

1. CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)

Effective July 15, 2024, Customer Location Alternate Routing will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.

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3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. DESCRIPTION

1. When requested by local authorities, the Company will provide a universal Central Office number 911 for use of public emergency answering centers engaged in assisting local governments in protecting the safety and property of the general public.

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

2. Universal Emergency Number Service, (also referred to as Enhanced 911 Service or E911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.
3. This service is furnished subject to the availability of appropriate Central Office facilities and compatibility of terminal equipment.
4. It is intended that use of the 911 number will provide the public with a means of simple and direct telephone access to such local emergency answering centers.
5. The Company will arrange to route 911 telephone calls from telephones with specified Area Code and Central Office designations to an emergency answering center specified by an appropriate local government or governments.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

B. DEFINITION OF TERMS

Additional E911 Exchange Line: Additional terminating line at a PSAP that may be ordered by the customer as an optional feature.

Alternate Routing (AR): A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or 2) the primary PSAP closes down for a period (night service). This is a standard feature of E911 Service.

Automatic Location Identification (ALI): A feature by which the name (Business Accounts Only) and the address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. The address displayed on calls placed from additional telephones with the same telephone number at another address location will be that of the main service location.

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

Call Transfer - Attendant can transfer the 911 incoming calling party to another agency via a two-way line circuit.

Called Party Hold - A 911 connection is retained regardless of the switchhook status of the 911 calling party. The attendant remains off-hook or places the calling party on hold. This feature is a function of the 911 Central Office trunk and is applicable only to 911 calls trunked directly from the originating Central Office.

Data Management System (DMS): 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.

Default Routing (DR): A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service. Four party and rural service will be default routed.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
B. DEFINITION OF TERMS (Cont'd)

Display and Transfer Unit: A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position. The attendant can then activate Fixed and/or Selective Transfer functions (defined below). Transfer is not provided when used with D911 Service.

End Office: The Central Office(s) in the 911 System which receive originating 911 calls.

Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

Emergency Ring Back: The PSAP attendant can ring the 911 calling party who goes on-hook after the call is answered by the attendant. Calling Party Hold is a prerequisite for this feature.

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

Fixed Transfer: A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect: A function of the 911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

Idle Tone Application: A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard.

Manual Transfer: A feature that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit and is a standard feature of E911 Service.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
B. DEFINITION OF TERMS (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. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only, and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

Selective Transfer: A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labelled with the type of agency, e.g., "Fire," on the Display and Transfer Unit. This type of transfer is only available when the SR feature is provided.

Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.

Switchhook Status: A feature that provides the PSAP attendant audible and visual indication of whether a 911 call put on hold is still on hold or has disconnected. Switchhook status feature is limited to 911 calls trunked directly to the Emergency Answering Bureau from the originating Central Office via metallic facilities.

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer: A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

C. RULES AND REGULATIONS

1. This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality. All 911 calls from a 911 calling area will be routed to the same answering lines.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. 911 service will require one-way incoming lines. The public safety agencies will subscribe to other exchange telephone service. Normal exchange service or private line service will be required for incoming telephone calls, other than local 911 calls, and for all outgoing telephone calls from the emergency answering center.
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. Central Office transfer of a 911 call is not provided with B911, C911, or D911 Service.
5. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
6. Temporary suspension of service is not provided for any part of the E911 Service or for E911 Premises Equipment used to provide D911 Service.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

7. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
8. The provision of the emergency answering center is the responsibility of a municipality, group of municipalities or other governmental agency. Applicants for this service must make arrangements to serve the entire Central Office serving area in question even though the Central Office boundaries and community boundaries do not coincide.
9. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
10. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.
11. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms set forth in this section and other sections of this Guidebook.
12. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of \$50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

13. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
14. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
15. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
16. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
C. RULES AND REGULATIONS (Cont'd)

17. The customer must furnish the Company its agreement to the following terms and conditions:

- a. Applicants for this service must also provide an adequate number of trained personnel to receive and dispatch calls to meet public demand on a 24 hour basis.

That all 911 calls will be answered on a 24-hour day, seven-day week basis.

- b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. An emergency answering center must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance or other emergency services as reasonably available and required.
- c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
- d. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
- e. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed. Applicants for B911, C911 and D911 service must subscribe for adequate facilities to provide satisfactory service to the public. (A minimum of two trunks will be required for each Central Office designation served.)

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
C. RULES AND REGULATIONS (Cont'd)

18. Any terminal equipment used in connection with E911 Service, whether such equipment is provided by the Company or the Customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification feature as the source of an in-progress 911 call.
19. E911 and D911 call information such as the name, address or telephone number of a telephone customer whose listing is not published in the directory or listed in Directory Assistance Offices is confidential. Call information will be provided only for the purpose of responding to an emergency call.
20. The E911 and D911 calling party forfeits the privacy afforded by Semi-Private Listing Service and Private Listing Service to the extent:
 - that with E911 (ANI) the telephone number and address or names (Business Accounts only) with ALI associated with the originating station is/are furnished to the PSAP.
 - that with D911 the telephone number (and address with 911 CALLS) associated with the originating station is/are furnished to the PSAP.
21. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 or D911 Service. When the Selective Routing feature is provided, Default Routing and Central Office identification will be provided in lieu of Selective Routing and ANI Display for offices not equipped for ANI.
22. The telephone number or address of a D911 or E911 caller will not be displayed on calls placed over four-party or rural lines. Central Office identification is provided in lieu of the telephone number and address.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
C. RULES AND REGULATIONS (Cont'd)

23. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:
- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company for that purpose at a mutually agreed upon time prior to the effective date of the service.
 - b. 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 in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
 - c. The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations.
 - d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
C. RULES AND REGULATIONS (Cont'd)

24. The initial service period for E911 and D911 service is 6 months.
25. Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.
26. All customer premise equipment used in providing E911 service features under provision of this section is to be Company-provided except that:
 - a. All but not part of the equipment used to provide the ANI service feature may be Customer-provided.
 - b. ALI display unit(s) may be Customer-provided.

