

NOTICE OF FILING OF RATES AND REGULATIONS

The following rates and regulations have been filed with the Washington Utilities and Transportation Commission and are the effective rates and regulations of this Company for Exchange and Network Services.

No officer, employee or agent of the Company has any authority to waive, alter or amend in any respect these rates and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates and regulations herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the Washington Utilities and Transportation Commission, and changes in the Rates and Regulations herein set forth must first be approved or accepted by the Washington Utilities and Transportation Commission.

REGULATED SERVICES FOUND WITHIN THIS TARIFF ARE:

EMERGENCY REPORTING SERVICE (911)
TELEPHONE ASSISTANCE PROGRAMS
EXCHANGE AREAS AND
LOCAL CALLING AREAS
MAPS (WN U-40)

**ALL OTHER EXCHANGE AND NETWORK SERVICES CAN BE
FOUND IN THE EXCHANGE AND NETWORK SERVICES CATALOG.**

TERMS, CONDITIONS, RATES AND CHARGES

Applying to the provision of Intrastate

EXCHANGE AND NETWORK SERVICES

within the operating territory of

Qwest Corporation d/b/a CenturyLink QC

whether offered under that name, or the trade or brand name CenturyLink

in the State of

WASHINGTON

Mailing Address: CenturyLink
100 CenturyLink Drive
Monroe, LA 71201
Email: www.centurylink.com
Unified Business Identifier (UBI):601 295 793
Telephone: (303) 992-1400

Tariff No. WN U-49 replaces Tariff No. WN U-45 (Maps may retain the WN U-40 numbering system).

1. APPLICATION AND REFERENCE

SUBJECT	SHEET
Application of Tariff	1
Explanation of Tariff Change Symbols	4
Subject Index	3
Table of Contents	2
Trademarks, Service Marks and Trade Names	5

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to intrastate exchange and network services furnished by Qwest Corporation, d/b/a CenturyLink QC hereinafter referred to as the Company, between and among points within the State of Washington. The regulated and tariffed services offered herein by Qwest Corporation, d/b/a CenturyLink QC, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Tariff.

A. Territory Served, Service Rendered, Rates, Rules and Regulations

The Company renders exchange access service throughout the territory served by it and its connecting companies as shown in its tariffs and catalogs, which include a description of the service furnished.

The scope of exchange access service for customers located in the Walla Walla exchange includes service located in the section of the Walla Walla exchange in the State of Oregon.

The Table of Contents contains a complete list of all effective sections, giving the titles, sheet numbers and other information necessary for their identification.

B. Notice of Filing of Rates, Rules and Regulations

The following rates, rules and regulations have been regularly filed with the Washington Utilities and Transportation Commission (WUTC) and are the effective rates, rules and regulations of Qwest Corporation, hereinafter referred to as the Company.

No officer, employee or agent of the Company has any authority to waive, alter or amend in any respect these rates, rules and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates, rules and regulations herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the WUTC and changes in the rates, rules and regulations herein set forth must first be approved or accepted by the WUTC.

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS

SHEET

SECTION 1. APPLICATION AND REFERENCE

1.1	APPLICATION OF TARIFF	1
1.2	TABLE OF CONTENTS	2
1.3	SUBJECT INDEX	3
1.4	EXPLANATION OF TARIFF CHANGE SYMBOLS	4
1.5	TRADEMARKS, SERVICE MARKS AND TRADE NAMES	5

5. EXCHANGE SERVICES

5.1	EXCHANGE AREAS	1	
5.1.1	LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS	1	
5.1.2	MAPS	12	
5.2	LOCAL EXCHANGE SERVICE	16	
5.2.6	LIFELINE ASSISTANCE PROGRAMS	16	(T)

9. CENTRAL OFFICE SERVICES

9.1	EMERGENCY REPORTING SERVICE	1
9.1.1	UNIVERSAL EMERGENCY NUMBER SERVICE – 911 -BSE	1

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Application of Tariff	1	
Emergency Reporting Service	9	
Exchange Areas	5	
Exchange Services	5	
Explanation of Tariff Change Symbols	1	
Lifeline Assistance Programs	5	(N)
List of Exchange Areas and Local Calling Areas	5	
Local Exchange and Local Calling Area	5	
Local Exchange Service	5	
Trademarks, Service Marks and Trade Names	1	(D)
Tribal Lifeline	5	
Tribal Link Up	5	
Universal Emergency Number Service - 911	9	

WA2016-015

1. APPLICATION AND REFERENCE

1.4 EXPLANATION OF TARIFF CHANGE SYMBOLS

SYMBOL	EXPLANATION
(C)	To signify changed regulation
(D)	To signify discontinued material
(I)	To signify rate increase
(K)	To signify material moved to another part of the tariff with no change, unless there is another change symbol present.
(M)	To signify material moved from another part of the tariff with no change, unless there is another change symbol present.
(N)	To signify new material
(R)	To signify rate reduction
(T)	To signify a change in text but no change in rate, regulation, term or condition

1. APPLICATION AND REFERENCE

1.5 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

The following list of trade names, trademarks and/or service marks which may be used for services offered in this Tariff are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks are applicable.

Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK®
QWEST®

Tariffed service names which are preceded by QWEST® or “Qwest,” and tariffed services which include “Qwest” as a part of the service marked or trademarked product name, may also be marketed and/or billed under the trade or brand name CenturyLink, or may be marketed and/or billed without any trade or brand name.

5. EXCHANGE SERVICES

SUBJECT	SHEET	
Exchange Areas	1	
Lifeline Assistance Programs	16	(N)
List of Exchange Areas and Local Calling Areas	1	
Local Exchange and Local Calling Area	2	
Local Exchange Service.....	12	
 Tribal Lands Lifeline Program	 18	 (D) (T)
Tribal Link Up Program	20	(T)
		(D)

WA2016-015

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

A. Description

1. The exchange access line is provided from the Company's central office facilities to the customer's location. The central office serving the customer's location is designated by the Company. Through these exchange access lines, the customer has access to the local calling area of the exchange.

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

A. Description

Local calling refers to calls placed to telephone numbers where message toll charges do not apply. This includes calls placed within an exchange as well as between two or more exchanges that are part of the local calling area as specified in B., following.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)

B. Local Exchange and Local Calling Area

LOCAL EXCHANGE	LOCAL CALLING AREA
Aberdeen- Hoquiam	Aberdeen-Hoquiam, Copalis, Grayland, Lake Quinault [1], Montesano, Ocosta, Pacific Beach, Westport
Auburn	Auburn, Black Diamond, Des Moines, Enumclaw, Kent, Renton, Seattle[2], Sumner, Tacoma Waverly rate area
Bainbridge Island	Bainbridge Island, Seattle-[2]
Battle Ground	Amboy, Battle Ground, LaCenter, Ridgefield, Vancouver, Yacolt
Belfair	Belfair, Bremerton, Dewatto, Port Orchard, Silverdale, Union

[1] Lake Quinault designation includes Humptulips.

[2] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Bellevue	Ames Lake, Bellevue, Carnation, Fall City, Issaquah, Kirkland, North Bend, Renton, Seattle[1], Snoqualmie Pass
Bellingham	Acme, Bellingham, Blaine/Birch Bay, Custer, Deming, Everson, Ferndale, Laurel, Lynden/Maple Falls, Sumas
Black Diamond	Auburn, Black Diamond, Enumclaw, Kent, Maple Valley
Bremerton	Belfair, Bremerton, Dewatto, Gig Harbor [2], Port Orchard, Poulsbo, Silverdale
Buckley	Buckley, Enumclaw, Orting, South Prairie, Sumner
Castle Rock	Castle Rock, Longview-Kelso, Vader, Toledo
Centralia	Centralia, Chehalis, Curtis, Mossyrock, Onalaska, Pe Ell, Rochester, Salkum, Toledo, Winlock

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

[2] Gig Harbor designation includes Arletta, Fox Island and Lakebay.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Chehalis	Centralia, Chehalis, Curtis, Mossyrock Onalaska, Pe Ell, Salkum, Toledo, Winlock
Clarkston	Asotin, Clarkston, Lapwai, ID, Lewiston, ID, Anatone, ID
Cle Elum	Cle Elum, Easton, Roslyn
Colfax	Colfax
Colville	Colville, Kettle Falls, Chewelah[1], Northport
Copalis	Aberdeen-Hoquiam, Copalis, Pacific Beach
Coulee Dam	Coulee Dam, Nespelem
Crystal Mountain	Crystal Mountain, Enumclaw
Dayton	Dayton, Starbuck, Waitsburg, Walla Walla
Deer Park	Deer Park, Loon Lake, Spokane, Springdale

[1] Chewelah designation includes Hunters.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Des Moines[1]	Auburn, Des Moines, Kent, Renton, Seattle[2], Tacoma Waverly rate area
Easton	Cle Elum, Easton, Roslyn
Elk	Elk, Spokane, Green Bluff
Enumclaw	Auburn, Black Diamond, Buckley, Crystal Mountain, Enumclaw, Orting, South Prairie, Sumner
Ephrata	Ephrata, George, Moses Lake, Quincy, Soap Lake, Wilson Creek
Graham	Eatonville, Graham, Orting, Puyallup, Rainier, Roy, Tacoma, Yelm

[1] Customers located in the King County portion of the Waverly 7 wire center may subscribe to either Des Moines exchange service or Tacoma exchange service. Des Moines exchange service would be provisioned using a prefix served by the Waverly 7 wire center. The rates and charges normally applicable to Foreign Exchange service would not apply.

