

AMERITECH 911 LOCATOR ID

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A. DESCRIPTION

Ameritech 911 Locator ID is a software based service which allows Centrex, private switch service providers and PBX users to provide site or station location information to the 911 database in an electronic format. This information is used by the 911 network to selectively route 911 calls to the appropriate Public Safety Answering Point (PSAP). In addition, the data is used to provide specific station location information to the 911 answering point.

The Centrex, private switch or PBX must forward Automatic Number Identification (ANI) information associated with each station to the 911 network. This is accomplished as a function of the Centrex, private switch or through an outboard ANI device. Ameritech 911 Locator ID is available with Primary Rate ISDN (PRI).

Service availability is dependent upon the type and configuration of the 911 system in place for the service area. Rates and charges for channel facilities, where required, are provided in the tariff references located under Section E following. Channels are not required with PRI or Centrex.

B. DEFINITIONS**911 Control Office**

A 911 office providing tandem switching capability for 911 calls. It controls switching of 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.

Ameritech 911 Locator ID Customer

The Ameritech 911 Locator ID customer may be any Centrex, private switch or PBX owner/operator who desires to provide station location information to the 911 system.

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B. DEFINITIONS (cont'd)**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.

Centrex

Centrex Service is a business service that consists of switching equipment located on the Company's premises connected to Centrex lines that are terminated in the Company's premises or extended to the customer's premises. Centrex lines consist of all Central Office facilities, including intercommunication, and if required, outside plant facilities that extend from the switching equipment to the customer's premises.

Channels

Channels required to furnish voice grade transmissions for connection of a Ameritech 911 Locator ID customer's PBX or private switch to the 911 network.

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 ALI features.

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B. DEFINITIONS (cont'd)**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.

Private Switch

A switch or PBX that is not part of the public switched network; connection to the public switched network is made via connection to an end office.

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.

Record

A telephone number and the 911 database information associated with that number.

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.

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C. TERMS AND CONDITIONS

1. Ameritech 911 Locator ID requires integration with adjunct Automatic Number Identification (ANI) hardware or with integrated ANI hardware capabilities of the private switch owners equipment.
2. The private switch customer must connect to the Ameritech 911 network and forward station ANI information. This connectivity may be accomplished via direct connection to Ameritech's 911 Control Offices by the PBX or through network protocol converters for those PBX's not capable of direct connection.
3. Terminal equipment used in connection with Ameritech 911 Locator ID Service, whether such equipment is provided by the Company or the Ameritech 911 Locator ID customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any Ameritech 911 Locator ID customer information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling, and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a Ameritech 911 Locator ID customer's telephone number with its address or name shall be secured and disposed of in a manner that will retain that security.
4. In a Ameritech 911 Locator ID service application, the Ameritech 911 Locator ID customer must be located in a public jurisdiction that utilizes 911 service provided by Ameritech and must meet the following requirements:
 - A. Applications for Ameritech 911 Locator ID 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.
 - B. The Company will coordinate with the 911 Public Jurisdiction to ensure that area boundaries are identified and that any required Master Street Address Guide (MSAG) additions or modifications are provided to the Company.

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C. TERMS AND CONDITIONS (cont'd)

4. (cont'd)
- C. The customer will provide full seven-digit Automatic Number Identification (ANI) for every station within the Centrex or PBX. The information must be approved by the Company prior to the implementation to ensure that no conflict exists between the customer's and the Company's overall numbering plan.
 - D. The customer must create, maintain, and forward to the Company, current telephone number and address data in the format and time intervals negotiated between the Company and the customer.
 - E. The Company will provide to every Ameritech 911 Locator ID customer, upon request, a copy of their database records one time each year.
 - F. The PBX must be configured to recognize the "911" or "9-911" code as a complete dialing sequence. It must route 911 calls to the 911 network and overflow to other access facilities consistent with 911 routing options in the geographic area where the Ameritech 911 Locator ID service is provided.
 - G. The customer must use personal computer hardware and software that conforms to the specifications outlined in the Company's Ameritech 911 Locator ID user manual for ongoing customer record update programs and processes, unless otherwise specified by the Company.
 - H. The Ameritech 911 Locator ID customer forfeits the privacy afforded by Private Listing and Semi-Private Listing services to the extent that the telephone number, the address, and name associated with the originating station are furnished to the PSAP and to the Company. The Ameritech 911 Locator ID customer must consent to the storage and retention of this information in the database and also consent to access of this information by the PSAP for the sole purpose of responding to an emergency call.