D. SERVICE FEATURES

1. B911 Service

Type 1 - Basic 911 Service without options. This service presents a 911 call to an emergency answering center in a manner similar to a normal exchange telephone call. The 911 call is routed from the calling party's Central Office via exchange network facilities to the emergency answering center or by tandem switching using the exchange telephone network.

2. C911 Service

Type 2 - In addition to the features in B911 above, Type 2 Basic 911 Service provides for Idle Tone Application and Forced Disconnect. This service requires the use of a Basic 911 Central Office Line Termination Unit.

Type 3 - In addition to the features in B911 and C911 Type 2 above, Type 3 Basic 911 Service provides for any or all the features of Calling Party Hold, Switchhook Status and Emergency Ringback. This service requires the use of a Basic 911 Central Office Line Termination Unit and direct trunking from each Central Office. The provision of these features is also dependent on the capability of the premises equipment used to terminate 911 Central Office lines.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
D. SERVICE FEATURES (Cont'd)

3. D911 Service

a. Service Description ANI Feature

Provides B911 Service plus forwarding of the calling party's ANI telephone number to the PSAP. D911 Service requires use of ANI PSAP equipment for display of the ANI information. Central Office transfer of 911 calls is not provided with D911 service. A Key Telephone System or Automatic Call Distributor System (or similar equipment) may be used to answering incoming 911 calls.

b. Optional Callers Address Location System (911 CALLS)

Provides display of the 911 caller's address, along with the ANI telephone number on the ANI display. The address display may be activated automatically or manually. It utilizes a Company supplied software and data base. Updates to the data base are provided by the Company based on a customer selected interval. This service option requires the use of a customer provided personal computer(s) which is/are compatible with the data base and software.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)
D. SERVICE FEATURES (Cont'd)

4. Enhanced 911 Service (E911)

a. E911 Service is available in five service feature offerings:

- Automatic Number Identification (ANI)

Charges are based on the total number of exchange access lines served by the local switching offices for which ANI information is available for display at a PSAP.

- Selective Routing¹ (SR)

Charges are based on the total number of exchange access lines served by the local switching offices that will be Selectively Routed through the Enhanced 911 Control Office.

- Automatic Number Identification and Selection Routing (ANI/SR)

Charges are based on the local number of exchange access lines to which both ANI and SR applies.

NOTE 1: When SR is introduced different service features may be applied to the SR subsets without being applied to the total exchange access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different service feature combination as long as SR is one of the features.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

D. SERVICE FEATURES (Cont'd)

4. Enhanced 911 Service (E911) (Cont'd)

a. E911 Service is available in five service feature offerings: (Cont'd)

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

Charges are based on the total number of exchange access lines served by the local switching offices for which ANI and ALI information is available for display at PSAP.

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

Charges are based on the total number of exchange access lines to which SR, ANI and ALI apply.

- b. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer provided terminal equipment. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe for an additional E911 Exchange Line.

- c. The following standard features are included with each of the service offerings:

- Forced Disconnect
- Default Routing
- Alternate Routing (Night Service)
- Speed Calling
- Central Office Transfer Arrangements

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

D. SERVICE FEATURES (Cont'd)

4. Enhanced 911 Service (E911) (Cont'd)

- d. PSAP equipment, offered for use with D911 and E911 Service, includes the following:
 - ANI Display with D911 and E911 and Transfer equipment with E911, consisting of a micro-processor-controlled, stored program system capable of serving up to fifteen incoming 911 lines and fifteen Display and Transfer Units.
 - ALI equipment providing retrieval of the calling party's address from a data base and its display on units located at attendant positions. A maximum of fifteen display units may be installed per system.

E. RATES AND CHARGES

1. 911 Service

a. Messages

- The calling party is not charged for calls placed to the 911 number.
- Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

b. Facilities and Service Components (except E911)

Filed rates for measured PBX trunks, or measured business lines as appropriate will apply for each 911 access line provided to an emergency answering center location.

- (1) When 911 access lines are provided in a multi-Central Office exchange¹ or in an exchange other than that in which the emergency answering center is located and such exchange has extended area service to the exchange wherein the emergency answering center is located, the filed rates for trunks or business lines for such exchange apply except as expressed in (2) following.

NOTE 1: Does not apply to an existing customer as of the effective date of this change.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

1. 911 Service (Cont'd)
 - b. (Cont'd)
 - (2) When 911 access lines are provided and the subscriber requests special options or features that require direct trunking, charges apply as shown in either Part 4, Section 2, of this guidebook or Part 15, Section 2, in addition to the filed rates and charges for trunks or business lines applicable in such exchange. The determination of the inter-exchange mileage charges for 911 access lines will be based on a measurement between the rate centers or between the wire centers of the respective exchanges depending on which guidebook is applied.
 - (3) When 911 access lines are provided in an exchange other than that in which the emergency answering center is located and such exchange does not have extended area service to the emergency answering center exchange, charges as shown in either Part 4, Section 3, of this guidebook or Part 15, Section 2, apply in addition to the filed rates and charges for trunks or business lines applicable in such exchange. The determination of the inter-exchange mileage charges for 911 access lines will be based on a measurement between the rate centers or between the wire centers of the respective exchanges depending on which guidebook is applied.
 - (4) Channels connecting an emergency answering location to various emergency agencies such as fire, police, or ambulance service, are provided at filed guidebook rates for the private line channels and facilities.
 - (5) Standard equipment and facilities provided in connection with 911 Service are furnished at rates and charges set forth elsewhere in this guidebook.
 - (6) Special equipment and service arrangements for which provision is not otherwise made in these guidebooks, are furnished whenever practicable at charges based on costs.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

1. 911 Service (Cont'd)

- c. The following rates are in addition to the filed rates for measured PBX trunks or business lines for each 911 access line associated with C911 or D911 Service.

