

GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESDIRECTORY LISTINGS (Continued)

## H. Rates

Service Charges apply to listings altered after initial service begins.

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Primary Listing		
Business	-	No Charge
Residence	-	No Charge
2. Additional Listing (Regular and Special Types of Additional Listings)		
Business	ALB	\$1.50
Residence	ALR	1.10
3. Nonpublished Service	NP	1.60
4. Nonlisted Service	NL	1.60
5. Foreign Listing		
Business	FLB	1.50
Residence	FLR	1.10

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**GENERAL SERVICES****TELEPHONE CONCESSION SERVICE****A. GENERAL**

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service may be classified as Official Service and Employee Concession Service.

**B. OFFICIAL SERVICE**

Official Service is service furnished for the conduct of the Company's business, and is generally furnished through stations located in offices of the Company, or in residences of employees or agents whose duties require that they be readily accessible to call at any time. Official Service is furnished at 100% concession rate on all exchange access service and on all associated service charges.

**C. EMPLOYEE CONCESSION SERVICE**

Employee Concession Service may be allowed in connection with residence service furnished at the residences of active employees of the Company and retired employees of the Company who reside in exchanges operated by the Company.

This service is classified in three (3) employee concession groups:

**Regular Employees**

**Group A - Executive Employees:** receive 100% concession on charges for local network access service for one primary line, touch call or custom calling service.

**Group B - All Management and Non Union hourly Employees:** receive 100% concession on charges for local network access service for one primary line, touch call service and one custom calling services.

**Group C - Nonmanagement Employees:** receive 50% concession rate on charges for local network access service for one primary line, touch call service and one custom calling service.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**GENERAL SERVICES****TELEPHONE CONCESSION SERVICE (Continued)****C. EMPLOYEE CONCESSION SERVICE (Continued)****Retired Employees**

Retired employees residing in exchanges operated by the Company shall receive the same Employee Telephone Service as they were receiving at the time of their retirement.

**Excluded Services**

The following services are excluded for concession service consideration for any Groups:

- additional primary stations
- nonrecurring charges
- vacation service
- toll calls
- extra directory listings
- foreign exchange service
- excess mileage
- additional network access mileage
- 911 surcharge
- charges to primary interexchange carrier
- automatic trunks
- manual trunks
- extended area service
- interstate subscriber line charge.

**D. PROVISIONS OF EMPLOYEE CONCESSION**

All concession services are subject to directory listing in the name of the employee or retiree. The only exception to this is additional lines installed for employee's children; in these cases, the line may be listed in the child's name only. Retirees who wish to pay for nonpublished service may still receive telephone concession.

Concession service is granted for residence service only at the employee's or retiree's principal place of residence.

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GENERAL SERVICESFOREIGN EXCHANGE SERVICE

## A. General

1. Foreign Exchange Service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer is located.
2. For the purpose of this tariff, the term "Foreign Exchange" shall mean the exchange from which foreign exchange service is furnished. The term "Normal Exchange" shall mean the exchange normally serving the area in which the customer's premises is located. The term "Interexchange Channel" designates that portion of the Foreign Exchange Service circuit which is provided between the toll rate centers of the foreign and normal exchanges.
3. Foreign Exchange Service does not come within the Company's general undertaking, nor does the Company obligate itself to furnish such service generally, but will do so at its option where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.
4. Foreign Exchange Service may be provided only in connection with private branch exchange trunk lines and individual line business or residence service.
5. Where the normal exchange is operated by this Company, foreign exchange service is furnished only on the condition that the applicant is a customer to business or residence service, private branch exchange service, or key systems service in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition, when a Foreign Exchange Service customer discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office that the Foreign Exchange Service may be discontinued ten (10) days thereafter.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

A. General (Continued)

6. Where the foreign exchange is operated by another Company, Foreign Exchange Service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.
7. Where the facilities and/or equipment are not available and extraordinary facility costs, equipment costs, special operating expenses and/or other special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.
8. Standard extension service may be furnished in accordance with General Exchange Tariffs and extension line mileage charge rates and regulations where applicable. No off-premises extensions will be furnished in connection with foreign exchange service.
9. The use of the service is limited to the customer and his employees for business purposes and in the case of residence service, to the members of his immediate household. If any customer to this service is found to be transferring or transmitting messages for parties (other than authorized above) in the normal exchange area, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the Foreign Exchange Service may be terminated ten (10) days after the date of such notice.
10. Mileage Measurements:
  - a. Interexchange mileage is the V-H mileage (fractional miles being considered as full miles) between the rate centers of the service points or between the rate center of a service point and the point of connection with the facilities of another company.

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (Continued)

B. Rates

1. The charge for Foreign Exchange Service is the established monthly service rate and applicable nonrecurring service connection charges of the foreign exchange for the grade of service (individual line business or residence, key system trunks, or PBX and PABX trunks) with which the foreign exchange service is to be associated.
2. The Company concurs in the GTE Midwest Incorporated. - MO. NO. 5 Private Line Tariff currently filed with and approved by the Missouri Public Service Commission. Items covered by said tariff include mileage charges, channel terminal charges, point of termination charges, local channel charges, and additional point of termination charges.

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL SERVICES

SHEETS 36 THROUGH 42 ARE TO BE  
RESERVED FOR FUTURE USE

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESLINE HUNTING SERVICE

## A. General

1. Line Hunting Service provides a feature whereby a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched in sequence until an idle telephone number is connected.

## B. Rates

Service Charges apply as found in Section 6.

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Line Hunting, per line	HUNT LN CHG	\$3.00

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL SERVICES

MILEAGE - INTRAEXCHANGE

A. General

1. Mileage rates apply to intraexchange extension of station lines, tie lines, and to school-to-home lines.
2. Extensions are those services normally provided on the same premises as the associated primary service.
3. Tie lines are those services normally provided to connect two or more terminals at customer locations.
4. Interexchange mileage is covered by concurrence with the GTE Midwest Incorporated. - MO. NO. 5 Intrastate Private Line Tariff. See Section 8.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESMILEAGE - INTRAEXCHANGE (Continued)

## B. Rates

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Extension Lines		
a. Single pair off premises, per 1/4 mile or fraction	¼ EXT MI	\$1.05
b. Single pair on premises terminations beyond 150 feet, per 1/4 mile or fraction	300 EXT MI	1.05
2. Tie Line		
Tie Line, per 1/4 mile	TL1	1.05
3. School-to-Home		
a. First 1/4 mile or fraction	SHM1	1.30
b. Additional 1/4 mile or fraction	SHM2	1.30

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GENERAL SERVICES

MILEAGE - INTRAEXCHANGE (Continued)

C. Conditions

1. Mileage applicable to tie lines, off-premises extension(s), PBX or key lines located on premises other than those on which the main terminal or switchboard is located will be determined in the following manner:
  - a. When the terminals are located in the same central office area, the off-premises mileage measurement is the airline distance between the terminals.
  - b. If the line passes through a central office, the airline mileage must include the central office.
2. Construction required to furnish exchange circuits at locations outside of a Base Rate Area will be provided according to the LINE CONSTRUCTION SERVICE section of this tariff.
3. Mileage rates are in addition to the rates for the associated service and facilities. Service Charges apply.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICES900 CALL RESTRICTION

## A. General

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will be provided in conjunction only with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

## B. Rates

- The following charges apply in addition to the established rates and charges for the services with which this service is associated.

	<u>GSEC</u>	<u>Nonrecurring Charge</u>
Business, per additional line equipped (1)	BLK2	\$8.00
Residence (2) I.D. Only	BLK 900	No Charge

## C. Conditions

- The minimum contract period for this service is one month.
- Nonpayment of 900 call charges will not alone be the cause to disconnect Local Exchange Service.
- A customer subscribing to this service may not access any 900 telephone numbers.