[2] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREA AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Green Bluff	Green Bluff, Spokane, Elk
Hoodsport	Hoodsport, Shelton, Union
Issaquah	Bellevue, Carnation, Fall City, Issaquah, Kirkland, Maple Valley, North Bend, Renton, Seattle[1], Snoqualmie Pass
Kent	Auburn, Black Diamond, Des Moines, Kent, Maple Valley, Renton, Seattle[1]
Liberty Lake	Liberty Lake, Spokane
Longview-Kelso	Castle Rock, Cathlamet, Kalama, Longview-Kelso, Vader, Toledo
Loon Lake	Deer Park, Loon Lake, Spokane

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREA AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Maple Valley	Black Diamond, Issaquah, Kent, Maple Valley, Renton, Seattle[1]
Moses Lake	Ephrata, Moses Lake, Othello, Warden, Wilson Creek, Soap Lake
Newman Lake	Newman Lake, Spokane
Northport	Northport, Colville
Olympia	Olympia, Shelton, Bucoda, Rainier, Rochester, Tenino, Yelm
Omak-Okanogan	Omak-Okanogan, Tonasket
Oroville	Oroville, Loomis, Molson/Chesaw, Mount Hull
Othello[2]	Moses Lake, Othello

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

[2] Excludes Royal City wire center.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Pasco	Benton City, Kennewick, Mathews Corner[1], Pasco, Richland
Pateros	Brewster, Bridgeport, Pateros
Pomeroy	Pomeroy
Port Angeles	Port Angeles, Sequim, Gardner
Port Ludlow	Port Ludlow, Port Townsend, Chimicum (Center)
Port Orchard	Belfair, Bremerton, Gig Harbor[2], Port Orchard, Silverdale
Port Townsend	Brinnon, Center, Port Ludlow, Port Townsend, Quilcene
Puyallup	Graham, Orting, Puyallup, S. Prairie, Sumner, Tacoma

[1] Mathews Corner designation includes Eltopia.

[2] Gig Harbor designation includes Arletta, Fox Island and Lakebay.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Renton	Auburn, Bellevue, Des Moines, Issaquah, Kent, Maple Valley, Renton, Seattle[1]
Ridgefield	Battle Ground, LaCenter, Ridgefield, Woodland, Vancouver
Rochester	Centralia, Rochester, Olympia
Roy	Graham, Rainier, Roy, Tacoma, Yelm
Seattle[1]	Ames Lake, Auburn, Bainbridge Island, Bellevue, Bothell, Des Moines, Halls Lake, Issaquah, Kent, Kirkland, Maple Valley, Renton, Richmond Beach, Seattle, Vashon

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Sequim	Gardiner, Port Angeles, Sequim
Shelton	Hoodsport, Olympia, Shelton, Union
Silverdale	Belfair, Bremerton, Port Orchard, Silverdale, Kingston[1], Poulsbo, Suquamish
Spokane	Cheney, Deer Park, Edwall-Tyler, Elk, Fairfield, Green Bluff, Latah, Liberty Lake, Loon Lake, Medical Lake, Newman Lake, Reardan, Rockford, Spangle, Spokane, Sprague, Springdale
Springdale	Deer Park, Spokane, Springdale
Sumner	Auburn, Buckley, Enumclaw, Orting, Puyallup, South Prairie, Sumner, Tacoma
Tacoma Tacoma rate area	Eatonville, Gig Harbor[2], Graham, Orting, Puyallup, Rainier, Roy, South Prairie, Sumner, Tacoma, Tacoma Waverly, Yelm
Tacoma Waverly rate area	Auburn, Des Moines, Eatonville, Gig Harbor[2], Graham, Orting, Puyallup, Rainier, Roy, South Prairie, Sumner, Tacoma, Tacoma Waverly, Yelm

[1] Kingston designation includes Hansville.

[2] Gig Harbor designation includes Arletta, Fox Island and Lakebay.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS

B. Local Exchange and Local Calling Area (Cont'd)

LOCAL EXCHANGE	LOCAL CALLING AREA
Touchet	Touchet, Walla Walla, Stateline, OR
Vancouver	Amboy, Battle Ground, Camas-Washougal, LaCenter, Ridgefield, Vancouver, Woodland, Yacolt
Waitsburg	Dayton, Waitsburg, Walla Walla, Stateline, OR
Walla Walla	Dayton, Eureka, Prescott, Touchet, Waitsburg, Walla Walla, Milton- Freewater, Stateline, OR
Warden	Moses Lake, Warden
Winlock	Chehalis, Centralia, Toledo, Winlock
Yakima	Cowiche, Harrah, Naches, Nile, Rimrock[1], Selah, Tieton, Toppenish[2], Wapato, White Swan, Yakima

[1] Rimrock designation includes White Pass.

[2] Toppenish designation includes Zillah.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.2 MAPS

The following exchange maps, under the jurisdiction of the Company within the State of Washington, are on file with the Washington Utilities and Transportation Commission (WUTC) and the Company under WN U-40.

The maps are numbered as follows:

EXCHANGE	MAP No.	REVISION No.
Aberdeen-Hoquiam	M-1	Original
Auburn	M-4	4th
Bainbridge Island	M-5	Original
Battle Ground	M-6	3rd
Belfair	M-7	Original
Bellevue	M-8	Original
Bellingham	M-9	Original
Black Diamond	M-11	1st
Bremerton	M-12	Original
Buckley	M-13	Original
Castle Rock	M-14	Original
Centralia	M-16	Original
Chehalis	M-17	Original
Clarkston	M-18	Original
Cle Elum	M-19	First
Colfax	M-20	Original
Colville	M-21	Original
Copalis	M-22	Original
Coulee Dam	M-24	Original
Crystal Mountain	M-25	Original

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.2 MAPS (Cont'd)

EXCHANGE	MAP No.	REVISION No.
Dayton	M-27	Original
Deer Park	M-28	Original
Des Moines	M-29	3rd
Easton	M-30	1st
Elk	M-32	Original
Enumclaw	M-33	1st
Ephrata	M-34	1st
Graham	M-36	Original
Green Bluff	M-37	Original
Hoodsport	M-39	Original
Issaquah	M-41	Original
Kent	M-42	7th
Liberty Lake	M-45	Original
Longview-Kelso	M-47	Original
Loon Lake	M-48	Original
Maple Valley	M-49	2nd
Moses Lake	M-50	1st

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.2 MAPS (Cont'd)

EXCHANGE	MAP No.	REVISION No.
Newman Lake	M-52	Original
Northport	M-53	Original
Olympia	M-56	1st
Omak-Okanogan	M-57	1st
Oroville	M-58	1st
Othello	M-59	1st
Pasco	M-61	Original
Pateros	M-62	Original
Pomeroy	M-64	Original
Port Angeles	M-65	1st
Port Ludlow	M-66	Original
Port Orchard	M-67	Original
Port Townsend	M-68	Original
Puyallup	M-69	Original
Renton	M-71	Original
Ridgefield	M-72	Original
Rochester	M-74	1st
Roy	M-75	Original

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.2 MAPS (Cont'd)

EXCHANGE	MAP No.	REVISION No.
Seattle	M-76	Original
Sequim	M-77	Original
Shelton	M-78	Original
Silverdale	M-79	Original
Spokane	M-81	1st
Springdale	M-83	1st
Sumner	M-85	2nd
Tacoma	M-86	Original
Touchet	M-87	Original
Vancouver	M-89	2nd
Waitsburg	M-90	Original
Walla Walla	M-91	Original
Warden	M-92	Original
Winlock	M-95	1st
Yakima (1 of 4)	M-97	Original
Yakima (2 of 4)	M-98	Original
Yakima (3 of 4)	M-99	Original
Yakima (4 of 4)	M-100	Original

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

A. Federal Lifeline Program

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies to a single telephone line or broadband service, or a bundle of broadband and single telephone line service at the applicant's principal place of residence.