	<u>USOC</u>	<u>Install Charge</u>	<u>Per Month</u>
C911 SERVICE TYPE 2			
Central Office Line Termination Unit, each Equipped for Idle Tone Application and Forced Disconnect, I required for each 911 line.	9RI	\$ 340.00 ³	\$ 24.70
C911 SERVICE TYPE 3			
Central Office Line Termination Unit, each ¹ Equipped for Idle Tone Application, Forced Disconnect, Switchhook Status, Calling Party Hold, and Emergency Ring Back.	9R2	410.00 ³	29.90
D911 SERVICE			
Central Office Line Termination Unit, each, Equipped for ANI ^{1,2}	B9A	1350.00 ³	60.00

2. Enhanced 911 Service (911)

a. Optional 911 CALLS

Initial Data Base and Software			
1 - 20,000 Access Lines	E3S1	12,500.00	177.00
20,001 - 40,000 Access Lines	E3S2	13,500.00	177.00
40,001 - 60,000 Access Lines	E3S3	14,500.00	177.00
Over 60,000 Access Lines	NA	NO ⁴	NO ⁴
Updates			
1 - 20,000 Access Lines	E291	NO	94.00
20,001 - 40,000 Access Lines	E292	NO	112.00
40,001 - 60,000 Access Lines	E293	NO	115.00
Over 60,000 Access Lines	NA	NO ⁴	NO ⁴

NOTE 1: Requires direct trunking from each Central Office.

NOTE 2: Requires use of ANI-PSAP Customer Premises Equipment. Rates and charges for Telephone Company provided equipment are in paragraph E. following.

NOTE 3: These charges are eligible for payment under the Installment Payment Plan Non-Recurring Service Connection Charges.

NOTE 4: Rates quoted under provisions for Special Service Arrangements.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. Enhanced 911 Service (911) (Cont'd)

	<u>USOC</u>	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
b. <u>Service Features</u>			
(1) Automatic Number Identification, per 1000 exchange access lines served ¹	E8X	\$ 523.95	\$ 27.60
(2) Selective Routing, per 1000 exchange access lines served ¹	E8R	1511.10	88.25
(3) Combined Automatic Number Identification and Selective Routing, per 1000 exchange access lines served ¹	E8T	1585.00	99.25
(4) Combined Automatic Number and Location Identification, per 1000 exchange access lines served ¹	E8V	1522.15	102.60
(5) Combined Automatic Number and Location Identification and Selective Routing, per 1000 exchange access lines served ¹	E8Z	1957.85	112.50
(5) Additional (optional) E911 Exchange Line terminating at PSAP, each	E8K	330.90	63.95

NOTE 1: Rounded to nearest 1000 exchange access lines (excluding all types of WATS terminations) with a minimum billing of 1000 exchange access lines in any one exchange served. This count is based upon the maximum number of the above stated exchange access lines in service during the most current twelve month period at the time service is established. This count will be adjusted annually based upon the service establishment date.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. Enhanced 911 Service (911) (Cont'd)

c. PSAP Equipment

	<u>USOC</u>	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
(1) Automatic Number Identification ¹ Feature			
- Master controller providing common equipment, wiring and trunk equipment for up to four incoming lines and/ or four display units, (maximum one per system), each	E9S	\$9248.65	\$500.00
- Auxiliary controller providing common equipment and wiring for next eleven incoming lines and/or display units (maximum one per system), each	E9E	3171.15	118.75
- Additional trunk equipment (required with Auxiliary Controller) for up to four incoming lines units (maximum three per system), each	E9Y	617.70	37.95
- Display and transfer unit (maximum 15 per system), each	E9U	606.65	30.00
- Commercial power conversion unit (optional)	E9P	1207.80	84.00

NOTE 1: PSAP equipment used to provide ANI display with E911 may be used to provide ANI display with D911 Service.

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. Enhanced 911 Service (911) (Cont'd)

c. PSAP Equipment (Cont'd)

	<u>USOC</u>	<u>Service Establishment Charge</u>	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
(2) Automatic Location Identification Feature				
- Master controller for up to three ALI display units (maximum one per system), each				
installed at same time as ANI equipment	E8L	\$1358.10	\$ 9,816.70	\$506.10
added to existing ANI system	E8L	1358.10	11,250.00	506.10
- Auxiliary controller for up to four additional ALI display units (maximum three per system), each	E8N	1461.50	54.50	
- Display unit (maximum fifteen per system), each	E8P	1571.80	82.00	
- Interior wiring per display unit	E8Q	38.60	1.10	

3. OBSOLETE UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. Enhanced 911 Service (911) (Cont'd)

d. Subsequent Installation Charges

Additional PSAP equipment which is added to the initial installation of the service is subject to one of the following subsequent non-recurring charges in addition to the non-recurring charges for an Initial Installation. When two or more Subsequent Installation charges are involved in the same subsequent installation only the higher Subsequent Installation charge is applied.

	<u>USOC</u>	<u>Non-Recurring Charge</u>
(1) ANI auxiliary controller	E9E	\$ 560.00
(2) ANI Additional trunk equipment	E9Y	\$ 606.65
(3) ANI Display and transfer unit,	E9U	\$ 380.55
(4) ALI auxiliary controller	E8N	\$ 419.15
(5) ALI Display unit	E8P	\$ 402.60
(6) ALI Interior wiring	E8Q	\$ 386.05

F. MOVES OR CHANGES

1. Moves or changes involving equipment at PSAP locations will be based upon costs not to exceed non-recurring charges as specified in the Guidebook.
2. Charges for customer requests that necessitate additions, removals, moves, or changes of access facilities and/or equipment on Company premises will be based upon costs per request.
3. Installation of additional facilities to maintain a satisfactory grade of service such as described in Rules and Regulations Section 3.C.10, of this guidebook will be provided by the Company at no additional charge to the customer.

