

## 2. BASELINE 3-1-1 SERVICE

### A. DESCRIPTION

Baseline 3-1-1 nonemergency service is an intraLATA local service that will provide the local government entity ("customer") the ability to terminate all 3-1-1 dialed incoming calls to a central location or to alternate customer-defined location(s) based on the originator's Calling Party Number (CPN) and associated nine-digit zip code.

Baseline 3-1-1 can also be used to provide access to local government offices (such as the Mayor's Office, Department of Parks and Recreation, Planning Commission, etc.). Access to local government offices can only be provided in addition to nonemergency access to police and fire. This capability is dependent upon ancillary Customer Premise Equipment (CPE) (i.e., IVR, ACD, etc.) capabilities or customer resources (i.e., Operators to transfer calls).

Baseline 3-1-1 Service will recognize, route and deliver 3-1-1 dialed calls to Customer Provided Equipment which either (i) originate from Ameritech end offices serving the customer, or (ii) originate from non-Ameritech end offices, provided that the customer, Ameritech and other service providers have reached an agreement as to the interconnection and processing of 3-1-1 calls originating from non-Ameritech end offices.

Calls to "3-1-1" will be routed via the Ameritech public switched network utilizing Advanced Intelligent Network platforms and features to route the call to customer designated location(s).

## 2. BASELINE 3-1-1 SERVICE (Cont'd)

## B. DEFINITIONS

**Advanced Intelligent Network (AIN)**

AIN is a telecommunications network that is software controlled. The network "intelligence" is located in computer nodes which are distributed throughout the network, rather than being confined to the originating and terminating switching offices. Before calls (either outbound or inbound) are sent to their final destination, the network queries a database for disposition of the call.

**Calling Party Number (CPN)**

The ten digit telephone number of the calling party.

**Route To Number**

Ten digit telephone number(s) designated by the customer for terminating 3-1-1 calls.

**SecurID**

A security application to be utilized by authorized personnel to access the Service Management System.

**Service Management System**

A computerized database containing relational customer data information that is utilized to route 3-1-1 calls.

**Signaling System No. 7 (SS7)**

The telecommunications signaling system using protocols recommended by the International Consultative Committee for Telegraphy and Telephony (ICCTT) used by Ameritech to route calls over the public switched network.

## 2. BASELINE 3-1-1 SERVICE (Cont'd)

## C. TERMS AND CONDITIONS

In addition to the general regulations found in Part 2, Section 2, the following regulations apply to Baseline 3-1-1 Service:

1. A prospective Baseline 3-1-1 Service customer must make separate arrangements for business Local Exchange Access Service prior to establishment of Baseline 3-1-1 Service.
2. Baseline 3-1-1 Service is available where facilities permit and subject to the terms and conditions specified in this guidebook, Part 2, Section 2, Paragraph 10.2(A).
3. Baseline 3-1-1 Service is only available on a thirty-six (36) month term payment plan basis. The thirty-six (36) month term period will begin on the completion date of the Service Order.
4. Applicable charges for local calls placed to Baseline 3-1-1 will be billed to the originating party.
5. Baseline 3-1-1 Service is compatible with Caller ID Service network functionality when used in conjunction with basic exchange services. Caller ID Service is available where facilities permit at the applicable guidebook price.
6. With establishment of Baseline 3-1-1 Service, the customer will be provided with a SecurID access card. SecurID cards provide the customer with access to the Baseline 3-1-1 Service network system in order to maintain or modify the customer's Routing Table or Database, and to access standard Baseline 3-1-1 Service reports.

Upon receipt of the SecurID card(s), the customer assumes responsibility for safeguarding the use of their assigned card(s) and for any breaches to security resulting from the loss or misuse of the SecurID card(s).

## 2. BASELINE 3-1-1 SERVICE (Cont'd)

## D. FEATURES

## 1. Standard Features

**Call Routing**

3-1-1 dialed calls can be terminated to a customer defined location or to alternate locations.

**Management Reports**

Baseline 3-1-1 Management Reports can be accessed via dial-up access. Reports available include the Default Number Report and Summary Report.

## 2. Optional Features

**Day of Year and Time of Day Routing**

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of year (specific date) that calls originate.

**Day of Week and Time of Day Routing**

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of week that calls originate.

## 2. BASELINE 3-1-1 SERVICE (Cont'd)

## E. PRICES

## 1. Service Elements

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Payment Term Payment Plan 36 Months</u>
<b>Baseline 3-1-1 Service,</b> per customer, per LATA	\$5,500.00	\$250.00
<b>Routing Table Development/Updates</b>		
First 500 records	100.00	-
Each additional 500 records, or fraction thereof	70.00	-
<b>Routing Table Maintenance Charges,</b> per Route to Number	-	15.00
<b>Distribution/Routing Criteria,</b> per subscription		
NPA or NPA/NXX	75.00	50.00
NPA/NXX with Zip +4	125.00	75.00
<b>Additional Routing Options</b>		
Day of Year and Time of Day	50.00	25.00
Day of Week and Time of Day	50.00	25.00

2. BASELINE 3-1-1 SERVICE (Cont'd)  
 E. PRICES (Cont'd)  
 1. Service Elements (Cont'd)

<u>Description</u>	<u>Price Per Call</u>
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**Query/Routing Charge**

total 3-1-1 calls, per month, per LATA

0 - 50,000 calls	\$0.10
50,001 + calls	0.08

<u>Description</u>	<u>Price Per Minute</u>
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**Additional Minutes of Use,**

per minute, for each minute of use beyond the first twenty (20) minutes of each message

\$0.04

2. BASELINE 3-1-1 SERVICE (Cont'd)  
E. PRICES (Cont'd)

## 2. Payment Plans

• **Term Payment Plans**

Baseline 3-1-1 Service is only offered under a Term Payment Plan for a period of 36 months.

## 3. Termination Charges

In the event that a customer initiates a Service Order request for Baseline 3-1-1 Service, and subsequently cancels the Service Order prior to full operational establishment of service, the customer remains liable for all nonrecurring service establishment charges specified in this guidebook.

Customers that cancel their Baseline 3-1-1 Service before the term expiration date will be billed a termination liability which consists of a lump sum equal to the non-usage sensitive monthly recurring charges specified in this guidebook times the number of months remaining on the term period, rounded up to the nearest whole month.

Any cancellation or termination liability lump sum payment will become due and payable in its entirety immediately upon calculation and presentation of the lump sum bill statement.

At the expiration of the thirty-six (36) month term period, subsequent monthly billing will revert to the Baseline 3-1-1 Service monthly prices in effect at that time, as specified in this guidebook. Termination liability charges are no longer applicable once the term period has expired.

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