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W 911 customer or the wireless carrier.

WIRELESS 911 SERVICE (cont'd)

D. Rates and Charges

1. W 911 Service

	<u>Monthly Rate</u>	<u>Nonrecurring Service Charge</u>	<u>USOC</u>
a. W 911 Service with Selective Routing Charge per pANI ^{/1,2,3/}	\$24.00	\$30.00	W9A1X
b. Selective Routing Charge per pANI ^{/1,2/}	12.00	10.00	W9S1X
c. Automatic Location Identification Charge per pANI ^{/3/}	12.00	20.00	W9L1X

2. Database Management System

The rates and charges in this section will equal the *Database Management System* monthly rate and nonrecurring charge in 'Universal Emergency Number Services (9-1-1)' found earlier in this Section. These rates and charges relate to the administration and storage of W 911 Service pANI records used for routing and associated location text. The monthly rate will be per 10 records per W 911 customer.

A nonrecurring charge equal to the nonrecurring charge to establish an administrative site in 'Universal Emergency Number Services (9-1-1)' found earlier in this Section applies at the time an administrative site is first established. This charge applies when procedures are established enabling the administrative site to create and update records.

- /1/ There will be a trunk needed between the Mobile Switching Center (MSC) and the 911 tandem. The wireless carrier, in cooperation with the appropriate 911 agency, will purchase that element out of the Wireless Carrier Interconnection Service Tariff or its existing interconnection agreement.
- /2/ When the 911 agency involved also uses the Company as its 911 database and network provider, the calls and data will be sent over the existing tandem to PSAP trunks and ALI circuits. If the 911 agency uses a different network provider or database provider, the tandem to PSAP trunks and/or ALI circuits must be provisioned separately.
- /3/ When the Company is the Wireless 911 Service provider, both W 911 Service with Selective Routing and Automatic Location Identification rates and charges, paragraphs D.1.a and D.1.c will be required. The Selective Routing rates and charges in paragraph D.1.b only apply if an alternative Wireless 911 Service provider is utilized.

WIRELESS 911 SERVICE (cont'd)**E. Term Pricing Plan**

1. General
 - a. Wireless 911 Service Term Pricing Plan (W911-TPP) provides the customer with rate stabilization and discounted rates. The W911-TPP provides for either a one or three year service period (Initial Service Period) for rate stabilization.
 - b. W911-TPP monthly rates will be exempt from Company initiated rate increases throughout the selected service period. Should the Company increase its rates during the W911-TPP period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under W911-TPP.
 - c. Decreases in W911-TPP monthly recurring rates will be passed on to customers who participate in a W911-TPP.
2. The monthly charge per pANI is available under W911-TPP.
3. Terms and Conditions
 - a. The customer must specify the length of the Initial Service Period at the time the service is ordered.
 - b. Changes to Pricing Plans
 1. At any time, the customer may request existing W 911 provided on a monthly rate basis to be converted to a W911-TPP.
 2. Prior to the expiration of the Initial Service Period or Extended Service Period described in E.4 (Renewal), the customer may convert existing W911-TPP services to a new W911-TPP initial Service Period without incurring termination charges provided the new Initial Service Period is equal to or greater than the original Initial Service Period.

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

Example: A customer with an existing three year W911-TPP requests to convert to a one year W911-TPP. This request would be treated as a discontinuance of the existing three year W911-TPP and termination charges would apply.
 3. If a customer requests existing W911-TPP service to be converted to a monthly rate basis at any time prior to the expiration of the Initial Service Period or Extended Service Period, the request will be treated as a discontinuance of service and termination charges will apply.

WIRELESS 911 SERVICE (cont'd)

E. Term Pricing Plan (cont'd)

4. Renewal

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

5. Moves to New Location

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

WIRELESS 911 SERVICE (cont'd)**F. Term Pricing Plan – Rate Applications**

1. Nonrecurring Charges

- a. The nonrecurring service charges as described in paragraph G. will apply for new services ordered under W911-TPP.
- b. If the customer chooses to convert an existing service provided on a W911-TPP to a monthly rate basis no nonrecurring charges will apply. However, W911-TPP termination charges may apply.

2. Termination Charges

- a. Customers requesting to discontinue services provided under a W911-TPP, prior to the expiration of the Initial Service Period or Extended Service Period will incur termination charges. Payment of the termination charge does not release the customer from other previous amounts owed the Company.
- b. The termination charge for the Initial Service Period shall be the lesser of:
 - The difference between the Initial Service Period rates and charges for the completed months of the initial service term at the time of termination and the rates and charges for the next lower service term^{/1/} actually completed plus interest charges based on approved costs of money in effect at the time of termination; or
 - The present value of monthly payments remaining on the service term.

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

- c. The termination charges for the Extended Service Period shall be the lesser of:
 - The difference between the extended service period rates and the month-to-month rates for the months actually completed plus interest charges based on approved cost of money in effect at the time of termination; or
 - The present value of monthly payments remaining on the extended service term.
- d. If special construction was applied to the service being terminated, any termination charges associated with the special construction will also apply.

/1/ If the service is terminated within the first 12 months the calculation is based on month-to-month rates and charges.

WIRELESS 911 SERVICE (cont'd)

G. Term Pricing Plan – Rates and Charges

W 911 Service

	<u>Monthly Rate</u>	<u>Nonrecurring Service Charge</u>	<u>USOC</u>
1. W 911 Service with Selective Routing Charge per pANI ^{/1,2,3/}			
One Year Contract	\$21.00	\$10.00	W9A1X
Three Year Contract	19.00	N/A	W9A1X
2. Selective Routing Charge per pANI ^{/1,2/}			
One Year Contract	8.50	5.00	W9S1X
Three Year Contract	5.00	N/A	W9S1X
3. Wireless Automatic Location Identification Charge per pANI ^{/3/}			
One Year Contract	10.00	10.00	W9L1X
Three Year Contract	6.00	N/A	W9L1X

/1/ There will be a trunk needed between the MSC and the 911 tandem. The wireless carrier, in cooperation with the appropriate 911 agency, will purchase that element out of the Wireless Carrier Interconnection Service Tariff or its existing interconnection agreement.

/2/ When the 911 agency involved also uses the Company as its 911 database and network provider, the calls and data will be sent over the existing tandem to PSAP trunks and ALI circuits. If the 911 agency uses a different network provider or database provider, the tandem to PSAP trunks and/or ALI circuits must be provisioned separately.

/3/ When the Company is the Wireless 911 Service provider, both W 911 Service with Selective Routing and Automatic Location Identification rates and charges, paragraphs G.1 and G.3 will be required. The Selective Routing rates and charges in paragraph G.2 only apply if an alternative Wireless 911 Service provider is utilized.