4. OBSOLETE EMERGENCY ALARM AND REPORTING SERVICE

A. PUBLIC EMERGENCY REPORTING TELEPHONE SERVICE

1. General

- a. The Company will provide to municipalities and other customers facilities for an emergency reporting telephone service which will permit direct conversations between reporting telephones and a private branch exchange switchboard located on the customer's premises. Where the customer is a municipality, reporting telephones may be in locations which are generally accessible to the public. The use of such service by the public is intended for requests for police assistance, reports of fires or other emergencies.
- b. The Company will also provide crash alarm arrangements to establish an emergency conference through a dial PBX system primarily for use in airport operations.
- c. The Company will also provide group alerting and dispatching service for use by volunteer fire departments or other emergency organizations of a like nature where there is a need for a simultaneous connection to a number of exchange telephones.

2. Regulations

- a. Since failures, delays or interruptions in transmission may occur without the fault of the Company, and such service is being furnished as an aid in fire and police department protection and other emergencies, the liability of the Company for any damage caused by such failures, delays or interruptions in transmission, or for any other damages arising out of the use of such service, shall be as specified in General Regulations of this Guidebook.

4. OBSOLETE EMERGENCY ALARM AND REPORTING SERVICE (Cont'd)

A. PUBLIC EMERGENCY REPORTING TELEPHONE SERVICE (Cont'd)

2. Regulations (Cont'd)

- b. The Telephone Company will furnish all facilities, except as may be otherwise provided herein, required for such emergency reporting telephones at locations designated by the customer and connected by lines to special type private branch exchange switchboard equipment.
 - (1) Pedestals for emergency reporting telephones will be furnished by the municipality. Where required, the concrete footing for the pedestal and any conduit to the nearest pole or manhole will be furnished by the customer or at his expense.
 - (2) Loud speakers on dispatch channels will be furnished by the customer.
 - (3) Status sensing equipment at the distant fire house end of the status alarm channel will be furnished by the customer.
 - (4) Voice recording equipment will be furnished by the customer.
- c. The special types of private branch exchange switchboard positions together with any associated equipment shall be located on the customer's premises.
- d. All operating on the customer's premises will be performed by the customer. Any necessary power outlets and commercial power for the operation of the system shall be provided by the customer.
- e. In the interest of public safety, when private fire detection or alarm systems of individuals or firms are supervised and monitored by the municipality, the Telephone Company will, if requested, provide connecting channels associated with the switchboard or separately at the municipal dispatch location, for such fire detection or alarm systems as an adjunct to the emergency telephone reporting service.
- f. Group alerting and dispatching service common equipment will be located in the serving Central Office with the dispatchers telephone instrument located at a control point on the customers premises.

4. OBSOLETE EMERGENCY ALARM AND REPORTING SERVICE (Cont'd)
A. PUBLIC EMERGENCY REPORTING TELEPHONE SERVICE (Cont'd)3. Group Alerting And Dispatching Telephone Service¹

	Termination		Per
	<u>USOC</u>	<u>Liability</u> ²	<u>Month</u>
a. Common Serving Central Office			
- single group system	56V	\$5,475.70	\$199.00
- multi-group system	6EF	6,246.50	199.00
b. Line equipment, each	56Y	NO	7.20
- Private Lines	NO	NO	RR ³

NOTE 1: Discontinued - rates and charges apply only to existing systems. Additions and maintenance to existing systems service may be made from stock. A one-time charge based on the revenue requirements related to actual cost of installation will apply to additions. In determining the one-time charge, the total revenue requirement, plus 15%, associated with the requested addition will be adjusted for the monthly rate and stated on a one-time charge basis. The one-time charge for change and rearrangements will be based on the differential revenue requirement, plus 15%, associated with the actual expenses and capital to accomplish the customer request.

NOTE 2: Reducing 1/60 for each month of service.

NOTE 3: Dedicated Communications Services mileage charges apply.

5. OBSOLETE TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

A. GENERAL

The Telecommunications Device for the Deaf (TDD) includes an integrated acoustic coupler data set, four row keyboard, visual display, line and terminal indicators, battery and AC adapter, battery recharger, and printer interface.

The Company does not guarantee prompt repair of this TDD.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Acoustically Coupled TDD	TJD	\$ 5.85	\$6.10
Single payment lease	TJDX1	266.40	-
Purchase Price	TJD	226.50	-
Carrying Case	VCU	24.30	-
Repair Charge, per occasion		65.30	-

6. OBSOLETE SPECIALLY ASSEMBLED SPEAKERPHONE

A. DESCRIPTION

The specially assembled speakerphone is a unit comprised of a speaker and microphone to provide hands-free communication. The set is activated by a sip and puff switch or a blow switch which provides automatic dialing to the operator. It is intended for use by a customer who is unable to dial.

If there is not another telephone set on the premises, an external bell is necessary to hear the telephone ring.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Specially Assembled Speakerphone	SZW	\$ 4.50	\$9.20
Single Payment Lease	SZWX1	397.45	-
Preamsembled Specially Assembled Speakerphone	SZY	32.50	9.20
Single Payment Lease	SZYX1	425.45	-

7. OBSOLETE NIGHT, SUNDAY & HOLIDAY SERVICE

	<u>USOC</u>	<u>Per Month</u>
Plan 2 - Night Call Terminal ¹		
Facilities required to provide connection to an alternate number, each (In addition to rates for alternate listings shown in Section 7 of this guidebook)	NCB	\$2.75
Night call terminals may also be used with Central Office lines other than trunks		

NOTE 1: Discontinued - rates and charges apply only to existing systems. Additions and maintenance to existing systems may be made from stock. A one-time charge based on the revenue requirements related to actual cost of installation will apply to additions. In determining the one-time charge, the total revenue requirement, plus 15%, associated with the requested addition will be adjusted for the monthly rate and stated on a one-time charge basis. The one-time charge for changes and rearrangements will be based on the differential revenue requirement, plus 15%, associated with the actual expenses and additional capital to accomplish the customer request.