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household ^[1] in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

3. Terms and Conditions

- a. **Effective January 22, 2020, an applicant may request Lifeline assistance directly through the on-line consumer portal of the National Lifeline Eligibility Verifier (NLEV), also known as National Verifier. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may contact the Company to request that paper copies of the application and Household Worksheet be mailed to them or may obtain the required forms from the following website:**
- <https://www.lifelinesupport.org/ls/nv/default.aspx>**

(C)

(C)

^[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, **a qualifying** broadband service or a **qualifying** bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider. (C)
(C)
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.
- h. **The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.** (N)
- i. **At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.**
- j. **All Lifeline recipients will be required to recertify their eligibility every year.** (N)

(K) Material moved to Sheet 17. (K)

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

- A. Federal Lifeline Program
3. Terms and Conditions (**Cont'd**)

(T)

- k. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

(M)

—
(M)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- l. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.

(T)

(K)

(M) Material moved from Sheet 16.1.

(K) Material moved to Sheet 17.1.

WA2019-016

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT	(M)
Federal Lifeline Program Credit, per month	See Note ^[1]		(T) (M)
• Qualifying voice-only service			(N)
- Prior to December 1, 2019		\$9.25	(T)
- Effective December 1, 2019		7.25	(N)
- Effective December 1, 2020		5.25	
• Qualifying Broadband or bundled service		9.25	(N)

^[1] Credit is applied as follows: ASGFX* (I) + ASGF2**

* **USOC ASGFX applies an amount equal to the Subscriber Line Charge found in Section 4.7.1 of the CenturyLink Operating Companies Tariff F.C.C. No. 11.**

** **USOC ASGF2 applies the remaining amount required to equal the federal credit.**

(M) Material moved from Sheet 17.

WA2019-016

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

(T) (M)

B. Reserved

(N)

C. Tribal Lands Lifeline Program

(T)

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.

(T)

(T)

2. Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:

(T)

- **Bureau of Indian Affairs (BIA) general assistance program**
- **Tribally administered Temporary Assistance for Needy Families (TANF)**
- **Head Start programs (under income qualifying eligibility provision only)**
- **Food Distribution Program on Indian Reservations**

(T)

(M)

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.

(N)

(N)

3. Terms and Conditions

- a. **Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.**

(T)

(T)

(M) Material previously appeared on 6th Revised Sheet 17.

WA2016-015

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

C. Tribal Lands Lifeline Program

3. Terms and Conditions (Cont'd)

- b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below zero during any month.
- c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

4. Monthly Credit

CREDIT USOC	CREDIT AMOUNT
-------------	---------------

Flat individual line (1FR)	ASGFT ^[1]	Up to \$25.00 ^[2]	(T)
----------------------------	----------------------	------------------------------	-----

^[1] USOC applies when credit is applied towards single line telephone service. (N)

^[2] The Tribal Lifeline Credit is up to \$25.00 but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. is subtracted from the total and the remaining difference is the applicable credit amount. **The following calculations are examples only:** (T)

Example 1: If the individual line rate is \$25.50 with no EAS or other non-discretionary charges, interstate subscriber line charge is \$6.14, and federal lifeline credit is \$7.25: $(\$25.50 + \$6.14 + \$0.00 = \$31.64 - \$7.25 = \$24.39)$ Result does not exceed maximum \$25.00, so monthly tribal credit amount is \$24.39.

Example 2: If the individual line rate is \$26.50 with no EAS or other non-discretionary charges, interstate subscriber line charge is \$6.14, and federal lifeline credit is \$7.25: $(\$26.50 + \$6.14 + \$0.00 = \$32.64 - \$7.25 = \$25.39.)$ Result exceeds maximum credit amount; therefore, the monthly tribal credit is \$25.00. (T)

WA2020-04

Advice No. 3735T

Issued by Qwest Corporation d/b/a CenturyLink QC

Effective: August 7, 2020

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd) (T)

D. Tribal Link-Up Program

As of April 1, 2012, non-Tribal Lifeline customers are not eligible for Link-Up support. **Eligible** residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required. (T)

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously. (T)

CREDIT USOC

Tribal Link-Up Credit

LNK/
LNKEL

E. Application of **Lifeline** Assistance Programs to Concession Accounts (T)

Individuals in concession groups will receive 100% **Lifeline Assistance Program** benefits less the amount of **concession** discount. For example, **persons** who receive a 50% discount on **local exchange service and the End User Common Line Charges** will receive 50% of **the Lifeline Assistance Program** benefits. (T)

9. CENTRAL OFFICE SERVICES

SUBJECT	SHEET
Emergency Reporting Service	1
Universal Emergency Number Service – 911 - BSE	1
Basic Universal Emergency Number Service (Basic 911)	1
Enhanced Universal Emergency Number Service (E911)	14
Wireless E-911 Connectivity	40
Universal Emergency Number Service Subscriber Records	45

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A. Basic Universal Emergency Number Service (Basic 911)

1. Description

- a. 911 Emergency Communication System is a telephone exchange service whereby a PSAP designated by the 911 customer may receive calls dialed to the telephone number 911.
- b. 911 Service provides for routing all 911 calls originated by a telephone with given central office prefix codes to a single PSAP via the switched network to dedicated or non-dedicated access lines. The choice of the service arrangement is the 911 customer's, subject to availability of facilities.
- c. The 911 Code feature permits the public to dial 911 and have the central office route the call to a PSAP.
- d. The dedicated access line option provides a circuit from the Originating End Office to the PSAP which may incorporate the following features, operating conditions permitting:

Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 911 call regardless of the action of the calling party. Forced disconnect prevents the dedicated facilities (lines or trunks) to the PSAP from being tied up by calling parties who remain off-hook. After the PSAP attendant releases from a 911 call, the dedicated 911 trunk or line facility to the PSAP is automatically released and made available for other 911 calls. Forced disconnect may be used to disconnect any established 911 call connection to a PSAP.

Idle Tone

A reorder tone at 120 interrupts per minute is a tone that is given to alert the PSAP attendant that the originating party has gone on-hook after the 911 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A.1.d. (Cont'd)

Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the 911 customer's terminal equipment, to allow the PSAP attendant to know whether a 911 call put on hold is still on hold or has disconnected. Additionally, a control circuit is required in connection with the 911 customer provided visual lamp indicator.

Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 911 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. Actions by the calling party will not affect the connection being held. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

Emergency Ringback

Allows the PSAP attendant to ring back a calling station whether the station is on or off-hook.

- e. Features other than those described in 1.a. through 1.d., preceding, may be provided on an individual case basis, under the terms and conditions of a written contract.
- f. The non-dedicated access line option forwards the call from an Originating End Office over the message network to the PSAP. No additional features are available with this option.
- g. Company or 911 customer provided equipment may be furnished to terminate 911 facilities at any PSAP.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A.1. (Cont'd)

- h. When 911 customer provided terminal equipment is used at a PSAP, it will be furnished in accordance with the terms and conditions set forth in other sections of the Company and must comply with the Federal Communications Commission Rules and Regulations, CFR Part 68. When 911 customer provided terminal equipment is used, it must be compatible with the technical requirements and features of 911 Service, i.e., lines must be loop start.

2. Definitions

911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The 911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

911 Service Area

The geographic area that contains the Serving Central Office and Originating End Offices in which the 911 customer will have the capability to respond to all 911 calls and initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the 911 customer.

Called Party Hold (CPH)

A feature of 911 Service that enables a PSAP attendant to retain control of an incoming 911 call connection even if the calling party hangs up.

Emergency Ringback

A feature that allows the PSAP attendant to call or ring the line of an incoming 911 call that appears to have gone on hook (hung up). CPH is required for this feature.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A.2. (Cont'd)

Forced Disconnect

A feature that allows the PSAP attendant to release a connection regardless of the action of the calling party. This prevents blockage of the incoming 911 lines serving the PSAP.

Idle Tone Application

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

Meet Point

A predetermined point in the provision of a circuit, between two or more operating companies, i.e., where the Company provides a portion of the facilities to a point and another telephone company continues the facilities in order to provide end-to-end service to a 911 customer.