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C. TERMS AND CONDITIONS (cont'd)

4. (cont'd)

- I. The Company's liability for any losses or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof caused by the negligence of the Company, its employees, agents, or affiliates shall not exceed the greater of \$50.00 or any 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 as specified in the Company's Exchange Services tariff.
- J. The Ameritech 911 Locator ID customer agrees to release, indemnify, defend and save harmless the Company from all liabilities, claims, suits, actions, damages, costs, judgments, and actions of every name and description arising from service users connected to an 911 system via Ameritech 911 Locator ID or arising out of or due to acts or omissions of the Ameritech 911 Locator ID customer, its agents, employees, or affiliates.

5. CHANNELS

- A. When dedicated facilities are used, the PBX or private switch must be directly connected to the 911 network via dedicated Voice Grade Channels.
- B. Ameritech 911 Locator ID requires a minimum of two (2) Voice Grade Channels per PBX or private switch, to provide redundancy to the system, unless provided via PRI or Centrex.
- C. These channels must be used solely for the provision of Ameritech 911 Locator ID service and the customer is responsible for developing and implementing procedures to prevent unauthorized or illegal use. These channels may not be used for any purpose other than 911.

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D. FEATURES**1. Standard Features**Software Access Package

The Ameritech 911 Locator ID Software Access Package is a Windows based, user friendly software, with built-in encrypted security which facilitates the creation of a database or file by the Ameritech 911 Locator ID customer. The Ameritech 911 Locator ID customer provides the address and location information for each telephone number associated with its private switch or PBX that can access 911.

Security Access

Ameritech 911 Locator ID security limits each customer's access to only those records associated with their own service.

Ameritech 911 Locator ID Training

Each Ameritech 911 Locator ID customer will receive initial training and a Ameritech 911 Locator ID User's Guide.

Access for System Updates

The Company will make available to Ameritech 911 Locator ID customers a number for ongoing customer record updates and processing.

Term Contracts

Customer's can acquire rate stability by selecting from 1-Year, 3-Year, or 5-Year contracts shown in Section E.

Maintenance

The Company will provide software upgrades and maintenance at no additional charge to each Ameritech 911 Locator ID customer for the term of their Ameritech 911 Locator ID contract.

2. Optional FeaturesInitial File Creation

Ameritech will, through the use of customer provided paper records, create the initial telephone number and address file for the Ameritech 911 Locator ID customer. This option is available for Centrex customers only.

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AMERITECH 911 LOCATOR ID**E. PRICES**

The prices in this section relate to the administration and storage of Ameritech 911 Locator ID data records. The nonrecurring charges apply at the time the records are initially created in the Company's database. The monthly price is applicable each month until the records are deleted. There is no charge to update information associated with an individual record.

The prices and charges for Ameritech 911 Locator ID service do not include inspection or constant monitoring to discover errors, defects, and malfunctions in the service. The Ameritech 911 Locator ID customer has the responsibility for reporting all errors, defects, and malfunctions to the Company.

Where facilities permit, the customer may request diversification and redundancy of any or all inter-office and/or local facilities routes. Additional charges for such service utilizing the facilities, or construction and provisioning thereof, will be assessed on an individual case basis.

Pricing for stations in excess of 2000 may be priced on an Individual Case Basis.

Charges to customers that require additions, removals, moves, or changes of access facilities will be assessed by the Company for each separate request.