8. OBSOLETE INTRASYSTEM PREMISES WIRE CHARGE

A. DESCRIPTION

1. Upon the effective date of this guidebook, all existing Intrasystem Premises Wire will be obsolete and existing month to month, Variable Term and Two Tier, Tier B recurring rates associated with obsolete Intrasystem Premises Wire will be sum billed. From that day forward that sum will not change due to additions or deletions of stations or suspension of service. This charge will apply unless the customer elects one of the following: (1) purchases the premises wire (2) discontinues service at the present location or (3) pays a non-recurring charge, discounted at a rate of 11.3%, in lieu of the monthly wire use charge. This charge will reduce by 15% each year until June 30, 1988, at which time the charge will be eliminated.
2. A new customer becomes responsible for the sum billing upon supersedure (service transferred to a new customer at the same location) unless the new customer elects to supply their own Intrasystem Premises Wire.

B. SUM BILLING

The following obsolete Intrasystem Premises Wire has been identified as premises wire that will be sum billed:

Obsolete Intrasystem Premises WireFormer USOC

Button Telephone Station Lines

Each	KEL02
Each	KEL25
Each	KEL50
Each	KEL5A
Each	KEL75
Each	KELAX

Dialog

Each	KEL04
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COM KEY¹ 718

Each	CKY25
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NOTE 1: Registered Trademark of AT&T.

8. OBSOLETE INTRASYSTEM PREMISES WIRE CHARGE (Cont'd)
B. SUM BILLING (Cont'd)

<u>Obsolete Intrasystem Premises Wire</u>	<u>Former USOC</u>
COM KEY ¹ 1434	
Each	CKYMD
Each	CKY2C
COM KEY ¹ 416	
Each	CKF25
Each	CKF2A
Each	CKF2B
COM KEY ¹ 2152	
Each	CKY2B
Each	CKY50
Each	CKY2A
Each	CKY5A
Each	CKF75
Each	CKFAX
Each	CKFA7
Each	CKFB5
HORIZON ¹ and DIMENSION ²	
Each	ELE04
PBX Station Lines	
Each	
Electronic Call Distributor - 16 (EDC-16)	
Each	WOW
Each	WOW
Each	COZ
CENTREX	
Each	RX7 or RX8
Each	RVQ
Each	RXC
Each	ETS or ETW

NOTE 1: Registered Trademark of AT&T.

NOTE 2: Trademark of AT&T.

APARTMENT DOOR ANSWERING SERVICE^{/1/}

(C)

A. GENERAL

Apartment Door Answering Service is a tenant-visitor communications service between the building lobby and the tenant's apartment. This service is designed for use in large apartment houses as a means of identifying visitors and, when desired, admitting them to a locked building through the use of regular exchange telephone stations.

B. REGULATIONS

1. The subscriber for Apartment Door Answering Service is the building owner or management. This service is provided only if furnished in all apartments in the building. All charges for this service are billed to the subscriber and are in addition to all charges for services with which Apartment Door Answering Service is associated.
2. Tenants are responsible for payment of charges for their telephone service exclusive of Apartment Door Answering Service.
3. This service is provided to only one exchange line, providing either individual or two party service and associated telephones located within one apartment.
4. Apartment Door Answering Service is limited to one subscriber for each common equipment installation with a capacity of four lobby telephones and four hundred apartment arrangements. Additional systems will be furnished at filed rates and charges if requested by the subscriber.
5. The customer will: install the metal receptacle furnished by the Company for lobby telephones and will provide, install, and maintain the electrical door latch equipment and power necessary to activate the building entrance door latch(s); provide and install the connecting facilities between the door latch equipment and the Company connecting arrangement; provide and install the conduit or other suitable means for Company channel facilities within the building.

^{/1/} Discontinued - rates and charges apply only to existing service.

9. OBSOLETE APARTMENT DOOR ANSWERING SERVICE¹ (Cont'd)

B. REGULATIONS (Cont'd)

6. Apartments without exchange service or tenants of an apartment that do not wish to have Apartment Door Answering Service associated with their exchange service may be provided access to Apartment Door Answering Service only. Filed rates and charges will apply for the appropriate mileage and associated telephones and will be billed to the subscriber of Apartment Door Answering Service.
7. Lobby telephones will be furnished in brushed stainless steel finish only. These telephones will not be permitted to have access to bridged lines and will only have access to those stations equipped for Apartment Door Answering Service within the building in which they are installed. Message charges will not apply for calls between these telephones and the tenants apartments (in message rate areas) however, the timing for toll calls will continue while the toll call is held to answer a lobby call.
8. The customer will provide and maintain an up-to-date wall mounted building telephone directory at each lobby telephone location. This directory will display the apartment tenant's name, apartment number and the three digit dial code assigned to each apartment served by this service.
9. This service is furnished subject to the availability of suitable facilities.

NOTE 1: Discontinued - rates and charges apply only to existing service.

9. OBSOLETE APARTMENT DOOR ANSWERING SERVICE¹ (Cont'd)

C. LIABILITY OF THE TELEPHONE COMPANY

The offering of Apartment Door Answering Service does not create any relationship or obligation, direct or indirect, to any person other than the subscriber to this service. The obligation of the Company is limited to the extent of providing facilities suitable for ordinary telephone service and maintaining and operating those facilities in a manner proper for telephone service.

The Company has no responsibility with respect to (1) the suitability of any equipment not furnished by the Company, (2) the use of such equipment in connection with the Company's facilities, and (3) any other obligation of the subscriber as set forth preceding. The use of the subscriber's door latch equipment in connection with the facilities of the Company is permitted only on the condition that the Company shall not be responsible to the subscriber or any other person for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the Company equipment furnished for Apartment Door Answering Service, except as provided for above. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or to maintain and operate such facilities in a manner proper for telephone service is as set forth in General Regulations to this guidebook.

D. INDEMNIFICATION

The subscriber indemnifies and saves the Company harmless from any and all liability, damages, losses, claims or demands of any kind arising out of any act or omission of the subscriber or any other person in connection with facilities provided by the Company and from any and all liability, damages, losses, claims or demands of any kind for any infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus or systems of the subscriber.

NOTE 1: Discontinued - rates and charges apply only to existing service.