- In addition to the Subsequent Service Order charge from Section 6 of this tariff.
- Includes residential customer, churches, schools, and charitable organizations.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

OPERATOR ASSISTED LOCAL CALLS

A. General

1. Operator Assisted Local Calling Service is furnished to customers upon their request to complete local calls.
2. There are three classes of local service offered; Credit Card Calls, Operator Station Calls, and Person to Person.

a. Calling Card Calls

Customer dialed "0+" calls are completed by the caller and billed to the caller's calling card instead of the telephone originating the call.

b. Operator Station Calls

Customer dialed "0-" calls are completed by the operator who also arranges billing. Calls may be billed to the originating telephone number, calling card, collect or to a third number.

c. Person-to-Person Calls

Customer dialed "0-" calls are completed by the operator who also arranges billing. Calls may be billed to the originating telephone number, calling card, collect or to a third number.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESOPERATOR ASSISTED LOCAL CALLS (Continued)

## A. General (Continued)

3. In addition to the service charge, all local coin calls utilizing operator handling services will be at the local coin rate.
4. The following operator assisted local calls are exempt from the service charges:

Calls to designated Company numbers for official telephone business.

Emergency calls to recognizable authorized civil agencies.

Those cases where a Company Operator provided assistance to:

Reach the called number where problems prevent subscriber dial completion.

Reestablish a call which has been interrupted after the called number has been reached.

Place a noncoin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

## B. Rates

The following service charges for operator assisted local calls apply in addition to the applicable local dial rate.

<u>Per Call</u>	<u>Rate</u>
Customer Dialed Calling Card	\$ .35
Operator Station (including operator assisted sent-paid, collect, third number and credit card calls)	.90
Person-to-Person	2.50

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**GENERAL SERVICES****PRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE****A. General**

1. Private lines are circuits furnished and maintained by the Company. They are for private use and are equipped at each terminal with telephone or telegraph instruments or other signaling devices, and not connected for exchange or toll service.
2. The minimum contract term is one month where facilities are available. Where facilities are not available or the provision of private line service necessitates unusual expenditure, or where other special considerations are involved, the customer may be required to contract for service beyond the initial period.
3. For construction and installation charges and rates and regulations for special equipment, see Section 2, GENERAL REGULATIONS.
4. Private lines are not furnished for use in connection with telephone equipment or circuits not furnished by the Company except when the applicant is the United States Government Department of Defense, and the head of the department or his authorized representative shall notify the Company in writing that such connection is necessary for reasons of military necessity or national welfare, or when the applicant is a party to the Agreements for Oil, Natural Gas, Pipe Line, Railway, and Power and Light Companies, and when such privileges are extended under these agreements.
5. All instruments and apparatus used in connection with private lines and not supplied by the Company must be of a type approved by the Company and the FCC.

**B. Mileage Measurement****1. Local Channels or Networks**

Mileage between point within the same exchange area will be the airline distance as measured on a standard scale map in the Company office.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**GENERAL SERVICES****PRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE** (Continued)**B. Mileage Measurement (Continued)****1. Local Channels or Networks (Continued)****a. Local Channels Connecting Only Two Customer Locations**

Where a private line is furnished to connect only two customer locations, the mileage charge will be the airline measurement between connected premises. A one mile minimum mileage applies for each local two point channel.

**b. Local Channel Networks, Serving Three or More Customer Locations**

Where three or more customer premises are to be interconnected with private lines, the facilities will be considered as being a network of component circuits with mileage computation as follows:

**1) Wire Interconnecting Center**

Wire interconnecting centers will be established for networks by the Company in consideration of the availability and routing of circuits.

**2) Network Mileage**

The network mileage will be the sum of the mileages for all component circuits measured airline between the network interconnecting centers and the location of each of the customer premises plus any applicable branch circuit or drop mileages. A one mile minimum mileage applies for each separate component circuit in the network.

**3) Branch Circuit or Drop Mileage**

In certain private line arrangements, a branch circuit or drop may be connected to a component circuit at an intermediate point between the network interconnecting center and the component circuit end.

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GENERAL SERVICES

PRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE (Continued)

B. Mileage Measurement (Continued)

1. Local Channels or Networks (Continued)

b. Local Channel Networks, Serving Three or More Customer Locations  
(Continued)

3) Branch Circuit or Drop Mileage (Continued)

(a) For each branch circuit or intermediate drop an additional mileage charge applies, measured airline from the point of interconnection with the component circuit to the customer location.

(b) A minimum mileage charge of one-fourth (1/4) mile applies for each branch circuit or intermediate drop.

c. On Premises Extension

Where the customer requires an extra station or additional private line to be connected on the same premises, each additional extension station or terminal location shall be defined as a branch circuit.

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GENERAL AND LOCAL EXCHANGE TARIFFGENERAL SERVICESPRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE (Continued)

## C. Rates

The following rates and charges apply to private lines wholly furnished within the Local Exchange.

## 1. Mileage Rates

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Signal Grade		
1) First 1/4 mile or fraction	LCS1	\$6.25
2) Additional 1/4 mile or fraction	LCS2	2.20
b. Voice Grade		
1) First 1/4 mile or fraction	LCM1	6.25
2) Additional 1/4 mile or fraction	LCM2	2.20

## 2. Signaling or Special Equipment

- a. See Special Assemblies of Equipment in Section 2, GENERAL REGULATIONS.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICESPRIVATE LINES AND EQUIPMENT - INTRAEXCHANGE (Continued)

## C. Rates (Continued)

## 3. Service Connection and Installation Charges

## a. Local Channels

For each termination of a local channel at the customer's premises including installation of standard dial or common battery telephone instrument where furnished by the Company, and including connection with interexchange channels and network wire center where required, but not including signaling equipment or special station apparatus.

Per termination (nonrecurring charge) See Section 6, SERVICE CHARGES.

b. Signaling or Special Station Apparatus and Equipment, See Special Assemblies of Equipment in Section 2, GENERAL REGULATIONS.

## 4. Rates of Other Companies

## a. Where any portion of intrastate private lines are furnished by another company upon request by this Company, the rates and tariff of the other company will apply for the portion so furnished.

## 5. Special Private Line Channels

## a. Rates specified herein are for standard voice grade channels or circuits normally used by the Company for transmission of voice messages.

b. When channels or circuits are required of a special design or capability in excess of normal, the rate will be based on the Special Assemblies of Equipment and Special Construction regulations in Section 2, GENERAL REGULATIONS.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICESSERVICE PERFORMANCE GUARANTEE

- A. If a business customer requests installation or repair of Company-owned facilities used to provide exchange access, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:
1. Exchange network services including CentraNet® Service, Custom Calling Services and Enhanced Services.
  2. Directory services including additional listings.
  3. Local private line services.
- B. If a residence service customer requests installation or repair of Company-owned facilities used to provide service offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:
1. Exchange network access services, including Custom Calling Services and Enhanced Services.
  2. Directory services including additional listings and nonpublished listings.
- C. General Rules and Regulations
1. Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
  2. The Company's failure to install or repair service under this tariff shall be excused by customer negligence or willful destruction, labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control.
  3. Credit will be provided in accordance with the above conditions.