Originating End Office

A central office that serves the caller originating a 911 call.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive 911 calls directly from the public; secondary PSAPs receive 911 calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.2. (Cont'd)

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

Switchhook Status

A feature that provides the PSAP attendant audible and visual signals indicating whether a 911 call put on hold is still on hold or has disconnected.

3. Terms and Conditions

- a. The 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The 911 customer must be legally authorized to subscribe to the service and respond to public emergency calls from the central office service areas arranged for 911 calling.
- b. If Company facilities are not available to provide 911 Service, modifications may be made to our facilities as necessary on an individual case basis. The actual cost of these modifications will be charged to the 911 customer in addition to the filed rates in this Tariff.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- c. In a dedicated access line arrangement, the 911 customer will be required to purchase exchange lines from the Originating End Office to the PSAP and when necessary, applicable mileage rates (as shown in 4.a.(4), following) from the Originating End Office to the Serving Central Office, to allow the direct routing of end office calls over those lines.

For the non-dedicated access line option, the 911 customer must purchase exchange lines from the Serving Central Office, as noted below, for receipt of calls forwarded from each remote end office.

- (1) A combination of dedicated and non-dedicated lines may be provided to one PSAP, operating conditions permitting, but only one option is available per Originating End Office.
- (2) The 911 customer must subscribe to enough lines at the PSAP to receive 911 calls on lines other than its administrative lines. In no case shall there be less than two 911 lines per Originating End Office.
- d. All terms and conditions contained in this Tariff apply, as appropriate, to the provision of 911 Emergency Service.
- e. 911 are the only digits which may be used as an abbreviated emergency telephone number.
- f. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies may subscribe to other service as provided in this and other tariffs of the Company.
- g. The service is furnished to the 911 customer for the purpose of receiving reports of a public safety nature from the public.
- h. 911 Service is classified as business service and is arranged for one-way incoming service to the appropriate PSAP.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- i. 911 Service will not be suspended or disconnected for non-payment without a 90 day written notification to the 911 customer and the Company.
- j. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to respond to such calls.
- k. The Company shall not be responsible for providing 911 Service to less than an entire central office.
- l. The rates charged for 911 Transport Service includes normal Public Switched Telephone Network monitoring of facilities to discover errors, defects, and malfunctions in the network, but do not include any additional monitoring. If available, at the request of the 911 customer, the Company will provide additional inspection and monitoring of facilities for an additional charge. The 911 customer and the Company shall promptly notify each other in the event the system is not functioning properly.
- m. In any central office where 911 Service has been activated, the Company will provide the same level of reliability and quality as it provides for all other telephone services in that central office.
- n. For liability terms and conditions, see Liability in General Regulations, Section 2, in the Exchange and Network Services Catalog and in B.3.l., m. and n., following.
- o. The 911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the 911 customer's public safety jurisdiction. The Company will provide the 911 customer with central office boundary identifications and make a good faith effort to notify 911 customers of changes.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- p. Application for 911 Service must be executed in writing by each 911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 911 customer.
- q. The 911 customer must furnish the Company its agreement in writing to the following terms and conditions.
 - (1) All 911 calls will be answered on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - (2) The 911 customer will process all calls that are received from the central office whether or not the calling party is outside the answering 911 customer's jurisdiction.
 - (3) The 911 customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties. Furthermore, a written assurance is required from all agencies indicating their concurrence in the arrangement.
 - (4) The 911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (5) The 911 customer will provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines.
 - (6) The 911 customer will maintain an adequate number of circuits to handle the traffic volume.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- r. The calling party will not be charged for calls placed to the 911 number. Any appropriate toll charges associated with 911 calls will be billed to the 911 customer.
- s. Neither the calling party nor the 911 customer is billed for message unit charges associated with measured service or calls placed from a pay telephone.
- t. When Switched to Non-dedicated Access Line Originating End Office Emergency Call Forwarding is requested, it will be provided by central office translation services when available. If translation services are not available, central office diverting equipment will be substituted, provided that particular central office is able to accommodate that equipment.
- u. It is the 911 customer's obligation to assure that any 911 customer provided terminal equipment is compatible with 911 Service and features.
- v. Trunk conditioning charges may apply under certain circumstances. For example, if there is a PSAP installed to back up the primary PSAP, the charges could apply, on an individual case basis.
- w. The Company will provide one type of 911 service per central office, either basic or enhanced, but not both.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A. Basic Universal Emergency Number Service (Basic 911) (Cont'd)

4. Rates and Charges

The rates and charges contained herein apply to services provided by the Company. Additional charges rendered by other local exchange carriers in connection with the provisioning of this service to the 911 customer will also apply.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. 911 Transport Dedicated			
(1) 911 Business Line from Originating End Office to PSAP	91L	[1]	[1]
(2) Basic 911 Code Recognition End Office trunk termination, per line (includes basic features)[2]	98H	ICB	\$12.38
(3) Automatic Number Identification, per trunk[2,3]	D98	\$827.99	16.83

[1] Apply same rates and charges for business line as shown in 5.2.4.B. of the Exchange and Network Services Catalog.

[2] Can have Basic with features or ANI, but not both. This charge is in addition to the 911 Business Line.

[3] Monthly rate includes the quarterly traffic study reports.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(4) Transport Mileage			
(a) Per mileage band			
Mileage Bands			
• Over 0 to 8			
- Fixed	XU9E3	\$68.71	\$20.88
- Per mile	XE9EC	—	0.10
• Over 8 to 25			
- Fixed	XU9E4	68.71	20.90
- Per mile	XE9ED	—	0.14
• Over 25 to 50			
- Fixed	XU9E5	68.71	21.12
- Per mile	XE9EE	—	0.13
• Over 50			
- Fixed	XU9E6	68.71	22.10
- Per mile	XE9EF	—	0.14

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.4.a.(4) (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE
(b) Charges for Company network services (Company portion only) when being provided in conjunction with other local exchange carriers[1]		
• From Originating End Office to Meet Point	[2]	[2]
• From Meet Point to the PSAP Serving Central Office	[3]	[3]
(5) Originating End Office 911 Code Translation, per End Office	ICB	ICB

[1] The monthly mileage rates apply to the airline distance measured between the central offices through which the service is provided.

[2] For the Company portion, apply same rates and charges for 911 Code Recognition and fixed transport mileage per mileage band, and if requested, rates and charges for Automatic Number Identification.

[3] For the Company portion, apply same rates and charges for 911 business line and fixed transport mileage per mileage band.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. 911 Transport Non-dedicated[1]			
• Originating End Office Emergency Call Forwarding	9R1	[2]	[2]
• Originating End Office 911 Code Translation, per End Office	E99++	ICB	ICB

[1] One exchange line is required at the PSAP for each Originating End Office Emergency Call Forwarding feature to allow answering of calls forwarded.

[2] Apply same rates and charges as shown in 5.4.4, *MARKET EXPANSION LINE* Service in the Exchange and Network Services Catalog. The USOC 9R1 has no rate and is used for internal tracking purposes only.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

B. Enhanced Universal Emergency Number Service (E911)

1. Description

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 (E911) Service, is a communication service whereby one or more PSAPs designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 Service includes network facilities necessary for the answering, transferring, and forced disconnect of emergency 911 calls originated by persons within the serving area.

2. Definitions

Alternate Routing (AR)

A method by which 911 calls are routed to a designated alternate location if all E911 lines to the primary PSAP are busy, or the primary PSAP is closed for a period of time.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI feature) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Location Identification/Data Management System (ALI/DMS)

A computer data base used to create, store and update the data (e.g. Emergency Service Numbers, addresses, customer names, etc.) required to provide the Selective Routing and ALI features.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 customer's premises equipment for display.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP designated by the E911 customer.

Diverse Route

A method of deploying end office facilities using separate systems to provide E911 Service in case of facility or central office equipment failure.

Emergency Service Central Office (ESCO) Code

A code that identifies the originating End Office of a 911 call.

Emergency Service Numbers (ESNs)

Numbers used to identify primary and secondary PSAP locations as well as unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area. ESNs are programmed into the Automatic Location Identification-Data Management System and are assigned by the Company to facilitate the routing and transfer features.

End Office

A central office which receives originating 911 calls.

E911 Control Office/Tandem

A central office which provides tandem switching of 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing feature and certain maintenance functions for each PSAP.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

E911 Service Area

The geographic area in which the E911 customer will answer all 911 calls and transfer, relay or dispatch appropriate emergency assistance.