9. OBSOLETE APARTMENT DOOR ANSWERING SERVICE¹ (Cont'd)

E. RATES AND CHARGES

1. The rates and charges below are in addition to the rates and charges for all other services with which the Apartment Door Answering Service is associated.
2. Apartment Door Answering

	<u>USOC</u>	<u>Install Charge</u>	<u>Per Month</u>
a. Common equipment:			
Maximum capacity of 400 Apartment termination		\$294.30	\$104.30
b. Apartment connections:			
Associated with exchange service furnished in an apartment, each apartment		NO	.75
Apartment where exchange service is not provided, or exchange service is not associated with door answering, each apartment		NO	.75
Each 1/10 mile or fraction between Central Office and apartment building (airline) for each apartment where exchange service is not provided	1LDVE	NO	1.75

NOTE 1: Discontinued - rates and charges apply only to existing service.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING

(Effective November 11, 1996, new installations of Basic 911, Direct 911, and Callers Address Location System 911 will no longer be made Existing systems may be retained under current contract terms and conditions through their expiration or as determined through mutual agreement between the Company and the involved communities. This service will be withdrawn when all existing customers have moved to an alternative Ameritech 911 service or upon the discontinuance of Ameritech 911 service.)

A. DESCRIPTION

1. When requested by local government authorities, the Company will provide a universal Central Office number 911 for use of public emergency answering centers engaged in assisting local governments in protecting the safety and property of the general public.
2. The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the Central Office areas arranged for 911 calling.
3. Universal Emergency Number Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes lines and equipment necessary for the answering and transferring of public emergency telephone calls originated by persons within the serving area who dial 911.
4. This service is furnished subject to the availability of appropriate Central Office facilities and compatibility of terminal equipment.
5. It is intended that use of the 911 number will provide the public with a means of simple and direct telephone access to Public Safety Answering Points.
6. The Company will arrange to route 911 telephone calls from telephones with specified Area Code and Central Office designations to a Public Safety Answering Point specified by an appropriate local government or governments.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

B. DEFINITION OF TERMS

Automatic Location Identification (ALI)

A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. The address displayed on calls placed from additional telephones that are part of the same account at another address location will be that of the main service location.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the PSAP for display.

B911

Basic 911 (B911) Service provides completion of 911 calls via either the local exchange network or dedicated facilities. There are three distinct types of B911 Service: Type 1, Type 2, and Type 3. Type 1 B911 utilizes the local exchange network for transport of 911 calls.

Called Party Hold

A 911 connection is retained regardless of the switchhook status of the 911 calling party. The attendant remains off-hook or places the calling party on hold. This feature is applicable only to 911 calls trunked over dedicated facilities from the originating Central Office to the PSAP. This feature is available only with Type 3 B911.

Central Office Transfer

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

D911

Direct 911 (D911) Service provides completion of 911 calls via dedicated facilities with Automatic Number Identification (ANI) and, as an option, Caller's Address Location System (CALLS).

Data Management System (DMS)

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.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
B. DEFINITION OF TERMS (Cont'd)

Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position for D911. The attendant can then activate Fixed and/or Selective Transfer functions (defined below). The transfer function is not provided when the Display and Transfer Unit is used with D911 Service.

Emergency Ring Back

The PSAP attendant can ring the 911 calling party who goes on-hook after the call is answered by the attendant. Calling Party Hold is a prerequisite for this feature.

End Office

The Central Office(s) in the 911 System which receive originating 911 calls.

911 Service Area

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

Forced Disconnect

A function of the 911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the 911 exchange lines. It is a standard feature of Type 2 and Type3 B911 Service and D911 Service.

Idle Tone Application

A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard. Idle Tone Application is a standard feature of Type 2 and Type 3 B911.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
B. DEFINITION OF TERMS (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. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only, and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.

Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.

Switchhook Status: A feature that provides the PSAP attendant audible and visual indication of whether a 911 call put on hold is still on hold or has disconnected. Switchhook status feature is limited to 911 calls trunked directly to the Public Safety Answering Point from the originating Central Office via metallic facilities. Switchhook Status is inherent in Type 3 B911 Service.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
B. DEFINITION OF TERMS (Cont'd)

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer: A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

C. RULES AND REGULATIONS

1. This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality. All 911 calls from a 911 calling area will be routed to the same answering lines.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. 911 service will require one-way incoming lines. The Public Safety Answering Point will subscribe to other exchange telephone service. Normal exchange service or Bell Channel Service will be required for incoming telephone calls, other than local 911 calls, and for all outgoing telephone calls from the PSAP.
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
4. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. Manual transfer of a 911 call is not provided with B911 or D911 Service.

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10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
- C. RULES AND REGULATIONS (Cont'd)
5. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
 6. Temporary suspension of service is not provided for any part of 911 Service (premise equipment included).
 7. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
 8. The provision of the Public Safety Answering Point is the responsibility of the 911 customer. Applicants for this service must make arrangements to serve the entire Central Office serving area in question even though the Central Office boundaries and community boundaries do not coincide
 9. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
 10. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.
 11. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms set forth in this section and other sections of this guidebook.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

12. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of \$50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.
13. Each customer agrees to release, indemnify, defend and hold harmless the Company and its suppliers from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
14. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
15. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

16. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
17. The customer must furnish the Company its agreement to the following terms and conditions:
 - a. Applicants for this service must provide an adequate number of trained personnel to receive and dispatch calls to meet public demand. All 911 calls must be answered on a 24-hour day, seven-day week basis.
 - b. The customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. A PSAP must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance or other emergency services as reasonably available and required.
 - c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
 - d. The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - e. The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. Applicants for B911 and D911 service must subscribe to adequate facilities to provide satisfactory service to the public. A minimum of two trunks will be required for each Central Office designation served.
 - f. The customer will provide for receiving emergency calls from Telecommunication Devices for the Deaf (TDD) users.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