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GENERAL SERVICES

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**GENERAL SERVICES****VERIFICATION AND EMERGENCY INTERRUPT SERVICE****A. General**

1. Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
2. Verification
  - a. The Company furnishes Verification Service for the purpose of verifying a busy line condition.
  - b. A customer originated request for verification of a local number, other than an emergency agency number, is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if no conversation is detected.
3. Emergency Interrupt Service
  - a. The Company furnishes Emergency Interrupt Service when a customer, who has originated a verification request to a number which has conversation, informs the operator that an urgent or emergency situation exists and requests that the operator have the conversation cleared.
  - b. A customer originated request for Emergency Interrupt to a local number, other than an emergency agency number, is a chargeable Emergency Interrupt request.
  - c. No charge will apply if the requesting customer identifies that the call is to or from an official emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state, or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire departments, licensed hospitals, etc.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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GENERAL SERVICES

VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Continued)

B. Rates

1. A charge of \$1.50 is applicable for each chargeable verification request as defined above.
2. A charge of \$2.50 is applicable for each chargeable Emergency Interrupt request as defined above.
3. If, as a result of an interrupt the line is cleared, and at the calling party's request, the operator completes the call, the charges for operator assisted local calls apply in addition to the applicable Emergency Interrupt charge.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICE CHARGES

A. General

1. The term "Service Charges" as specified and used herein and in other sections of this tariff is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, and other telephone facilities.
2. The total service charge applicable for work performed by the Company in response to a customer's request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.
3. Payment of service charges may be required before the work is begun. See Advance Payments and Deposits in the GENERAL REGULATIONS section.
4. Service charges are not applicable for:
  - a. Work functions which are not required to meet the customer's request.
  - b. Normal maintenance and repair of the Company's equipment and service.
  - c. Removal or discontinuance of equipment or service.
5. Residential customers may pay the service charges, for the establishment of local telephone service, in equal monthly installments over a period of six (6) months.
6. Low income residential customers may be eligible for reduced service charges as found in E.

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SERVICE CHARGES

B. Description of Work Function

1. Service Ordering

- a. The service ordering function is the work performed by the Company in connection with the receiving, recording, and processing of customer requests for service.
- b. Service ordering work associated with the connection of main station service and other services requiring central office line connection work is identified as primary service ordering work. Also, service ordering work associated with changing account responsibility on an existing service is identified as primary service ordering work.
- c. The service ordering work associated with connecting, moving, or changing supplemental items of service and equipment where there is no central office line connection work, is identified as secondary service ordering work.

2. Central Office Line Connection

- a. The central office line connection function is the work associated with the line extending from the serving central office to the customer's premises. This includes the work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises.

3. Trip Charge

- a. The Trip function is the visit to the customer's location, when required, in connection with the establishment of service or rearrangement of service.

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SERVICE CHARGES

C. Rate Application

1. Service Charges are in addition to all other applicable rates and charges associated with the service and equipment being provided.
2. One or more charges may be applicable, based on the services or equipment requested by the customer.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work interruptions by the customer.

If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

4. No service charges other than termination agreement charges apply for the disconnection, discontinuance or removal of equipment or service.
5. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
6. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchange.
7. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service.

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SERVICE CHARGES

C. Rate Application (Continued)

8. Service charges do not apply for the reestablishment for the same customer of service at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous customer.
9. Service Order Charge
  - a. The Primary Service Order Charge is applicable for:
    1. Initial connection of service;
    2. Move from one premises to another;
    3. Telephone number change at customer's request;
    4. Upgrade or downgrade at customer's request;
    5. Change party line association at customer's request; and
    6. Connection of additional central office lines, trunks, line segments and other services involving central office connections.

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SERVICE CHARGES

C. Rate Application (Continued)

9. Service Order Charge

- b. The Secondary Service Order Charge applies on all service orders not included under the Primary Service Order Charge. The charge, for example, is applicable for requests of the following connections, additions, moves or changes to established service:
1. Connection of on-premises extension stations or lines;
  2. Connection or establishment of additional services, equipment, or lines other than central office lines, trunks or line segments;
  3. Establishment of an additional, miscellaneous, nonpublished, nonlisted, no-address, or dual-name directory listing;
  4. Inside move or change of equipment or service; and
  5. Transfer of facilities from one building (mobile or otherwise) to another building of the same customer on the same premises or disconnection and connection of facilities involved in a move from one location to another location and re-establishment of service for the same customer on the same premises when there is no interruption of service other than that incident to the work involved.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for:

1. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
2. Orders issued for correction purposes, e.g., an order to correct an address for which the customer has no control, an order issued as a result of Company error, etc.
3. Removal of an additional listing.
4. Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or the Division Manager.
5. Bill date change without a telephone number change.
6. Primary listing change caused by death, marriage or divorce of the listed customer.
7. Party line association change after contact by local management has not resolved the customer complaint.
8. Billing address change to ensure delivery of the telephone bill.
9. Service orders issued to remove telephone equipment and for noting company records that customer owned equipment is being utilized.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICE CHARGES

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for: (Continued)

10. Change in telephone number or change or correction of directory listings made at the Company's initiative or at the customer's request when the change is required for connection of satisfactory service or to better identify the customer's number.

10. Line Connection Charge

a. The Line Connection Charge is applicable:

1. Each time service is established or reconnected at a customer's location.
2. For each line restored or reconnected after denial for nonpayment.
3. For all telephone number changes due to customer request.
4. For each drop line moved, changed, or rearranged at customer request.
5. For each line changed from single line to rotary hunt group or from rotary hunt group to single line service.
6. For each line upgraded or downgraded (central office work required) at customer request.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SERVICE CHARGES****C. Rate Application (Continued)****10. Line Connection Charge****a. The Line Connection Charge is applicable:**

7. The line connection charge applies as specified below for work required in the central office on local private lines, local tie lines, local off-premises extension lines, FCO and FX lines and trunks.
  - a. For the establishment of a local private line, local tie line or local off-premises extension line one line connection charge is applicable per line segment for each serving central office in which a connection of that segment is required.
  - b. For the connection of additional line segments to an existing line or trunk or to an existing local private line, local tie line or local OPX line, one line connection charge is applicable per line segment for work in each serving central office in which a connection of that segment is required.
  - c. For the connection of a Foreign Exchange or Foreign Central Office line or trunk, one line connection charge applies for each exchange or central office area (home and/or foreign) of the Company where central office work is required. For a number change on FX or FCO lines or trunks, a central office work charge applies only for the exchange or central office area from which the Foreign Exchange Service is furnished. Charges, if any, applicable to central office work in the exchange(s) of another company are those applicable for that company.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

C. Rate Application (Continued)

10. Line Connection Charge (Continued)

b. Line Connection Charges do not apply for:

1. Regrades due to Company reasons.
2. Telephone number changes due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.
3. Bill date changes negotiated between the Company and the customer.
4. Party line changes after contact by local Management with all party line users has not resolved customer complaint.
5. Service orders issued for Company reasons or due to Company error.
6. Connection of circuits that do not require central office work.

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SERVICE CHARGES

C. Rate Application (Continued)

11. Trip Charge

a. The Trip Charge is applicable:

1. When a Company employee goes either to the drop, protector, cross connect box and/or to the customer premises to perform requested work. Only one Trip Charge applies when the Company employee goes to more than one of the above mentioned locations when working an Order.
2. Two or more Trip Charges are applicable:
  - a) When the same customer's request involves more than one premises.
  - b) When a trip is required to two or more buildings in connection with PBX/PABX, Key System or Centrex Service. One Trip Charge applies for each building.
3. For each party line customer restored or reconnected after suspension of service for nonpayment.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICE CHARGES

## D. Charges

	<u>NRC</u>
<b>Primary Service Order Charge, each</b>	
Business	\$23.00
Residence	15.00
<b>Secondary Service Order Charge, each</b>	
Business	14.80
Residence	8.65
<b>Line Connection Charge, each</b>	12.00
<b>Trip Charge, each</b>	7.00

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GENERAL AND LOCAL EXCHANGE TARIFFSERVICE CHARGES

## E. Link Up Missouri

## 1. Application

a. Applicable to qualifying residential households as defined under eligibility requirements below. These reduced charges described below shall be assessed only for a single residential telephone line per eligible household at principle place of residence.

