

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

EMERGENCY TELEPHONE SERVICE (9-1-1)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

4. Customer Obligations (Cont'd)

- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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4. Customer Obligations (Cont'd)

- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security. (T)

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C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the caller or others. (T)
(C)
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them. (T)
(T)
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

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D. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
11. Private Switch (PS) 9-1-1 Service		
a. 9-1-1 Central Office Enabling	See Section 12, Special Assemblies	
b. Enable 9-1-1 Tandeming in Central Office(1)	See Section 12, Special Assemblies	
c. PS 9-1-1 Service Trunk		
1) Per trunk from Private Switch to serving Central Office(2)	See Section 4, Business Trunk rate	
d. 9-1-1 Service Line		
1) Facilities connecting PSAPs to their serving Central Office	See Section 4, Business Individual Line or Business Trunk rate	
e. 9-1-1 Transport/Transport Termination		
1) Per mile	See PSC MO. NO. 5 - Private Line Tariff	
2) Trunk Termination Per termination, each trunk	See Sheet 50 for trunk termination rates	

- (1) This fee will set up a Central Office to provide some level of 9-1-1 tandeming, based on the 9-1-1 network requirements. Because the cost depends on the type of switch involved, the technology used and the level of tandeming desired, prices must be individually established.
- (2) A minimum of two PS 9-1-1 Service Trunks are required from the Private Switch to the serving Central Office. The Private Switch, in some cases, may not be located at the end user location.

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Jeffrey Glover
Vice President External Relations
Monroe, Louisiana

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SPECIALIZED SERVICESEMERGENCY TELEPHONE SERVICE (9-1-1)

D. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
11. Private Switch (PS) 9-1-1 Service (Cont'd)		
f. PS ALI Subscriber Line Data Receipt - Per PS ALI record	See Sheet 51 for ALI Database Record rates	
g. CENTURYTEL PS ENTRY Full Site Administration Package (1) (911PSALIPC, 911PSALIPCNRC)	\$150.02	\$512.28
h. CENTURYTEL PS ALI Software Package (911PSALISW, 911PSALISWNRC)	16.45	266.21
i. CENTURYTEL PS ALI LQ Parallel Printer (911PSALIPR, 911PSALIPRNRC)	34.38	201.18
j. Payment Responsibility:		
1) The 9-1-1 Customer will be charged for Rates a, b, d, e and f, plus any additional PSAP terminations.		
2) The Private Switch (PS) Provider will be charged for Rates c, g, h and/or i.		

- (1) This enables the Private Switch (PS) Provider's PS 9-1-1 Site Administrator to create ALI records in NENA Standard format in a computer database and upload PS End User records to the Company via modem. It provides limited database management capabilities to the PS End User records and enables receipt of downloaded PS End User record errors for correction. Some entry-checking features are incorporated to minimize chances of errors being entered. This software requires the PS Provider's Site Administrator to have access to a personal computer with an MS-DOS operating system, Version 3.1 or above, MS Windows software, sufficient RAM to operate MS Windows, a harddrive with ENTRY software, a modem with 2400 baud capability, communications software that will operate the modem, and transmit and receive data files using commonly accepted protocol, and a telephone line connection to the modem.

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