Line connection and Service Order charges for the two channels required for Ameritech 911 Locator ID service are in addition to the prices identified above. These charges will be determined based on the channels ordered as specified in the Tariff referenced below.

Annually, the Company may review contracted customer station capacities in relation to actual station counts. Where appropriate, the Company may adjust the station capacity designation and the customer will be responsible for payment of the applicable rate.

The customer may elect, through the signing of a new contract to move from one station capacity to another. No adjustment will be made to the Nonrecurring payments already made in these instances, however the new Recurring rate will become applicable with the next billing period.

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E. PRICES (cont'd)

1. Service Elements

Private Switch/PBX Station Capacity	Non Recurring Charge	Monthly Payment <i>Recurring</i> Per Month
0 - 50	\$4,225.00	\$35.00
51 - 150	4,875.00	43.00
151 - 300	5,525.00	62.40
301 - 500	6,175.00	89.00
501 - 750	6,825.00	112.50
751 - 1000	7,475.00	130.00
1001 - 1500	8,125.00	150.00
1501 - 2000	8,775.00	165.00

Centrex	Non Recurring Charge	Monthly Payment <i>Recurring</i> Per Month
- Per Load	\$5,200.00	
- Per Station		\$.055

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AMERITECH 911 LOCATOR ID**E. PRICES (cont'd)****2. Termination Charges**

If service is canceled or removed prior to contract expiration, the Customer is responsible for payment of termination charges.

Termination charges for Private Switch customer's is equal to the number of months remaining in the contract, multiplied by the associated monthly rate billable in the month prior to discontinuance, according to Company record, multiplied by 70%.

Termination charges for Centrex customer's is equal to the number of months remaining in the contract, multiplied by the associated monthly rate, multiplied by the number of main stations or equivalent main stations billable in the month prior to discontinuance, according to Company record, multiplied by 70%.

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UTILITY REPORTING & INQUIRY SERVICE (Cont'd)

E. RATES AND CHARGES

1. Service Address Database

- a. For the initial download or verification of the Company's database, the following non-recurring charges are applicable:
 - \$.034 for each line of data with a minimum charge of \$12,000.00 per download.
- b. Either a monthly or quarterly update will be provided as requested by the utility (only new or changed data will be given).
- c. More frequent database updates may be provided at the request of the utility. The rates and charges to provide such updates will be determined in each case.
- d. Monthly Updates:

TERM PAYMENT PLANS

	<u>12 Mos</u>	<u>36 Mos.</u>	<u>60 Mos.</u>
Per line in the database	\$.20	\$.13	\$.10
Minimum, per county, per year/a/	10,000.00	7,000.00	5,000.00
e. Quarterly Updates:			
Per line in the database	.10	.065	.05
Minimum, per county, per year/a/	5,000.00	3,500.00	2,500.00

/a/ The minimum per county rate must be met in total, not by an individual county (i.e., divide the total applicable charge by the number of counties.)

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 103

END-USER 9-1-1 TRUNK

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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 Ameritech's 9-1-1 network. End-User 9-1-1 Trunks are used to route calls to the Ameritech 9-1-1 network and are configured as outgoing trunks only. These trunks are dedicated to carrying 9-1-1 calls only and will not accept incoming calls.

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

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

B. DEFINITIONS

Automatic Number Identification (ANI)

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

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END-USER 9-1-1 TRUNK (cont'd)**C. TERMS AND CONDITIONS**

1. A minimum of one End-User 9-1-1 Trunk is required per PBX or Private Switch. However, two or more End-User 9-1-1 Trunks are highly recommended.
2. The customer is responsible for ensuring that their terminal equipment is compatible with this service. (C)
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. (C)
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 Ameritech 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 Ameritech in writing of such change. This condition does not relieve the new Carrier of its notification requirements to Ameritech. (N)
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END-USER 9-1-1 TRUNK (cont'd)