17. (Cont'd)
 - g. The customer, for itself and for all participating agencies, must provide in writing its agreement to release, indemnify, defend and hold harmless the Public Service Commission and the State of Wisconsin from any and all loss, claims, demands, suits or other action for (i) any personal injury to or death of any person or persons, (ii) any loss, damage, or destruction of property, or (iii) any infringement or invasion of the right to 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, its features and the equipment associated therewith, or by any service or information furnished by the Company or any participating local exchange carrier in connection therewith to the extent that any such loss, claim, suit or other action shall be grounded on the negligent or wrongful acts of the County, any participating public agency, or any employee or agent thereof.
18. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification feature as the source of an in-progress 911 call.
19. D911 call information such as the name, address or telephone number of a telephone customer whose listing is not published in the directory or listed in Directory Assistance is confidential. Call information will be provided only for the purpose of responding to an emergency call.
20. The D911 calling party forfeits the privacy afforded by Semi-Private Listing Service and Private Listing Service to the extent:
 - that with D911 the telephone number (and address with 911 CALLS) associated with the originating station is/are furnished to the PSAP.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
 - C. RULES AND REGULATIONS (Cont'd)
 21. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for D911 Service. When the Selective Routing feature is provided, Default Routing and Central Office identification will be provided in lieu of Selective Routing and ANI Display for offices not equipped for ANI.
 22. The telephone number or address of a D911 caller will not be displayed on calls placed over four-party lines. Central Office identification is provided in lieu of the telephone number and address.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

24. Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.
26. The receipt of any contract or amendment to a contract established under this guidebook shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the guidebooked service is offered, and to take any necessary action pursuant to such investigation, including issue orders.

D. SERVICE DESCRIPTIONS

1. B911 Service

Type 1 - Basic 911 Service without options. This service presents a 911 call to a Public Safety Answering Point in a manner similar to a normal exchange telephone call. The 911 call is routed from the calling party's Central Office via exchange network facilities to the PSAP or by tandem switching using the exchange telephone network.

Type 2 - In addition to the features provided with Type 1 B911 described above, Type 2 B911 Service provides for Idle Tone Application and Forced Disconnect. This service requires the use of dedicated trunking facilities and use of a Type 2 B911 Central Office Line Termination Unit for each 911 line.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

D. SERVICE DESCRIPTIONS (Cont'd)

1. B911 Service (Cont'd)

Type 3 - In addition to the features provided in Type 2 B911 described above, Type 3 B911 Service provides for any or all the features of Called Party Hold, Switchhook Status and Emergency Ringback. This service requires the use of a Type 3 B911 Central Office Line Termination Unit and dedicated trunking facilities from each Central Office. The provision of these features is also dependent on the capability of the premises equipment used to terminate 911 Central Office lines.

2. D911 Service

a. Service Features

D911 Service provides transport of 911 calls over dedicated facilities to a PSAP and forwards the calling party's ANI telephone number to the PSAP. D911 Service requires use of ANI PSAP equipment for processing and display of the ANI information. Central Office Transfer of 911 calls is not provided with D911 service. A key telephone system or automatic call distributor system (or similar equipment) may be used to answer incoming 911 calls.

b. Optional Callers Address Location System (911 CALLS)

Provides display of the 911 caller's name and address, along with the ANI telephone number on the ANI display. The address display may be activated automatically or manually. It utilizes a Company supplied data base and Company-provided software. Updates to the data base are provided by the Company based on a customer selected interval. Two measured business lines and the associated jacks are included with CALLS. This service option requires the use of a personal computer(s) which is/are compatible with the data base and software.

c. PSAP Equipment offered for use with D911 Service includes the following:

- ANI Display and Transfer Unit(s) and ANI processor.
- Hardware and processor for use in association with D911 and the CALLS software.
- ALI Display Units and ALI processor, if deemed appropriate by the Company.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

E. RATES AND CHARGES

1. GENERAL

The following general rates and charges regulations apply to B911 and D911 services.

a. Messages

- (1) The calling party is not charged for calls placed to the 911 number.
- (2) Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination of the transfer.

b. Special equipment and service arrangements for which provision is not otherwise made in these guidebooks are furnished wherever practicable at charges based on costs.

c. In accordance with Wisconsin State Statute, Sec. 146.70(3), a county subscribing to 911 Service and providing it on a countywide basis may establish and fund certain components of a 911 System through an end user charge levied on telephone customers within the county. The end user charge is calculated by dividing the charges determined under the Company's contract with the specific county by the total number of exchange access lines, or their equivalents, which are in the county and which are capable of accessing that system. Equivalent access lines will be calculated for Centrex customers by applying a Centrex line to 911 equivalent line ratio.

d. All rates and charges not collected through a 911 end user charge are the responsibility of the 911 customer.

e. Rates and charges for 911 Service will be determined on a customer-specific basis. Any contract associated with 911 Service will be submitted to the Public Service Commission within 20 days after execution. All 911 contracts must be compensatory.

f. Channels connecting the PSAP to various emergency agencies such as fire, police, or ambulance service are provided at filed guidebook rates for dedicated facilities.

g. PSAP equipment required for use with D911 system may be leased or purchased from the Company.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
E. RATES AND CHARGES (Cont'd)

2. B911 SERVICE

The following regulations apply in addition to the regulations found in Section 1.E.1 of this guidebook.

a. Network Facilities

(1) Type 1 B911

Type 1 B911 Service utilizes the exchange network to transport calls from the end office where a 911 call originates to the serving Central Office of the PSAP. Filed rates for measured PBX trunks or measured business lines will apply for each 911 access line provided to the Type 1 B911 PSAP.

Exception: When 911 access lines are provided in an exchange other than that in which the PSAP is located and such exchange does not have extended area service to the PSAP exchange, charges as shown in Part 15, Section 2, apply in addition to the filed rates and charges for trunks or business lines applicable in such exchange.

(2) Type 2 B911

When 911 access lines are provided and the subscriber requests special options or features that require dedicated trunking, charges apply as shown in Part 15, Section 2, in addition to the filed rates and charges for trunks or business lines applicable in such exchange.