1) All tariffed charges(1) applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars, whichever is less.

a. The following GSECs are applicable:

	<u>GSEC</u>
1) Initial Service Ordering Charge	NSOI R LU
2) Line Connection Charge	NLC R LU
2) An interest free, 6-month deferred payment schedule will be established for the charges of initiating local telephone service at the customer's option. The company shall inform each eligible customer of the availability of the 6-month deferred payment schedule.	

(1) These do not include other charges that may be required at the initiation of service such as security deposit, contribution in aid of construction, customer advances, etc.

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SERVICE CHARGES

E. Link Up Missouri (Continued)

2. Eligibility Requirements

- a. The following requirements shall be used by the company to determine the eligibility of a customer for Link Up Missouri assistance.
  - 1) For federal income tax purposes, the applicant is not a dependent unless over sixty (60) years of age.
  - 2) The applicant is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

SPECIALIZED SERVICES

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICES**A. DIGITAL CENTREX SERVICE****1. General**

Digital Centrex Service is a fully integrated digital communication central office service designed to serve customers with 2 to 200 lines.

**2. Rates**

The rates set forth below are for Company provided services & equipment; station equipment is located at the designated customer location(s).

Digital Centrex Service Access Rates:

In addition to rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Section 4, apply as appropriate.

The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Digital Centrex Intragroup Calling Lines and is in addition to the rates described below.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

Intragroup Calling Services (lines not designated as access lines).

Intragroup Calling Service lines provide communication paths for intrabusiness system calling.

Intragroup Calling Service Monthly Rates Per Line:

<u>1 - 200 lines</u>	<u>GSEC</u>	<u>Monthly Rate</u>
0 - .5 miles	IG01	\$2.40
.6 - 1.0 miles	IG02	3.60
1.1 - 1.5 miles	IG03	4.80
1.6 - 2.0 miles	IG04	6.05

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESA. DIGITAL CENTREX SERVICE (Continued)

## 2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Basic Service (per line)*		
Customer with 2 lines, each	IBNA	\$3.50
Customer with 3 lines or more, but less than 7 lines, each	IBNB	3.00
Customer with 7 lines or more, each	IBNC	2.50

\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESA. DIGITAL CENTREX SERVICE (Continued)

## 2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Enhanced Services & Features (per line)*		
Business Set Service** (excludes customer premise equipment)	IBNJ	\$ 2.45
Enhanced Business Service	IBNF	2.95
Station Message Detail Recorder	IBNG	2.95
Enhanced Station Message Detail Recorder	IBNH	4.15
Automatic Route Selection	IBNI	2.05
Datapath Basic	IBNK	4.50
Hospital Communications	IBNU	.50
Console Alerting	IBNN	.50
Electronic Switched Network	IBNO	5.10
Cut-Thru Dialing	IBNP	.50

\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

\*\* A Central Office Software feature. CPE may be provided by the customer.

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SPECIALIZED SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions

Customers subscribing to Digital Centrex Service will be required to have a minimum of two (2) access lines. The customer may not mix business with residential lines of service within the same Digital Centrex Service subscription.

If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company. This provision is applicable to Business Set Service.

Digital Centrex basic and enhances services and features are only offered in central offices equipped to provide such service.

Service area is limited to manufacturer's equipment specifications with respect to distance from the central office.

The minimum charge for service provided under this tariff shall be one month.

The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in GENERAL SERVICES, Section 5 of this tariff, or may be provided free if in the judgement of the Company such listings will improve service to the public, or reduce Company operating costs, or both.

Extended Area Service (EAS) is available with this Service in the event the customer's Central Office Exchange has EAS.

For service over 200 lines or greater than 2 miles from the central office, tariff rates as specified in 2., will apply in addition to an appropriate portion of applicable special construction costs or expenses as specified in Section 2, GENERAL REGULATIONS.

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SPECIALIZED SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions (Continued)

Any contracts relative to the provision of this service will be provided to the Commission at least one (1) day prior to the effective date of the service. Rates contained in the contracts are under the authority of the Commission and may be altered by the Commission at any time during the life of the contracts.

4. Explanation of Terms

Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE

1. General

Mobile Telephone Service may be provided where facilities are available through a Mobile Telephone Service base station between a wire telephone or a mobile unit and/or a fixed station which is located within the normal range of the base station, and has been authorized by the Federal Communications Commission to communicate through that base station, or between two such fixed stations. In application of regulations and charges, fixed stations are considered as mobile units.

2. Definitions

Base Station - Control equipment required to provide mobile telephone communication.

Base Station of Registry - The controlling base station.

Foreign Base Station - Any base station other than the base station of registry.

Mobile Telephone Unit - The radiotelephone components installed in mobile vehicles.

Foreign Mobile Telephone Unit - A mobile telephone unit communicating through a base station other than that of registry.

Fixed Station - The radiotelephone components installed at stationary premises.

Channel - A radio frequency over which communications can occur.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESB. MOBILE TELEPHONE SERVICE

## 3. Rates

Service Charges apply as listed in Section 6.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Mobile Telephone Service		
Mobile Telephone Access Line	MTAL	\$40.00
Mobile Radio Paging Access	MBAT	7.40

## b. Message Charges

Local - Calls completed within the Service Area of the base station of registry by local mobile units - "NO CHARGE".

Local - Calls completed within the Service Area of the base station of registry by foreign mobile units - "NO CHARGE".

Foreign Units - Calls requiring an operator within the Service Area of the base station of registry for foreign mobile units - First minute at twenty cents (20¢) and twenty cents (20¢) for each additional minute or fraction thereof, plus any applicable toll rates.

Toll - Rates for messages between mobile units and points beyond the local service calling area are the regularly filed message toll rates of the Company or the connecting companies.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions

a. Availability of Service

Within the Mobile Service Area which is defined as the entire area surrounding a land mobile base station within which satisfactory radio communications can be established and maintained between the base station and the mobile units.

Mobile Telephone Service is available 24 hours per day subject to transmission, atmosphere and like limitations, to land-mobile units equipped for this service when within range of land radio telephone stations through which such service is furnished.

When, in the opinion of the Company, it is impractical and economically unsound to provide wire telephone service and when the customer has received authorization from the Federal Communications Commission to erect, operate and otherwise maintain a radio station expressly for the purpose of fixed radiotelephone communication, fixed rural subscriber telephone service is available, subject to transmission, atmospheric and like limitations. The fixed stations equipped for this service must be within the range of the land radiotelephone base station through which such service is furnished.

The Company reserves the right to terminate the access line of any mobile unit which regularly places more calls through one particular foreign base station than through its base station of registry.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

b. Provision of Equipment

Mobile or fixed rural radio equipment shall be properly licensed by the Federal Communications Commission and shall meet the required specifications and standards of the Company.

c. Obligation of the Customer

Customer to Mobile Telephone Service agrees to the general rules and regulations of the Company and such other conditions as may be applicable to additional services which may be provided by the Company.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

The customer's use of the radio transmitter on the mobile unit shall at all times be subject to the control of the operator at land radio telephone station of the Company.

The customer is required to furnish, install and maintain the storage battery, charging equipment and noise suppressors for the mobile or fixed unit required for the proper operation of the service.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

d. Obligation and Liability of the Company

The Company's obligation to furnish Mobile Telephone Service is dependent upon its ability to secure and retain rights and suitable equipment required in the provision of this service.

In the event of an interruption in excess of twenty four hours to the Mobile Telephone Service, a pro-rated adjustment of the monthly access charge rate will be made.

The Company is not liable for damages for any accident or injury occasioned by the mobile unit or by supplementary apparatus used in connection therewith when such accident or injury is not due to negligence of the Company.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

e. Equipment Limitations

The Company reserves the right to limit the length of conversation when necessary in time of emergency resulting in a shortage of facilities. In case of a shortage of equipment, applications for access will be filled in order of precedence as specified in Condition F.

f. Order of Precedence in Adding Mobile Service

When facilities in a given area are insufficient to furnish Mobile Telephone Service to all who desire such service, applications for access to new customers shall be filled in accordance with categories of precedence in the order listed below. All applications in the same category shall be filled in the order in which they are received and all such applications shall have precedence over applications in a lower category.