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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

Description /Billing Code/	Non- recurring Charge	Monthly Payment
		<i>Term</i> <i>Payment Plan</i> 60 Months
First Trunk		
- to a local end office /XCDAP/	\$896.00	\$44.00
- to the 9-1-1 tandem (Control Office) /XCDCP/	896.00	75.00
Additional Trunks, each		
- to a local end office /XCDBP/	662.00	44.00
- to the 9-1-1 tandem (Control Office) /XCDDP/	662.00	75.00

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

D. PRICES (cont'd)

2. Payment Plans

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

$$\text{Termination Charge} = [\text{number of months remaining in contract}] \times [\text{monthly price billable in month prior to discontinuance, according to Company record}] \times [70\%]$$

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9-1-1Net™**A. DESCRIPTION**

9-1-1Net is an inter/intranet service that provides on-line access to the data required to maintain the 911 Master Street Address Guide (MSAG) to Public Safety Answering Point (PSAP) customers.

9-1-1Net also provides access to PSAP inquiry forms, e-mail applications, and the capability to provide a variety of optional metric and statistical reports.

B. DEFINITIONS**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.

Customer

See Universal Emergency Number Service Customer below.

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 ALI features.

Master Street Address Guide (MSAG)

The master document or file that lists street names, address ranges, and routing codes. This database is used to define public safety jurisdictional boundaries and to develop the selective routing feature.

Private and Semi Private Listing Service

Listing Services which excludes the customer's telephone number from the Company's directories, however with Semi-Private Service, the customer's telephone number is included in Directory Assistance records.

9-1-1Net™ (cont'd)**B. DEFINITIONS (cont'd)****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 services or a common bureau serving a group of such entities.

Record

A telephone number and the 9-1-1 database information associated with that number.

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.

Universal Emergency Number/911 Telecommunications 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.

9-1-1Net™ (cont'd)

C. TERMS AND CONDITIONS

1. 9-1-1Net is only available to PSAPs for use in the provision of Universal Emergency Number/911 Telecommunications Service, to the extent required.
2. This Part applies to 9-1-1Net provided by Ameritech, hereafter referred to as the "Company."
3. General Regulations as found in Part 2 of the Ameritech Tariff, M.P.S.C. No. 20R apply to this Part unless otherwise specified in this Part. The term "customer," which appears in Part 2 General Regulations, is the equivalent of the term "PSAP" in this Part. (C)
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4. This service is limited to accommodating access to Ameritech databases required to furnish central office telephone number 911 as the universal emergency telephone number, as defined in Part 8, Section 3 of the Ameritech Tariff, M.P.S.C. No. 20R. (C)
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5. The Customer is responsible for the connection medium, which is not a component of 9-1-1Net Service.
6. The Company is not liable for the accuracy and content of 911 record data input by the PSAP. The PSAP is responsible for maintaining the accuracy and content of all data that it delivers to the Company.

9-1-1Net™ (cont'd)**C. TERMS AND CONDITIONS (cont'd)**

7. The PSAP, as a condition of service, agrees to abide by all confidentiality and nondisclosure requirements, as defined in any applicable agreement or by law.
8. The Company will provide and coordinate the installation of 9-1-1Net software and provide training and subsequent technical support as required.
9. The prices for 9-1-1Net Service do not include the inspection or monitoring of PSAP data to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The PSAP shall be responsible for maintaining the connection medium so that it, in the judgment of the PSAP, is functioning properly for its use. The Customer shall promptly notify the Company in the event that their facilities are not functioning properly. (C)
10. Notwithstanding anything to the contrary contained herein, the Company's liability to the requesting PSAP and any third person shall be limited to the maximum extent permitted by Applicable Law. Under no circumstances shall the Company incur any liability, direct or indirect, to any other person on whose behalf a 911 call is made.
11. 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 language, medical, and disability information associated with the originating station location are furnished to the PSAP.
12. The Customer shall be responsible for the payment of all charges billed by the Company for the provision of 9-1-1Net as prescribed by law, and/or any applicable agreement with the PSAP.