E911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The E911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

E911 Transport

Utilization of dedicated point-to-point circuits between an End Office or a Private Switch/MLTS and an E911 Control Office, a control office and a PSAP and/or a PSAP. E911 Transport is only to be used to transmit a telephone number (Automatic Number Identification Transport), a name and address (Automatic Location Identification Transport), or routing information (Selective Routing Transport) associated with a 911 call.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the customer premises equipment.

Forced Disconnect

A feature that allows the PSAP attendant to release a connection regardless of the action of the calling party. This prevents blockage of the incoming 911 lines serving the PSAP.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming 911 call by manually obtaining dial tone through use of the telephone switchhook or the appropriate button on the customer premises equipment and dialing the appropriate telephone number or speed calling code.

Master Street Address Guide (MSAG)

A data base of street names and address ranges within their associated communities defining emergency service zones for 911 purposes.

MLTS

A Multi-line Telephone System (MLTS) comprised of common control unit(s), telephone sets, and control hardware and software. This includes network and premises based systems. i.e., Centrex and PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.

P.01 Grade of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Switch/MLTS

Any communications service provided by a non-certificated telecommunications provider with a unique identifying number which is connected directly to the Public Switched Telephone Network.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Private Switch/Automatic Location Identification (PS/ALI –GRANDFATHERED)^[1]

(C)

PS/ALI is a service offering which allows a Private Switch/MLTS to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual Switch/MLTS stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP. PS/ALI also is available to Centrex/*CENTRON* customers who wish to provide the E911 system with more station specific location and routing information. These are the only intended uses for this service.

Private Switches/MLTS supported by ISDN PRI do not need to purchase separate 911 trunks.

Private Switch/Automatic Location Identification (PS/ALI) Customer^[1]

(T)

The PS/ALI customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, or a Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer who desires to provide station location information to the E911 system.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive E911 calls directly from the public; secondary PSAPs receive E911 calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.**

(N)
(N)

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Reverse Search of the Automatic Location Identification (ALI) Data Base

A query of the ALI data base initiated at the PSAP to electronically obtain the ALI data associated with a known telephone for purposes of handling an emergency call when that telephone is not directly connected to the PSAP in accordance with WAC 480-120-452.

Selective Routing (SR)

A feature that permits a 911 call to be routed to the designated primary PSAP based upon the identified telephone number of the calling party.

Selective Routing "In" Trunk Port

Provides termination of the incoming trunking arrangement from the end office to the Tandem for transmitting voice messages to the PSAP.

Selective Routing "Out" Trunk Port

Provides termination of the outgoing trunking arrangement from the Tandem to the PSAP for purposes of transmitting voice.

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

Standard Addressing

A means of addressing which provides street/road names and house numbers, used in populating the Automatic Location Identification/Data Management System.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B. Enhanced Universal Emergency Number Service (E911) (Cont'd)

3. Terms and Conditions

- a. This service is limited to the use of 911 as the universal emergency telephone number.
- b. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies may subscribe to other telephone service as provided in this and other tariffs of the Company.
- c. E911 Service is furnished to the E911 customer only for the purpose of receiving reports of a public safety nature from the public.
- d. E911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
- e. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the E911 customer's personnel to respond to such calls.
- f. Reverse Search
 - (1) A PSAP may make a reverse search of information in the Automatic Location Identification (ALI/DMS) database when, in the judgment of the representative of the PSAP, an immediate response to the location of the caller or to the location of another telephone number reported by the caller is necessary because of an apparent emergency.
 - (2) A record shall be created by the telecommunications Local Exchange Company (LEC) or in the database that is searched at the time of the reverse search showing the date and time, the number searched, the PSAP, and, if feasible, the PSAP agent position from which the reverse search is initiated. The records shall be retained for at least three years following the search.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.f. (Cont'd)

- (3) Reverse search shall not be used for criminal or legal investigations or other non-emergency purposes.
- g. E911 Service is not subject to the "temporary suspension" provision in Section 2 by the customer or the Company.
- h. E911 information consisting of the names, addresses, and telephone numbers of Company customers whose listings are not published in directories or listed in directory assistance offices is confidential. Should an E911 customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information.
- i. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the calling party's location may be furnished in connection with a call to 911.
- j. Default Routing and End Office identification in the form of an Emergency Service Central Office (ESCO) code will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) for E911 systems served from central offices not equipped to transmit ANI. Default Routing tables will be mutually negotiated between the customers and the Company.
- k. End Office identification is provided in lieu of Automatic Number Identification/Automatic Location Identification on calls placed from four-party or eight-party lines and cellular phones.
- l. The Company's entire liability to any person for interruption or failure of E911 Service and Private Switch/Automatic Location Identification (PS/ALI) shall be limited to the terms set forth in this schedule and other schedules of this Tariff or the Exchange and Network Services Catalog.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- m. The Company shall not be liable for civil damages caused by an act or omission of the Company, its employees or agents in the design, development, installation, maintenance or provision of consolidated 911, enhanced 911 emergency communications systems or services, or PS/ALI^[1], other than an act or omission constituting gross negligence or wanton or willful misconduct. (T)
- n. The 911 Jurisdiction agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of person or persons, caused or claimed to be caused by the acts or omissions of the 911 Jurisdiction and its operation or use of the E911 Service or Private Switch/Automatic Location Identification.
- o. The E911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the E911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the E911 customer's public safety jurisdiction.
- p. Application for E911 Service must be executed in writing by each E911 customer. If application for service is made by an agent, the Company must be provided, in writing, with satisfactory proof of appointment of the agent by the E911 customer.

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.** (N)
(N)

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- q. The conditions set forth in this Tariff shall be consistent with any standard rules that may be adopted by the Emergency Management Division of the Washington Military Department and the Washington Utilities and Transportation Commission. The Company reserves the right to revise rates if a change is caused by the rules or standards that affects the cost of providing service. The E911 customer must furnish the Company its agreement to the following terms and conditions:
- (1) All 911 calls will be answered on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - (2) The E911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (3) The E911 customer will provide Customer Premises Equipment (CPE) with a capacity adequate to handle the number of incoming circuits necessary to provide P.01 Grade of Service. It is the E911 customer's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.
 - (4) Prior to any dispatch, the E911 customer will attempt, where feasible, to verify the location of the incident with the caller.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- r. When the Selective Routing feature is provided, the E911 customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area. A range of Emergency Service Numbers (ESNs) will be provided by the Company. Prior to the effective date of service, the E911 customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 Service Area. These ESNs will be programmed into the Automatic Location Identification/Data Management System and loaded on the Tandem to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E911 Service Area.

The following terms define the E911 customer's responsibility in providing this information:

- After establishment of service, it is the E911 customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- The E911 customer will respond to MSAG inquiries from telephone companies or contracted database suppliers within two business days of notification.
- Update and maintain the MSAG to National Emergency Number Association recommended standards and U.S. Postal Service addressing standards. MSAGs that are not currently to these standards will need to be brought into standard in concert with the Company and other telephone companies.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- s. When the Selective Routing feature is provided, the following conditions define the Company's responsibilities for file management:
 - (1) Coordinate with the E911 customer and other telephone companies (that are part of Company-provided system) to establish specific implementation schedules and roles for successful installation.
 - (2) Consult with the E911 customer on design of Master Street Address Guide (MSAG) and Emergency Service Zones. Provide training and written documentation to the E911 customer and other telephone companies' appointed MSAG coordinator on file development.
 - (3) A range of Emergency Service Numbers will be provided to the E911 customer by the Company.
 - (4) Build and maintain MSAG file in concert with the E911 customer and other telephone companies utilizing National Emergency Number Association recommended standards and U.S. Postal Service addressing standards.
 - (5) Establish and implement with the E911 customer and other telephone companies the process for ongoing MSAG updates. Routine MSAG changes on Company controlled files will be processed within one business day from time of receipt. E911 customer requested special large volume changes and annexations, may require more than one business day and may result in additional charges.
 - (6) Company will provide a method of verifying all properly received updates to the MSAG showing each change, deletion and addition to the MSAG within five business days.
 - (7) The Company will staff the data base with trained personnel to receive Master Street Address Guide (MSAG) updates from the E911 customer until 5:00 p.m. Pacific time each business day.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.s. (Cont'd)