Category 1 - Public Safety and Health:

Official Federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance services, volunteer fire departments, American Red Cross, licensed protecting patrols and armored cars and similar agencies.

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SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

f. Order of Precedence in Adding Mobile Service (Continued)

Category 2 - Carriers and Utilities:

Contract carriers, common carriers and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.

Category 3 - Other Public Services:

Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.

Category 4 - Physically Handicapped:

Persons who, because of physical handicaps, operate specially-equipped vehicles and are unable to leave such vehicles without assistance.

Category 5 - Industrial:

Gas or oil producing or drilling operators; producers and distributors of fuel and lumber and other construction materials and equipment; food processing distribution and storage organizations; producers of substantial quantities of food; business concerns engaged in construction of housing and industrial or public works; taxicabs and livery service.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE****1. General**

9-1-1 is the three-digit telephone number designated (as the "Universal Emergency Number") for public use throughout the United States to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which

9-1-1 calls are routed for response. Three 9-1-1 Service options are offered: B9-1-1, C9-1-1, and E9-1-1.

- B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller.
- C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
- E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address. It may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), etc.) failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****1. General (Continued)**

9-1-1 Service features include Forced Disconnect, Called Party Hold and Emergency Ringback when operating conditions permit. These features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability. These features are not available if the customer subscribes to Selective Router Service.

C9-1-1 and E9-1-1 Services include Automatic Number Identification (ANI) spill which forwards the telephone number of the caller to the designated PSAP. ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user.

Selective Routing Service is available, as an optional offering, when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 Services. This service routes the call to the correct PSAP or an announcement, as appropriate, based on the caller's telephone number.

When conditions warrant providing 9-1-1 Service via the public switched network, the Switched Access System (SAS) is available as an optional offering. SAS is limited to the following applications:

Disaster situations where the private line network is no longer available between the central office and the tandem/selective router or the tandem/selective router and the PSAP.

Overflow conditions when the primary private line network is busy due to unusual circumstances or high growth areas.

Situations where expensive interLATA circuits make implementation of E9-1-1 cost prohibitive in a particular exchange.

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SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 1. General (Continued)

The customer must be a municipality, state or local governmental unit, or an authorized agent to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and has 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 9-1-1 calling.

Information provided by the Company, as part of the provisioning of C9-1-1 or E9-1-1, is to be used only for the purposes of answering calls and dispatching emergency services.

## 2. Definition of Terms

Agency - A person or entity, which may include the customer and public safety agencies, providing emergency or other services.

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. Calls from party line telephones will not automatically be displayed.

Automatic Location Identification (ALI) Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers and Emergency Service Numbers to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature by which the calling party telephone number is forwarded to the PSAP for display.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Call Answer Unit (CAU) - A unit that answers incoming calls to the PSAP from the Trunk Dial Unit (TDU). When it receives a 9-1-1 call from the TDU it alerts the PSAP's key system or the Automatic Call Distribution. When the call is answered, the CAU requests the ANI information stored in the TDU which is then displayed on the attendant's console. The CAU is able to perform self-diagnostics. It also operates in conjunction with the TDU to do external (call processing and transmission) diagnostics initiated from the TDU.

Called Party Hold - An established communication link between the calling party and the PSAP that cannot be broken by the calling party. The call remains connected until terminated by the PSAP.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 2. Definition of Terms (Continued)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. The customer has public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area arranged for 9-1-1 calling.

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 - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the control office (location of the selective routing function) to a preselected PSAP.

Emergency Ringback - A feature which permits the attendant, by operating the flash key, to ring a 9-1-1 party who goes on-hook after the 9-1-1 call has been answered. This feature is available only for systems where 9-1-1 lines are provided via dedicated arrangements from the originating central offices.

Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****2. Definition of Terms (Continued)**

**Emergency Service Number (ESN)** - A number that is assigned by the customer to all telephone subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant of the ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in routing calls to the correct PSAP.

**End Users** - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

**Forced Disconnect** - A function of the 9-1-1 central office trunk circuit that prevents the jamming of the 9-1-1 Service Line. This feature allows the Public Safety Answering Point attendant to release a connection although the calling party has not hung up.

**Hookswitch Status** - A feature designed to provide the PSAP Attendant with an audible and/or visual indication of the End User's hookswitch status (whether the telephone from which an End User placed a 9-1-1 telephone call is on or off hook).

**Host Provider** - The telephone company that serves the exchange in which the customer's PSAP is located and provides 9-1-1 Service and, where applicable, acts as the coordinator of other regulated telephone companies that serve as secondary providers within the customer's serving area.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 2. Definition of Terms (Continued)

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.

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary - The initial answering point for 9-1-1 calls.

Public Safety Answering Point (PSAP) - Secondary - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call.

PSAP Attendant - An individual located at the Primary or Secondary PSAP who answers 9-1-1 telephone calls.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 2. Definition of Terms (Continued)

PSAP Service Boundary - The exchanges and portions of exchanges served by a 9-1-1 Service which the customer shall assign a particular PSAP to answer, transfer, respond, and/or otherwise handle 9-1-1 telephone calls originating from such exchanges and portions of exchanges.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 Service under an agreement with the host provider.

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services.

Service Address - The address at which the telephone is physically located.

Trunk Dial Unit (TDU) - Installed on the outgoing side of the central office ANI trunk, the TDU receives the 9-1-1 call and stores the ANI. It then dials the programmed primary number and sends the call to the Call Answer Unit at the PSAP. Within the TDU are all of the tone generators and detectors needed to operate in the telephone network. The TDU is able to perform both self-test and external (call processing and transmission) diagnostics for use in maintaining the system.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions

9-1-1 Service is limited to the use of central office number 9-1-1 as the emergency telephone number, and only one 9-1-1 Service will be provided within a geographical area.

9-1-1 Service is provided solely for the benefit of the local governmental unit. The provision of 9-1-1 Service shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation towards or any right of action on behalf of any third person or legal entity.

Temporary suspension of service is not provided for any part of 9-1-1 Service.

9-1-1 Service will be provided by the Company only where facility and operating conditions permit.

The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing Service is ordered by the customer.

9-1-1 Service is classified as Business Exchange Service and is restricted to one-way incoming emergency service. Outgoing calls can only be made on a transfer basis.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Service is offered.

The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls at the customer's designated premises.

The 9-1-1 calling party forfeits the privacy afforded by Nonpublished and Nonlisted Listing Services to the extent that the telephone number, address, and name associated with the originating station location may be furnished to the PSAP. However, this information is confidential and the customer agrees to use such information only for the purpose of responding to emergency 9-1-1 Service calls.

The Automatic Number Identification (ANI) Spill and Automatic Location Identification (ALI) features function correctly only if calls coming in to the PSAP originate from single party service. ANI and ALI will not be provided when calls are placed from multiparty lines.

The PSAP's premises equipment, used in conjunction with ANI Spill and ALI, must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 or E9-1-1 Service requested. If changes are necessary to make the unit compatible with the services offered herein, time and material charges will apply.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

The Company cannot guarantee the completion, the quality, or any features that may be provided with 9-1-1 Service on calls placed via interconnection with an interexchange carrier or operator service provider.

All nonregulated telecommunications service providers (e.g., Private Branch Exchange, etc.) in an E9-1-1 Service area should provide current lists of their subscribers' names, addresses, and telephone numbers in standard format to the customer for inclusion in the E9-1-1 database.

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 Service at no additional charge.

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SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 3. Conditions (Continued)

Intercept Service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time to be negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

Terminal equipment, used in connection with 9-1-1 Service, shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

Time and material charges apply for customer-initiated changes and rearrangements affecting service addresses and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.). In such cases, a valid comparative (direct and individual reference to existing designations) listing of changes must be supplied.