(3) Type 3 B911

When 911 access lines are provided and the subscriber requests special options or features that require dedicated trunking, charges apply as shown in Part 15, Section 2, in addition to the filed rates and charges for trunks or business lines applicable in such exchange.

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. B911 SERVICE (Cont'd)

b. Network Service Components

(1) Type 1 B911

Does not require network service components.

(2) Type 2 B911

Type 2 B911 Central Office Line Termination Unit

- each equipped for Idle Tone Application and Forced Disconnect
- one Type 2 B911 Central Office Line Termination Unit is required for each 911 line terminating at the Type 2 B911 PSAP

(3) Type 3 B911

Type 3 B911 Central Office Line Termination Unit

- each equipped for Idle Tone Application, Forced Disconnect, Switchhook Status, Calling Party Hold, or Emergency Ring Back
- one Type 3 B911 Central Office Line Termination Unit is required for each 911 line terminating at the Type 3 B911 PSAP

c. PSAP Equipment

(1) Type 1 B911 - Not Applicable(2) Type 2 B911 - Not Applicable(3) Type 3 B911 - Not Applicable

10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 VIA END USER FUNDING (Cont'd)
E. RATES AND CHARGES (Cont'd)

3. D911 SERVICE

The following regulations apply in addition to the regulations found in Section 1.E.1 of this guidebook.

a. Network Facilities

D911 requires dedicated facilities between the end office and the D911 PSAP. Charges apply as shown in Part 15, Section 2, in addition to the filed rates and charges for measured trunks or measured business lines applicable in such exchange.

b. Network Service Components

(1) D911 Central Office Line Termination Unit

- equipped with ANI
- one D911 Central Office Line Termination Unit is required per 911 line terminating at the PSAP

(2) 911 Caller's Address Location System (CALLS) (optional)

- rate applies per 1000 access lines

(3) CALLS/CAD (Computer Aided Dispatch) Software (optional)

CAD Only
CALLS/CAD Interface for 6 Positions
CALLS/CAD Interface for 12 Positions

c. PSAP EQUIPMENT

Standard Hardware (2 personal computers)
ANI Master Controller
ANI Auxiliary Controller
ANI Additional Trunk Equipment
ANI Display and Transfer Unit
ALI Display Board
ALI Table Top Display Unit
ALI Flush Mounted Unit w/10 Button Pick-up
Interior Wiring per Display Unit

1. NETWORK SWITCH ALTERNATE ROUTING (NSAR)

A. Description

Network Switch Alternate Routing (NSAR) is an Advanced Intelligent Network (AIN) based service that allows the customer to safeguard against the loss of incoming calls resulting from the complete failure of the customer's serving central office switch.

NSAR allows the customer to develop and maintain a contingency plan that can be activated at their command to reroute incoming calls around their failed central office switch and back to their location or an alternate location.

NSAR allows the customer the ability to develop and test solutions to potential problems before they occur.

NSAR supports up to ten alternate routing plans with a maximum of 10,000 telephone numbers.

NSAR operates across the public network or private facilities.

The customer may activate NSAR 24 hours a day, seven days a week in coordination with the Company.

Upon local central office recovery, conditions permitting, the Company will deactivate network controls in coordination with the customer.

An NSAR plan is subject to review by the Company in order to determine effects on network capability, capacity and control.

All telecommunications service required for rerouting must be in place or subscribed to at the same time as NSAR and will be reviewed by the Company.

NSAR allows the customer to exercise their back-up facilities during normal conditions.

1. NETWORK SWITCH ALTERNATE ROUTING (NSAR) (cont'd)

B. Terms and Conditions

1. NSAR service is available where central office facilities and equipment permit.
2. The NSAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the NSAR protected numbers reside and the telephone to which the call is being rerouted.
3. Upon request of the customer, the Company will coordinate an out-of-hours test of the customer's alternate routing plan which will be subject to a charge as found in the Price section following.
4. NSAR is available to Centrex, ISDN, PBX and basic exchange business line customers where facilities permit.
5. Due to network capacity and capability limitations during a long central office outage, some blocking of calls in the network may occur, and therefore, all incoming calls may not be rerouted and terminated to the alternate site. In all cases, the first priority will be to stabilize the public network.
6. Customer requested changes to an existing NSAR plan are subject to a charge as found in the Price section following.
7. The services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.

1. NETWORK SWITCH ALTERNATE ROUTING (NSAR) (Cont'd)

C. Features

Standard Features

Customer Access

NSAR provides two customers interface options: Internet Access and Touch Tone Access.

NSAR with Internet Access provides direct access to the Service Management System. Under this method, the customer's service administrator may define an entire contingency plan, change the "forward-to" destination for protected telephone numbers, activate or deactivate a contingency plan, modify an existing plan and retrieve information about existing plans.

NSAR with Touch Tone Access provides the customer's service administrator the ability to activate or deactivate a contingency plan.

1. NETWORK SWITCH ALTERNATE ROUTING (NSAR) (Cont'd)

D. Prices

Service Elements

Description /Billing Code/	Nonrecurring Charge	Term Payment Plans				
		Monthly	12 Months	36 Months	60 Months	84 Months
Service Establishment /SEPRA/	\$500.00	-	-	-	-	-
Per protected telephone number, each						
1 to 100th number /EN41X/	1.50	\$ 1.70	\$1.65	\$1.60	\$1.55	\$1.50
101st to 999th number	1.50	1.50	1.45	1.40	1.35	1.30
1000 or more numbers	1.50	1.30	1.25	1.20	1.15	1.10
Per protected telephone number, per additional routing plan, ordered on initial order /NR9FB/	1.50	-	-	-	-	-
Per Additional Alternate Routing Plan /EQ4/	25.00	18.00	-	-	-	-
Coordinated Test Activation, per event, per originating exchange / NR9EZ/	200.00	-	-	-	-	-
Routing plan change, per telephone number via the service order process /NR9EX/	10.00	-	-	-	-	-
Activation of customer plan by the Company /NR9EY/	10.00	-	-	-	-	-

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