- (8) Provide initial development and load of selective routing tables into the Company's Control Office/Tandem. Update routing tables each business day as required.
- (9) A complete MSAG file will be provided on a quarterly basis to each E911 customer, up to a maximum of one copy in an electronic medium. Any E911 customer request for distribution in excess of the standard quarterly distribution, to include a mix of mediums, may result in additional charges.
- (10) Each telephone company will receive one copy of the MSAG file in an electronic medium on a quarterly basis.
- (11) The timing of any company initiated MSAG changes impacting the E911 customer or other telephone companies will be negotiated prior to implementation.
- t. When the Automatic Location Identification (ALI) feature is provided, the following conditions define the Company's responsibilities for data base management:
 - (1) Coordinate the building and maintenance of the subscriber record (ALI) data base to include the Company's and other telephone subscriber records as appropriate.
 - (2) When receiving data from other telephone companies, supply technical support for data transmission problems.
 - (3) Establish and implement with the E911 customer the process for ongoing Automatic Number Identification/Automatic Location Identification (ANI/ALI) inquiries. Any ANI/ALI inquiries will be resolved within five business days of receipt.
 - (4) Supply, operate, monitor and maintain an E911 Automatic Location Identification/Data Management System (hardware and software) that is operational twenty-four hours a day, seven days a week for data retrieval.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.t. (Cont'd)

- (5) Provide complete back-up of all subscriber record files on-line at all times.
 - (6) Average timing for ALI response is not to exceed two seconds until the first character is displayed.
 - (7) Provide other telephone companies a copy of their own subscriber records (ALI) data base file once a year for verification.
 - (8) Store an audit trail of ALI retrievals for a minimum of one month and provide a monthly ALI retrieval activity report to the E911 customer.
 - (9) The Company will staff the data base operations with trained data base personnel until 5:00 p.m. Pacific time each business day.
 - (10) Based on a measurement of ALI retrievals compared to ALI errors identified at the PSAP as a result of 911 calls, the Company will maintain a level of 97% data base accuracy. Accuracy for data originating from a source other than the Company will be the responsibility of the originator. Foreign exchange service where the NXX is outside the system may not be accurately displayed or routed.
 - (11) Service order updates will be reflected in the 911 computers within one business day of posting an order completion to the Company's master customer records data base.
- u. When the Automatic Location Identification (ALI) feature is provided, the following conditions define the E911 Customers responsibilities for database management:
- (1) E911 customer will use electronic communications medium (currently 911NET) for notifying Company Database Management of ANI/ALI errors for no telephone number (no ANI) bad address (ALI), no record found and misroute errors received on 911 calls at the PSAP.
 - (2) When MSAG queries are generated out to ANI/ALI investigation the PSAP will have five business days to respond.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- v. The Company shall not be required to provide E911 Service to less than an entire Central Office Serving Area.
- w. The rates charged for E911 Transport Service include normal Public Switched Telephone Network monitoring of facilities to discover errors, defects, and malfunctions in the network, but do not include any additional monitoring. If available, at the request of the E911 customer, the Company will provide additional inspection and monitoring of facilities for an additional charge. The E911 customer and the Company shall promptly notify each other in the event the system is not functioning properly.
- x. All E911 customers must purchase facilities to maintain a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be required to connect each End Office in the E911 system to the E911 Control Office (Selective Router) and from the Selective Router to the PSAP.
 - The Company will provide quarterly traffic studies to aid the E911 customer in maintaining P.01 Grade of Service for network and trunking from Company End Offices to the Selective Router and from the Company Selective Router to the PSAPs.
 - Basic traffic studies contain Trunk Group, Number of Trunks, Overflow and the Highest Peg Count or Usage for the study period. Traffic Studies that are customized or require more detailed report request will be charged accordingly.
- y. Where company facilities permit, the E911 customer can request route diversification and redundancy of any or all interoffice and/or local facility routes. Additional charges for any new construction and provisioning to provide route diversity at the customer's request will be the responsibility of the E911 customer and will be assessed on an individual case basis.
- z. When the Company's Automatic Location Identification service feature is provided, two data circuits will be required to connect each PSAP Serving Central Office in the E911 Service Area to the ALI Host servers.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- aa. Secondary PSAPs that are not equipped to display Automatic Number Identification on compatible customer premises equipment must receive calls on a transfer basis over the public switched telephone network unless the customer subscribes to additional E911 Transport Service.
- bb. E911 Service is offered subject to availability of facilities.
- cc. When the Company's Selective Routing (SR) feature is purchased, the E911 customer must also purchase SR "In" and "Out" trunk ports.
- dd. Definitions and conditions outlined in the Private Line Transport Services Catalog apply to E911 Transport Service, unless otherwise specified within this Section.
- ee. The Company will provide one type of 911 service per central office, either basic or enhanced, but not both.
- ff. The Selective Routing feature of a Private Switch/Automatic Location Identification^[1] will be limited to the E911 Serving Area in which the Private Switch/MLTS is located as well as the E911 system's Selective Routing pattern, as prescribed by the E911 customer.

(T)

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.**

WA 2021-10

(N)
(N)

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

gg. In PS/ALI^[1] service application, the Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer must meet the following requirements: (T)

- (1) The PS/ALI^[1] customer must indicate in writing that the E911 customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI. (T)
- (2) Provide a single point of contact and written documentation to the Company stating that the E911 customer or its affected PSAPs will:
 - Accept and dispatch calls for those Private Switch/MLTS stations,
 - Assign appropriate Emergency Service Numbers, and
 - Provide any Master Street Address Guide additions or modifications that are required.
- (3) Private Switch/MLTS operators must only submit numbers to the ALI database that are necessary for an emergency response. Operators must provide seven or ten digit ANI. This information must be approved by the Company prior to implementation to assure that no conflict exists between the Private Switch/MLTS numbering plan and the Company's overall numbering plan.
- (4) Private Switch/MLTS ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 for Private Switch/Automatic Location Identification Service Network Interface Specification.
- (5) Create, maintain and forward to the Company, current telephone number and address data in the format specified by the PS/ALI^[1] at the time intervals mutually agreed upon by the Company and the PS/ALI^[1] customer. (T)
(T)
- (6) Configure Private Switch/MLTS to connect at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the Private Switch/MLTS. Each system must maintain a P.01 Grade of Service or better for 911 call processing.

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.** (N)
(N)

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.gg. (Cont'd)

- (7) Develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI^[1] trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse. (T)
- (8) Private Switch/MLTS subscribers may choose to order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) or utilize ISDN PRI originating from an end office currently connected to the E911 Control Office Tandem.
- (9) Use personal computer hardware and software (or PC equivalent hardware and software) for ongoing customer record update programs and processes that conform to the specifications outlined in the Qwest Corporation Private Switch/Automatic Location Identification User's Manual.

4. Rates and Charges

- a. The calling party is not charged for calls placed to the 911 number.
- b. When a call is transferred from a primary PSAP and toll charges are applicable, the charges are billed to the primary PSAP according to rates applicable from the rate center in which the E911 Control Office providing the transfer resides to the rate center where the transfer terminates.

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.** (N)
(N)

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

- c. The rates and charges contained herein apply to services provided within the Company. Additional charges rendered by other local exchange carriers in connection with the provisioning of this service to the E911 customer will also apply.
- d. The rates and charges for E911 Service are based upon utilizing National Emergency Number Association recommended standards and U.S. Postal Service addressing standards in populating the Data Management System (DMS). Addressing not in this format will result in errors that must be manually corrected. After manual review by the customer, and confirmation that no alternative addressing is available, the Company will load Rural Route, P.O. Boxes, and etc., existing in our telephone customer records, into the DMS for no additional charges. Should there be a need for additional manual data base work to be performed by the Company, additional charges could apply, and will be calculated on an individual case basis.
- e. Tie lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service are provided at established rates for such channels and facilities specified in the Private Line Transport Services Catalog.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
f. E911 Transport Service			
(1) Service Provisioning, initial installation, per circuit			
• Voice	N/A	\$270.67	—
• Data	N/A	270.67	—
(2) Service Provisioning, subsequent installation, per circuit			
• Voice	N/A	98.68	—
• Data	N/A	98.68	—
(3) Network Access Channel[1]			
• Two-wire, per channel	XCD2X	—	\$14.25
• Four-wire, per channel	XCD4X	—	27.80
(4) Channel Performance[1]			
• Voice Grade 33 Reverse Battery Signaling	CE91X	25.53	6.03
• Voice Grade 36 Basic Performance Plus Data Stream	CE9LX	25.53	13.17