In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized at no additional charge.

The Company may enter into a contract or contracts with the customer or with other telephone companies to effectuate the Company's provisioning of 9-1-1 Service in accordance with the terms, conditions, and limitations of this tariff. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of this tariff.

Equipment, used in conjunction with 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE****4. Customer Obligations**

Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.

By contractual agreement, the 9-1-1 Service applicant must submit to the Company, in writing, that it concurs in the following terms and conditions:

- The customer has sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering and for the control and staffing of the PSAP.
- The customer accepts responsibility for dispatching or having others dispatch police, fire, ambulance, or other emergency services as required and to the extent such services are reasonably available.
- The customer has responsibility for developing appropriate procedures for handling calls placed to the 9-1-1 PSAP for nonparticipating agencies.
- Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****4. Customer Obligations (Continued)**

In addition to the line requirements listed previously, each primary PSAP and each secondary PSAP must subscribe to at least three lines as follows:

- One seven-digit nonemergency local exchange line with at least one listed directory number for administrative calls.
- One nonlisted seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to the PSAP by dedicated lines.
- One nonlisted seven-digit number to be used by other PSAPs and Emergency Response Agencies to reach the PSAP.

If a Selective Router is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 transmission grade of service during the secondary PSAP's average busy hour.

The customer shall have the responsibility of constantly monitoring or inspecting facilities to discover errors, defects, and malfunctions in the service. 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.

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SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 4. Customer Obligations (Continued)

Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices within the 9-1-1 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. Neither the customer nor the Company shall have any responsibility under this paragraph for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's public safety jurisdiction, or for calls originating from mobile/cellular telephones.

9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers (regardless of whether or not this information is published in directories or listed in directory assistance offices) is Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing CenturyTel of Northwest Arkansas, LLC (Missouri) information, while acting as the host provider of 9-1-1 Service, must agree to abide by the terms and conditions which relate to the protection of said information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

- The customer is responsible for preventing unauthorized retrieval or use of 9-1-1 information. Upon request, the Company has the right to review the customer's log of 9-1-1 calls to detect any unauthorized retrieval of information from the 9-1-1 system database.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.
- The customer shall provide to the Company, upon request, a list of authorized personnel who will be provided with passwords or other safety or security mechanisms to guarantee that the system may not be accessed by unauthorized personnel.
- All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office to prevent unauthorized personnel from accessing confidential information.
- The customer shall agree to the extent allowed by law to indemnify, save, and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information. This information is to be used solely for the purpose of providing 9-1-1 Service.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****4. Customer Obligations (Continued)**

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 agencies responsible for providing emergency service within the 9-1-1 Service Area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination of agencies. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 Service Area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 Service calls to the appropriate primary and secondary PSAPs responsible for handling 9-1-1 calls from each telephone in the 9-1-1 Service Area.

The following terms define the customer's responsibility in providing this information.

- Initial and subsequent assignments by ESN street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer.
- After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) 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 agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of 9-1-1 Service calls to the proper PSAP.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer has an obligation to verify police, fire, and ambulance PSAP routing designations. Upon request, the Company will provide a complete listing of the MSAG information to assist the customer in its verification.
- Changes, deletions, and additions to the MSAG database are the responsibility of the customer. Customer required revisions to the MSAG should be submitted as they occur. The Company will furnish a printed copy of all MSAG changes to the customer for verification.

The customer agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The customer recognizes that the addresses provided with Automatic Location Identification (ALI) may be the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses must first be verified by the calling party.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 5. Liability

The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, the sections of other tariffs which apply to the provisioning of 9-1-1 Service, and the contracts between the customer and the Company. This service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****5. Liability (Continued)**

When the use of services or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section 2 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features affected by the interrupted service shall be considered; and further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.

To the extent allowed by law, the customer shall indemnify and hold harmless the Company from any damages or other injuries which may be asserted by any person, business, governmental agency, or other entity as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information (i.e., nonpublished or nonlisted information) in connection with the provision of 9-1-1 Service.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when a 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, the inability to provide subscriber information associated with multiparty lines, private telecommunications services (e.g., PBXs), or calls originating over central office based switching system lines.

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**SPECIALIZED SERVICES****C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)****5. Liability (Continued)**

The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when there is a failure or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, attach features, devices, or equipment of other vendors to the equipment of the network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments, if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information, to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide 9-1-1 Service.

The Company shall have no liability whatsoever to any person arising from its provision or failure to provide 9-1-1 Service to a subscriber of a nonregulated telephone service. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations

- a. The following rate elements apply to a typical B9-1-1, C9-1-1, and E9-1-1 arrangement:

9-1-1 Service Line

The 9-1-1 Service Line rate applies for the 9-1-1 loop extending from the host central office and terminating at the PSAP.

Trunking

The 9-1-1 Service Line Rate is applicable for the intraexchange circuit between the foreign central office and the central office serving the PSAP.

Interexchange circuits shall be provided at the rates found in the GTE Midwest Incorporated Inc. - PSC MO. NO. 5 Private Line Service Tariff.

Central Office Trunk Termination

This rate is applicable for the trunk termination in the host central office when the host central office concentrates the incoming traffic to the PSAP. This rate is in addition to the 9-1-1 Service line rate.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

- b. In addition to the elements listed in A. preceding, the Automatic Location Identification (ALI) Database rate element is applicable for E9-1-1 Service.

ALI Database Administration Charge

The ALI Database Administration Charge applies per system to create and maintain the MSAG and ALI databases. The rate applies for all enhanced systems whether CenturyTel is the host or secondary provider.

ALI Database Record Charge

An ALI Database Record Charge applies for each CenturyTel record maintained in the database. A non-CenturyTel Record Charge applies for verifying another telephone company's records.

c. Optional Services

Selective Routing - This service is available with C9-1-1 and E9-1-1. The following rate elements apply to Selective Routing Service:

Selective Router Database Administration Charge

The Selective Router Database Administration Charge applies per database to create and maintain the Selective Routing MSAG and ALI database structure. This charge is in addition to the ALI Database Administration Charge.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

c. Optional Services (Continued)

Selective Routing (Continued)

Selective Router Database Record Charge

The Selective Router Database Record Charge is applicable for the development and maintenance of street ranges and addresses, the assignment of ESNs and PSAPs to each record, and the transmission of the ALI to the database management system when accessed by the caller's ANI.

Selective Router Interface Charge (TCI Selective Router Only)

The Selective Router Interface Charge applies per termination for each interface card utilized by a trunk to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

Selective Router Hardware Charge (TCI Selective Router Only)

The Selective Router Hardware Charge applies per system to provide the selective routing hardware that is located in the central office.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

d. Quotation Preparation

The customer may request a quotation for all costs associated with 9-1-1 Service provisioning. A quotation so provided does not bind the Company to the rates set forth in the quotation. All rates for company provided services and facilities will be determined in accordance with the guidelines in this tariff. No charge will be incurred by the customer for such a request.

e. Special Service Arrangement Charges

If 9-1-1 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management. Special service arrangement rates and charges are subject to review and revision conditioned upon changing costs.

The proposed rates are subject to commission review.

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 6. Rates Regulations (Continued)

## f. 9-1-1 Nonrecurring Payment Options

Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1	.0875
2	.0457
3	.0318
4	.0249
5	.0208
6	.0181
7	.0164
8	.0147
9	.0136
10	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

g. 9-1-1 Funding Surcharge

The Company, as directed by the customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective customer less a billing and collection fee as provided by law.

