

ENHANCED EMERGENCY NUMBER SERVICE

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D. Terms and Conditions (Continued)

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5. Data Management System

The Telephone Company will provide information necessary and available to the PSAP from the Company's master list. It will be the responsibility of the PSAP customer to load, verify, and update location and special record information on the end users. The Company should be notified by the Customer of any changes made to the Data Management System.

Database updates are made on an as-occured basis within the time period specified in the contract between the Company and the customer. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves, or changes of an end user which affect the database. Database listings are made on an as-needed basis as requested by the Customer.

E911 Service information consisting of the names, addresses, and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential (except as indicated in the following).

The 911 calling party forfeits the privacy afforded by non-published and unlisted telephone number service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.

E. Rate Regulations and Charges

The rates charged for E911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility.

No charge will be made to a calling party for calls to the 911 service number.

1. The rates and charges for E911 Service will be determined on an individual case basis and will be in the form of Direct Sale Cost, special assembly, or lease for PSAP equipment, non-recurring charges, and recurring monthly charges. Individual features requested by the customer may include, but are not limited to, direct sale or lease of PSAP equipment, central management, trunking, and maintenance.

2. Direct sale or lease of PSAP equipment shall be on terms mutually agreeable to the Company and the Customer.

3. Non-recurring charges for E911 Service will be made to one entity (normally a city or county) based on contracts mutually agreeable to the Company and the Customer or tariffed rates.

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P O Box 227
Breckenridge, MO 64625

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- 4. The monthly rate, in addition to the charges in Section E(2) and E(3) above, shall be set forth in the mutually agreeable contract or tariff.
- 5. The above rates apply in addition to applicable rates and charges for Private Line and Leased Line Services.
- 6. Service charges may apply as specified in other sections of the tariff when applicable.
- 7. Tie lines, private lines, extension lines, and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established tariff rates for such services and facilities as specified in this and other appropriate tariffs.
- 8. If E911 service requirements cannot be met with regularly offered service arrangements, special service arrangements will be furnished, when practical, by the Company at charges designed at least to recover the incremental 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.
- 9. Program development charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
- 10. Records conversion charges are applicable to the work necessary to design, review, modify, and maintain any Company Customer records, keeping systems in order to support E911 service, its billing, and its database management. The rate will be designed to at least recover the incremental costs of providing such service.
- 11. When a Customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the Customer at the appropriate hourly charges.
- 12. Cancellation of the service, in whole or in part, by the Customer prior to establishment thereof, will require payment of an amount equal to the costs incurred to the time of cancellation resulting from the Customer's order for service in writing, but not to exceed the total non-recurring charges. Any cancellation of the service after establishment will require reimbursement to the Company equal to an amount of the unrecovered installation and equipment cost provided to the Customer for E911 services.

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