9-1-1Net™ (cont'd)**D. FEATURES****1. Standard Features****Bronze Edition**

MSAG Coordination - Ability to query and review data and submit on-line change requests.

ALI Discrepancy Reports - Analysis reports identifying incorrect address information, call misroutes and records not found.

Two-way Electronic Mail - Provides electronic mail access between the Customer and the Company.

2. Optional Features

The following optional editions are in addition to the standard features provided in the Bronze Edition.

Silver Edition

Hierarchical Approval for MSAG and ALI Reports - Ability to specify a PSAP as the oversight agency for other PSAP's within the Customer's jurisdiction. MSAG coordination and ALI Discrepancy Reports from subordinate PSAP's require the approval of the oversight agency.

Monthly Reports of Base Metrics and Statistical Data - Tabular call data available by class of service, anonymous calls by trunk, misroutes, records not found, average daily busy period calculations, and MSAG changes.

Expanded Electronic Mail - Provides electronic mail access to other 9-1-1Net users.

9-1-1Net™ (cont'd)**D. FEATURES (cont'd)****2. Optional Features (cont'd)****Gold Edition**

Hierarchical Approval for MSAG and ALI Reports - Ability to specify a PSAP as the oversight agency for other PSAP's within the Customer's jurisdiction. MSAG coordination and ALI Discrepancy Reports from subordinate PSAP's require the approval of the oversight agency.

Monthly Reports of Base Metrics and Statistical Data and History - Tabular call data available by class of service, anonymous calls by trunk, misroutes, records not found, average daily busy period calculations, and MSAG changes provided monthly and a 12 Month Historical analysis.

Expanded Electronic Mail - Provides electronic mail access to other 9-1-1Net users.

Trending and Graphing Capabilities - Ability to produce trending and graphing charts of base metrics and statistical data.

Quarterly ALI Log Compact Discs - Compact Diskettes containing Automatic Location Identification data provided upon request.

9-1-1Net™ (cont'd)

F. PRICES

9-1-1Net is provided on a 12 month term which is automatically renewed upon expiration, unless canceled by either party, as defined in any applicable agreement or by law. Customers will be billed the full annual price prior to commencement of the annual service period, as reflected below.

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9-1-1Net charges are applicable for each workstation utilizing 9-1-1Net software, and include provision of one User ID per software load. Additional User ID's will be provided at an additional charge.

Pricing for 9-1-1Net's Gold Edition customers whose annual ALI retrievals are in excess of 250,001 records will be determined on a customer specific basis.

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9-1-1Net™ (cont'd)

F. PRICES (cont'd)

1. Service Elements

Description	Annual ALI Retrievals	Nonrecurring Charge	Annual Billed Price	(C)
Bronze Edition		\$300.00	\$300.00	(C)
Silver Edition				(C)
Tier A	0 < 5,000	300.00	600.00	
Tier B	5,001 < 50,000	300.00	1,200.00	
Tier C	50,001 < 250,000	300.00	2,400.00	
Tier D	> 250,000	300.00	6,000.00	
Gold Edition				(C)
Tier A	0 < 5,000	300.00	2,400.00	
Tier B	5,001 < 50,000	300.00	4,800.00	
Tier C	50,001 < 250,000	300.00	12,000.00	
Tier D	> 250,000	300.00	ICB	
Additional User ID, per ID		100.00		(C)

2. Other Applicable Charges and Payments

(N)

References:

<u>Service</u>	<u>Reference</u>	(N)
Universal Emergency Number 911/Telecommunications Service Tariff	Ameritech Tariff, M.P.S.C. No. 20R, Part 8, Section 3	(C)

3. Termination Charges

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If 9-1-1Net service is canceled or removed prior to expiration, the Customer is responsible for the full payment of the annual charges for the contracted period.