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 7. Rates and Charges

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
9-1-1 Service Line, Each line or trunk	911CO-PSAP2WPL	\$0.00	\$29.18
Trunking, Each trunk			
Intraexchange	911CO-PSAP2WPL	0.00	29.18
Interexchange		See National Exchange Carrier Association Tariff FCC No. 5.	
Central Office Trunk Termination	911COTERM NRC 911COTERM	202.85	38.24

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## 7. Rates and Charges (Continued)

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Automatic Location Identification (ALI) Database			
ALI Database Administration Each system	911PSAPDBPSAP	\$0.00	\$199.46
ALI Database Record Charge			
Each CenturyTel record processed	911PSAPDBRC	NRC	0.83
	911PSAPDBRC		0.05
Each NON-CenturyTel record processed	911PSAPDBRCNGT	NRC	0.37
	911PSAPDBRCNGT		0.05

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESC. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Selective Routing Service			
Selective Router Database Administration Charge	911SRDBASE NRC \$ 911SRDBASE	330.36	\$ 191.28
Record Charge, Each	911SRDBLINE NRC 911SRDBLINE	.0025	0.0001
Selective Router Hardware (TCI Selective Router Only)			
Hardware Charge, Common Equipment Each system	911 CE 1CTY NRC 911 CE 1CTY	18,730.87	1,935.24
Selective Router Interface Charge, Each termination	911 TT 1CTY NRC 911 TT 1CTY	208.46 45.72	

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 customer service(s) shall be grandfathered at the following rates:

Monthly

<u>Rate</u>	
Independence County	\$122.77
Mississippi County	518.26
Washington County	213.80
White County	329.78

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SPECIALIZED SERVICES

D. E911 ALTERNATE NETWORK ROUTING

1. General

Alternate Network Routing (ANR) is offered as an optional service to Emergency Number Service (911) system customers. ANR provides other paths to route a 911 call from the caller to the Public Safety Answering Point (PSAP).

In cases of network overload (all trunks busy) or facility outage, such as failure of an intermediate central office or the loss of a 911 trunk, ANR Service will route the 911 call through the public switched network or cellular network. (NOTE: Any 911 calls in progress, at the time of a dedicated facility outage, will be lost when the facility fails.)

The components offered in this tariff include the terminating telephone network equipment and cellular radios.

Alternate Network Routing may also be utilized to allow the use of the public switched network in place of interexchange dedicated Telephone Company facilities. This application is restricted to 911 service crossing LATA boundaries only where LEC facilities are unavailable.

2. Description of Service

Alternate Network Routing is actuated upon a failure of the dedicated 911 access path to handle a 911 call.

In order to reroute the 911 call through the public switched telephone network (PSTN), Sender equipment is installed in the central office on the outgoing side of the 911 trunk and Receiver equipment is installed on the premises of the PSAP, or at an intermediate switching point.

Multiple telephone numbers may be programmed in the Sender in case the primary Receiver is not available.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****D. E911 ALTERNATE NETWORK ROUTING (Continued)****2. Description of Service (Continued)**

When a cellular path is used as an alternate route, a cellular transceiver is installed in the central office on the outgoing side and a second transceiver unit maybe installed at the receiving end (either at the intermediate switching point or at the PSAP).

Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

- 1) Without Monitoring - The Sender unit performs the functions of receiving the 911 call from the originating switch, storing the Automatic Number Identification (ANI), dialing the telephone number of the Receiver Unit to establish voice connection, and sending the ANI to the Receiver Unit. The Receiver Unit has an output connection, to either the network or the PSAP's E911 customer premises equipment, used to provide ANI to the answering attendant. ANI is used to record the call information and to retrieve the associated Automatic Location Information (ALI).
- 2) With Monitoring - Similar functions and terminal equipment as described in (1) above, with the addition of sensors which monitor the outgoing trunk to detect signaling problems. When a problem is detected, the Sender Unit seizes control of the 911 call and establishes the alternate route over the public switched network or the cellular network to complete delivery of the call and associated ANI.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****D. E911 ALTERNATE NETWORK ROUTING (Continued)****2. Description of Service (Continued)**

Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the cellular path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

**3. Network Equipment Descriptions****Teltone Switched Access System****Trunk Dial Unit (TDU) - 1st Trunk**

Seizes the 911 call, if the dedicated trunks are unavailable, and routes the call over the public telephone network to the Call Answer Unit or Call Transfer unit. During dialing, the TDU requests and stores the caller's ANI. Included are the TDU, relay rack, fuse panel and miscellaneous material needed to install the TDU in the Telephone Company central office.

**Trunk Dial Unit (TDU) - Additional Trunk**

Each additional TDU installed in available relay rack space with the first trunk. (Relay rack, fuse panel and miscellaneous material included with TDU-1st Trunk.)

**Call Answer Unit (CAU) - 1st Trunk**

Receiver installed at the Public Safety Answering Point. Included are the Call Answer Unit and miscellaneous material needed for installation at the Telephone Company central office or at the customer premises.

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SPECIALIZED SERVICES

D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

Call Answer Unit (CAU) - Additional Trunk

Each additional Call Answer Unit installed at the same central office or same customer premises as the CAU-1st Trunk.

Call Transfer Unit (CTU) - 1st Trunk

Installed on the incoming trunk of a 911 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Telephone Company central office.

Call Transfer Unit (CTU) - Additional Trunk

Each additional Call Transfer Unit (CTU) circuit card installed in an existing CTU shelf in the same central office.

**PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM**

INB Mini-Pac - 1st Trunk without Monitoring

Compact rack mounted single trunk version of the INB System. Includes Mini-Pac unit without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk without Monitoring

Each additional Mini-Pac unit without the monitoring option, installed in existing available relay rack space in the same Telephone Company central office.

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SPECIALIZED SERVICES

D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

INB Mini-Pac - 1st Trunk with Monitoring

Compact rack mounted single trunk version of the INB system. Includes Mini-PAC unit with the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk with Monitoring

Each additional Mini-Pac unit with the monitoring option, installed in the existing available relay rack space in the same central office.

INB Shelf System - 1st Trunk without Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk without Monitoring

Each additional Trunk Diverter Circuit (TDC) card without the monitoring option, installed in existing available INB main shelf.

INB Shelf System - 1st Trunk with Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards or three Line Switch and three TDC cards when the Line Switch option is used.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****D. E911 ALTERNATE NETWORK ROUTING (Continued)****3. Network Equipment Descriptions (Continued)****PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)****INB Shelf System - Additional Trunk with Monitoring**

Each additional Trunk Diverter Circuit (TDC) card with the monitoring option installed in the existing available INB shelf.

**Line Switch & 4/2 Wire Converter Card**

Optional circuit card installed in the INB Main or Expansion shelf. The Line Switch & 4/2 Wire Converter card is installed with the Trunk Diverter Circuit (TDC) card. An INB Main Shelf can hold a maximum of three (3) Line Switch & 4/2 Wire Converter cards and three (3) Trunk Diverter Circuit cards.

**INB Expansion Shelf**

Consists of the Trunk Expansion Circuit (TEC) card installed in the INB Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface INB Sender equipment with 911 services at the PSAP or another alternate answering facility. When the 911 call is answered, the ANI is received at the PSAP.

**PSAP Responder - 1st**

Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

**PSAP Responder - Additional**

Each additional PSAP Responder unit installed at the customer premises in an existing available mounting shelf slot.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESD. E911 ALTERNATE NETWORK ROUTING (Continued)

## 3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)Central Office (CO) Responder - 1st

Installed on the incoming trunk of the 911 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

Central Office (CO) Responder - Additional

Each additional CO Responder circuit card installed in an existing available CO Responder shelf.

The following items of equipment allow the diverted 911 call to be forwarded via an alternate cellular path:

INB Cellular Transceiver

A rack mounted cellular transceiver used in conjunction with the INB Shelf system or the INB Mini-Pac unit used to interface the Public Switched Network with the Cellular Network. Each unit interfaces with one 911 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Telephone Company central office.

Cellular 3 dB Antenna

Omni-directional 3 dB antenna used with the INB Cellular Transceiver.

Cellular 9 dB Antenna

Outdoor antenna used in place of the standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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SPECIALIZED SERVICES

D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

**Telular PhoneCell Series Equipment**

PhoneCell - 1M Cellular Transceiver

Wall mounted cabinet containing the power supply, telephone network interface, cellular transceiver and the miscellaneous material needed to interface one loop or ground start telephone line to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

PhoneCell - 4M Cellular Transceiver

Wall mounted cabinet containing four power supplies, four telephone network interfaces, four cellular transceivers, one quad antenna connector and miscellaneous material required to interface four loop or ground start telephone lines to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

Cellular 3 dB Antenna

Standard indoor antenna used with the PhoneCell 1M or 4M units.

Cellular 12 dB Antenna

Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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SPECIALIZED SERVICES

D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

a. Rules and Regulations

Each sender unit and each receiver unit requires a separate business access line. The customer will be responsible for all subscriber access line charges and toll calls billed to those access lines.

911 customers subscribing to a cellular radio circuit as an alternate network will be responsible for obtaining the cellular service and paying all charges related to its use.

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESD. E911 ALTERNATE NETWORK ROUTING (Continued)

## 4. Rates and Charges

Teltone	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Trunk Dial Unit				
WithOUT Monitoring				
1st trunk	911TDUNRC	\$1,733.51	911TDU	\$ 133.71
Additional trunk	911TDUANRC	347.00	911TDUA	95.63
Call Answer Unit				
WithOUT Monitoring				
1st trunk	911CAUNRC	443.99	911CAU	62.16
Additional trunk	911CAUANRC	286.00	911CAUA	51.73
Call Transfer Unit				
WithOUT Monitoring				
1st trunk	911CTUNRC	545.00	911CTU	94.37
Additional trunk	911CTUANRC	268.00	911CTUA	45.46

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GENERAL AND LOCAL EXCHANGE TARIFFSPECIALIZED SERVICESD. E911 ALTERNATE NETWORK ROUTING (Continued)

## 4. Rates and Charges (Continued)

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Proctor				
Mini-Pac				
WithOUT Monitoring				
1st trunk	911MINPNRC	\$469.00	911MINP	\$122.36
Additional trunk	911MINPANRC	347.00	911MINPA	106.42
Mini-Pac				
With Monitoring				
1st trunk	911MINPMNRC	469.00	911MINPM	136.62
Additional trunk	911MINPMANRC	347.00	911MINPMA	120.68
Shelf System				
WithOUT Monitoring				
1st trunk	911CDUPSSNRC	545.00	911CDUPSS	172.64
Additional trunk	911CDUPSSANRC	268.00	911CDUPSSA	58.10
Shelf System				
With Monitoring				
1st trunk	911CDUMNRC	545.00	911CDUM	198.57
Additional trunk	911CDUMANRC	268.00	911CDUMA	62.63

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## GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICESD. E911 ALTERNATE NETWORK ROUTING (Continued)

## 4. Rates and Charges (Continued)

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Expansion Shelf	911CDUSSXNRC	\$ 268.00	911CDUSSX	\$ 81.75
PSAP Responder				
1st	911CAUMNRC	431.00	911CAUM	138.10
Additional	911CAUMANRC	431.00	911CAUMA	134.70
Central Office Responder				
1st	911CTUCONRC	431.00	911CTUCO	85.44
Additional	911CTUCOANRC	431.00	911CTUCOA	54.62
Optional 4/2 Wire Converter	911CONV2WNRC	10.00	911CONV2W	15.85
Cellular Transceiver	911CELLTRPNRC	347.00	911CELLTRP	70.26
Cellular Antenna				
3 dB	911CELLANTP3NRC	10.00	911CELLANTP3	2.04
9 dB	911CELLANTP9NRC	73.00	911CELLANTP9	11.06
Telular				
PhoneCell				
1M Transceiver	911CELLTR1NRC	640.00	911CELLTR1	43.26
4M Transceiver	911CELLTR4NRC	690.00	911CELLTR4	131.24
Cellular Antenna				
3 dB	911CELLANTT3NRC	10.00	911CELLANTT3	2.17
12 dB	911CELLANTT12NRC	73.00	911CELLANTT12	4.25

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**GENERAL AND LOCAL EXCHANGE TARIFF**SPECIALIZED SERVICES**E. PRIVATE SWITCH EMERGENCY SERVICE****1. General**

Private Switch (PS) 911 Service allows a Public Safety Answering Point (PSAP) to receive either Automatic Number Identification (ANI) or a combination of ANI and Automatic Location Identification (ALI) information from 911 calls originating from Direct Inward Dial (DID) stations served by a private switch.

The Private Switch Providers (PSP) referred to in this tariff might include such organizations as: schools, nursing homes, hospitals, and planned communities.

**2. Definitions**

**911 Customer** - May be a municipality, a council of governments, a communication district, 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 given to operate Emergency Number Service (911).

**Administrative Site** - A customer designated location responsible for the administration of end user records associated with one or more private switches. The site has the capability of creating and conveying Private Switch End User (PSEU) information to the CenturyTel ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

**Automatic Location Identification (ALI) Database** - A database of records, by Directory Number, of subscribers' addresses, names, telephone numbers and Emergency Service Numbers (ESNs) to be used for 911 Emergency Telephone Service.

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SPECIALIZED SERVICES

E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

C911 Service - Service which automatically routes 911 calls to a PSAP and provides only the calling telephone number, through Automatic Number Identification (ANI), to the PSAP attendant answering the call.

Data Management System (DMS) - The combination of manual procedures and computer programs used to create, store, manipulate and update the data required to provide selective routing and ALI.

Directory Number (DN) - A seven-digit number assigned within an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the appropriate Public Safety Answering Point (PSAP).

E911 Service (or Enhanced 911) - Service which automatically routes 911 calls to a PSAP and provides the calling telephone number and associated address to the PSAP attendant answering the call.

Emergency Service Number (ESN) - A number code used in the Database Management System (DMS) for the routing of 911 calls. The ESN designates the public safety agencies responsible for service to the location of each telephone in a 911 service area.

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SPECIALIZED SERVICES

E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

CenturyTel PS ALI ENTRY - A personal computer (PC) software program that automates the process of building ALI records of Private Switch End Users (PSEU) in the National Emergency Number Association (NENA) Standard Format. It provides limited accuracy checks to aid preparation of ALI records to be uploaded into the Telephone Company Mechanized Assignment Record Keeping (MARK) database.

CenturyTel PS ALI GATEWAY - A Telephone Company computer facility that interfaces with the PS Provider Administrative Site to receive PS End User ALI updates from the Administrative Site and to return error reports for correction. Access to the gateway will be via a dial up modem using a common protocol.

Master Street Address Guide (MSAG) - A database of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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**SPECIALIZED SERVICES****E. PRIVATE SWITCH EMERGENCY SERVICE****2. Definitions (Continued)**

Nonlisted Service - Subscriber name, address and telephone number information that is not listed in the published telephone directory but is available through directory assistance services.

Nonpublished Service - Subscriber name, address and telephone number information not listed in the published telephone directory nor available through directory assistance services.

P.01 Transmission Grade of Service (GOS) - Trunk facility provisioning with the statistical probability of no more than one call in a hundred shall be blocked on initial attempt during the average busy hour.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

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SPECIALIZED SERVICES

E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

Private Switch 911 Site Administrator - A person assigned, by the PSP, the responsibility of establishing and maintaining PS 911 Service location information of each PSEU via the CenturyTel PS ALI program.

Public Safety Answering Point (PSAP) - A municipal, county or state operated telecommunications center for answering 911 Emergency Service calls.

Selective Router (SR) - A central office that has the capability of routing incoming 911 calls and ANI to the PSAP serving the caller.

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