[1] Network Access Channels and Channel Performance charges apply to all types of 911 trunks.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.f. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) Transport Mileage,			
• Fixed	XU9E3	\$38.16	\$24.00
• Per mile	XE9EC	—	0.12

g. Service Features

- (1) Customers must purchase Automatic Number Identification when purchasing Selective Routing (SR) or Automatic Location Identification.
- (2) Where two jurisdictions are served by one central office, each jurisdiction may select a different feature combination as long as SR is one of the features.
- (3) The following standard features are included with SR:
 - Default Routing
 - Alternate Routing
 - Speed Calling
 - Fixed, Manual, Arrangements
- (4) Forced disconnect is standard with each of the service features.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.g. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) MSG Preparation			
• 0-5,000 Lines	NKC9A	\$ 9,890.00	—
• 5,000-20,000 Lines	NKC9B	11,385.00	—
• 20,001 – 50,000 Lines	NKC9C	14,375.00	—
• >50,000 Lines	NKC9D	ICB	—
• Additional Copies of Reports, per Report	NKC9P	28.75	—
• Additional Simulations, per Simulation	NKC9Q	2,875.00	—
(6) Automatic Number Identification, per trunk[1]			
• MF Signaling	D98	26.05	\$ 2.05
• SS7 Signaling	DT198	26.05	2.06
(7) Tandem (non-SR) (Company and non-Company)			
• Per 100 ALI Records[2]	9NR	0.46	1.34
• "In" trunk port MF	SJ61X	21.00	3.62
• "In" trunk port SS7	SJ63X	21.00	3.62
• "Out" trunk port	SJ60X	39.23	55.67

[1] Monthly rate includes the quarterly traffic study reports.

[2] Rounded to nearest 100 ALI Records. This count is based upon the maximum number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.g. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(8) Selective Routing (SR) (Company Exchanges)			
• Per 100 records[1]	9LT	\$ 0.46	\$ 3.63
• SR incoming trunk port MF[2]	SR61X	21.00	3.62
• SR incoming trunk port SS7[2]	SR63X	21.00	3.62
• SR outgoing trunk port[3]	SR6OX	39.23	55.67
(9) SR (non-Company Exchanges)			
• Per 100 ALI records[1]	9ST	0.46	3.24
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[3]	SJ6OX	39.23	55.67
(10) Automatic Location Identification (ALI) (Company Exchanges), per 100 ALI records[1]	9AB	0.46	3.69
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ6OX	39.23	55.67

[1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

[2] The rates and charges are for terminating each individual incoming trunk into the tandem from a central office.

[3] The rates and charges are for terminating each individual outgoing trunk of the 911 tandem to a PSAP or to another tandem.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.g. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(11) ALI (non-Company Exchanges), per 100 records[1]	9AF	\$ 0.46	\$ 3.08
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67
(12) Combined ALI and SR (Company Exchanges), per 100 ALI records[1,2]	ERN	0.46	7.32
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67
(13) Combined ALI and SR (non-Company Exchanges), per 100 ALI records[1,3]	EHV	0.46	6.32
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67

[1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

[2] See B.4.g.(8) for SR trunk port rates and charges.

[3] See B.4.g.(9) for SR trunk port rates and charges.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

h. Private Switch/Automatic Location Identification (PS/ALI)—**GRANDFATHERED** ^[4] (C)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(1) Service Provisioning			
• First circuit installed	SCH	\$ 270.68	—
• Each additional circuit	SCHAX	98.68	—
(2) Automatic Location Identification (ALI),			
• Per 100 ALI records ^[1,2]	9DS	0.46	\$3.08
• Site Engineering Fee ^[3]	9DAPN	1,447.74	—
(3) Combined ALI and Selective Routing,			
• Per 100 ALI records ^[1,2]	9NW	0.46	6.32
• Selective Routing, incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee ^[3]	9DAPN	1,447.74	—
(4) Selective Routing only			
• Per 100 ALI records ^[1,2]	9C2	0.46	3.24
• Incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee ^[3]	9DAPN	1,447.74	—

^[1] Rates and charges apply to a minimum of 100 ALI records. Rates and charges also apply to each additional 100 ALI records, or fraction of 100 ALI records. Record count will be reviewed annually to update billing.

^[2] PS/ALI customers managing multiple private systems/MLTS may consolidate such systems for purposes of applying the ALI rate when the PS/ALI records are administered by a single point of contact.

^[3] Rates and charges apply to each unique (non-consolidated) system the PS/ALI customer establishes.

^[4] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.**

(N)
(N)

WA 2021-10

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

- h. Private Switch/Automatic Location Identification (PS/ALI)—**GRANDFATHERED** ^[1] (C)
- (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) Network Access Channel			
• Two-wire, per channel	XCD2D	—	\$14.25
• Four-wire, per channel	XCD4D	—	27.80
(6) Channel Performance			
• Voice Grade 33 Reverse Battery, MF or SS7 Signaling	CE92X	\$25.53	6.03
• Voice Grade 33 E&M Signaling	CE94X	25.53	17.05
(7) Transport Mileage,			
• Fixed	XU9D3	38.16	24.00
• Per mile	XE9DC	—	0.12
i. Customer Specific Automatic Location Identification/Data Management System Addressing and Correction	N/A	ICB	ICB
j. Additional Monitoring/ Inspections	N/A	ICB	ICB
k. Diversity and Redundancy	N/A	ICB	ICB

^[1] **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.**

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

C. Wireless E911 Connectivity[1]

Wireless E911 Connectivity allows for the delivery of a wireless 911 call through the Company E911 network to a PSAP.

1. Connection through Company E911 Control Office Carriers having the capability to provide wireless handset ANI, cell site and sector and/or longitudinal and latitudinal (x,y) coordinates in the appropriate format, may connect directly to the Company's E911 Control Office. The E911 Control Office will forward information to the PSAP as well as provide Selective Routing functions.

2. Definitions

ALI Delivery

The process which delivers the ALI information, and the wireless handset's ANI, cellsite and sector and/or longitudinal and latitudinal (x,y) coordinates to the PSAP.

Mobile Switching Center (MSC)

A Wireless Carrier's switch that manages facilities used to provide wireless two-way telecommunications services.

Shell Record

A record in the ALI Database with limited information to be used with wireless E911. This record is populated at the time of the call by the Wireless Carrier.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E911 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.2. (Cont'd)

Psuedo ANI (PANI)

A unique seven digit non-dialable number used to route a wireless 911 call.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

3. Terms and Conditions

- a. Wireless E911 Connectivity is determined by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.2. (Cont'd)

Psuedo ANI (PANI)

A unique seven digit non-dialable number used to route a wireless 911 call.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

3. Terms and Conditions

- a. Wireless E911 Connectivity is determined by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.3. (Cont'd)

- b. Delivery of wireless calls to the PSAP requires specific entries in the E911 ALI database. These entries must be MSAG valid and agreed upon by each PSAP. The entries are then loaded into the ALI database by the Wireless Carrier.
- c. A minimum of two dedicated trunks are required between the MSC and the Selective Routing switch and are the responsibility of the Wireless Carrier. In addition, the PSAP is required to subscribe to two selective routing ports to terminate these incoming trunks.
- d. Wireless E911 Connectivity Rate Stability Plan.

Wireless E911 Connectivity may be ordered under a Rate Stability Plan Agreement for any term between 12 through 60 months. The Rate Stability Plan assures that during the term of the Agreement the monthly rates for Wireless E911 Connectivity will not exceed the rates in effect at the time the Agreement is signed by the customer, except where an increase mandated by a regulatory authority. The terms and conditions for the Wireless E911 Connectivity Rate Stability Plan are as follows:

- (1) The minimum service period for any Agreement is 12 months.
- (2) Customers with Wireless E911 Connectivity currently under a month-to-month payment option, may enter into an Agreement at any time.
- (3) Wireless E911 Connectivity monthly rates provided under an Agreement will be those rates in effect at the time the Agreement is signed by the customer.
- (4) The monthly rates for Wireless E911 Connectivity added to an existing Agreement are the rates in effect at the time of such addition.
- (5) If the stability plan rates are reduced in the Tariff, the rates under an Agreement shall also be reduced accordingly.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.3.d. (Cont'd)

- (6) At the end of the term of an Agreement, the customer may enter into a new Rate Stability Plan, if such plan is offered by the Company; may convert to month-to-month rates; or may terminate Wireless E911 Connectivity. Should the customer not make a choice by the end the term of the Agreement, customer's Wireless E911 Connectivity rates will automatically revert to those in effect for the then current month-to-month pricing option. If Wireless E911 Connectivity is continued under any Wireless E911 Connectivity pricing plan, including non-stabilized month-to-month, nonrecurring charges will not apply.
- (7) The Rate Stability Plan is also subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.A. of the Exchange and Network Services Catalog.

4. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Wireless 911 Feature Service			
(1) Combined ALI and SR (non-Company Exchanges), Per 100 ALI records[1,4]	E8WER	\$ 0.48	\$ 6.38
• SR incoming trunk port SS7[2]	E8W1X	21.00	4.71
• SR outgoing trunk port[3]	SR60X	39.23	55.67

- [1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.
- [2] The rates and charges are for terminating each individual incoming trunk into the tandem from a central office.
- [3] The rates and charges are for terminating each individual outgoing trunk of the 911 tandem to a PSAP or to another tandem.
- [4] Network Access Channels and Channel Performance charges apply to all types of 911 trunks.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

D. Universal Emergency Number Service Subscriber Records

1. Description

Subscriber Records service consists of the Company's subscribers' names, service addresses and telephone numbers which are provided to a 911 customer for purposes of identifying the location or identity, or both, of a person calling a 911 PSAP.

2. Terms and Conditions

a. General

- (1) The 911 customer may use the subscriber records to create and maintain a 911 location database that is used to assist in the process of dispatching public safety agencies.
- (2) Subscriber Record information provided by the Company is proprietary and the 911 customer will not duplicate and transfer such records to a third party except with Company written authorization. Duplicate copies can be made by the 911 customer for database back-up to protect the integrity of the system. Upon termination of Subscriber Records, the records will be returned to the Company, or upon the Company's approval, records may be destroyed by the 911 customer.
- (3) If two or more 911 customers request distribution of the same scrubbed Subscriber Records, both 911 customers will be required to pay the full rates and charges for Subscriber Records. If two or more 911 customers request distribution of the same unscrubbed Subscriber Records, the second request will be billed the rate and charge for a dual request.
- (4) Data format will be in the NENA recommended data exchange format.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2. (Cont'd)

- (5) Method of delivery is electronic download utilizing NENA recommended protocols for data exchange.
- (6) The company recommends daily data delivery of Subscriber Records but will negotiate other frequency options with the 911 customer.
- (7) If the 911 customer elects to have Subscriber Records data delivered by other than computer file transfer, there may be additional costs assessed to the 911 customer.
- (8) The Company will deliver Subscriber Records information to the 911 customer or an entity designated by the 911 customer to perform 911 database services.
- (9) Subscriber Record unscrubbed data has not been verified with a MSAG and the records do not include the Emergency Service Number (ESN) information.
- (10) Subscriber Record scrubbed data has been validated with a MSAG provided by the 911 customer or assigned database agent.
- (11) The 911 customer may request Subscriber Records as either unscrubbed data, or as scrubbed MSAG valid data.
- (12) Subscriber Records information meets Minnesota Standards.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2. (Cont'd)

b. Company Responsibilities Include:

(1) Company provides unscrubbed data

- Creation of an initial copy of the Company's subscriber records on a full NXX basis only.
- Creation of daily update files.
- Creation of an annual refresher file, consisting of a copy of the current subscriber records for the exchanges previously requested by the 911 customer.
- Providing Subscriber Records for Company exchanges, initially and as changes to Company service occur.
- Storage of a backup copy for ten calendar days of the Subscriber Records provided to the 911 customer.
- Correction of Company's corporate records with valid assigned addresses based on standard addressing as determined by the Company, the 911 customer and the addressing authority for the jurisdiction. The 911 customer will communicate the valid addresses to the Company and the Company will update the telephone number records and the Company SAG.
- Maintaining a point of contact to verify source systems.

(2) Company provides scrubbed, MSAG valid data

- Creation of an initial copy of the Company's subscriber records on a full NXX basis only.
- Creation of daily update files.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.b.(2) (Cont'd)

- Providing Subscriber Records for Company exchanges, initially and as changes to Company service occur.
- Storage of backup copy for ten calendar days of the Subscriber Records provided to the 911 customer.
- Correction of Company's corporate records with valid assigned addresses based on standard addressing as determined by the Company, the 911 customer and the addressing authority for the jurisdiction. The 911 customer will communicate the valid addresses to the Company and the Company will update the telephone number the records and the Company SAG to agree with the 911 customer's MSAG if one is utilized.
- Maintaining a point of contact to verify source systems.
- Performing daily error correction activities on Company Subscriber Records within 48 hours of notification on errors resulting from processing of updates to 911 customer's database.
- Monitoring the Company Subscriber Records database quality for the affected NXX's and initiating corrective actions. Activities include but are not limited to: monitoring the timeliness of updates and error correction, error levels and error types.
- Maintaining the Company SAG to agree with the 911 customer's standard addressing system reflected in the MSAG for the Company affected NXX areas. The Company will validate their Subscriber Records to the SAG prior to delivering the 911 records to the 911 customer.
- Creation of an annual refresher file consisting of a copy of the current subscriber records for the exchanges previously requested by the 911 customer.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.b.(2) (Cont'd)

- Resolving ANI/ALI inquiries supplied by the 911 customer or database agent within five business days of receipt. Quantities of over 60 ANI/ALI inquiries received in one day from one customer will be considered other than normal workload. When quantities above normal workload are received, the Company will contact the 911 customer to negotiate a completion timeline.
- Distributing the Company's Street Address Guide (SAG) in MSAG format to the 911 customer to facilitate the build of the MSAG.

c. 911 Customer Responsibilities Include:

(1) Company provides unscrubbed data

- Entering into an agreement with the Company. The agreement will define the means of delivering Subscriber Records data from the Company to the 911 customer.
- When file transfer is utilized the 911 customer is responsible for providing compatible computer hardware and software to receive Subscriber Records via a dial-up line connection to the Company computer. The 911 customer is responsible for providing the line for receiving the subscriber data.
- Designating an individual to administer the data, and act as a single point of contact to Company.
- Developing methods and procedures to facilitate receiving and loading data.
- Creating methods and procedures to ensure that the 911 customer's computer is available to receive Company data at a mutually agreeable time.
- Monitoring transmission of data for successful completion.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.c.(1) (Cont'd)

- Notifying the Company within 24 hours of assigned receipt time if transmission is not successful.
- Specifying the geographical area for which Subscriber Records information is required. Subscriber Records will not be provided for less than an entire NXX service area.
- Assuming the responsibility that Company Subscriber Records information shall not be used or disclosed by 911 system agencies or their employees for criminal investigations or civil discovery, except under court order.
- Resolving ANI/ALI inquiries supplied by the 911 customer or database agent within five business days of receipt. Quantities of over 60 ANI/ALI inquiries received in one day from one customer will be considered other than normal workload. When quantities above normal workload are received, the Company will contact the 911 customer to negotiate a completion timeline.
- Distributing the Company's Street Address Guide (SAG) in MSAG format to the 911 customer to facilitate the build of the MSAG.

(2) Company provides scrubbed, MSAG valid data

- Entering into an agreement with the Company. The agreement will define the means of delivering Subscriber Records data from the Company to the 911 customer.
- When file transfer is utilized the 911 customer is responsible for providing compatible computer hardware and software to receive Subscriber Records via dial-up line connection to the Company computer if electronic means of deliver is chosen. The 911 customer is responsible for providing the line for receiving the subscriber data.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.c.(2) (Cont'd)

- Designating an individual to administer the data, and act as a single point of contact to Company.
- Developing methods and procedures to facilitate receiving and loading data. Creating methods and procedures to ensure that the 911 customer's computer is available to receive Company data at a mutually agreeable time.
- Monitoring transmission of data for successful completion.
- Notifying the Company within 24 hours of assigned receipt time if transmission is not successful.
- Specifying the geographical area for which Subscriber records information is required. Subscriber Records will not be provided for less than an entire NXX service area.
- Assuming the responsibility that Company Subscriber Records information shall not be used or disclosed by 911 system agencies or their employees for criminal investigations or civil discovery, except under court order.
- Providing a single point of contact to Company for MSAG and Subscriber Records addressing issues.
- Providing the Company access to verify the 911 records of their subscribers as submitted to the 911 customer.
- Providing written verification to the Company within 72 hours of update of each addition, change or deletion of information in the MSAG as made by the 911 Customer.
- Providing a complete written copy of the MSAG to the Company on a quarterly basis. In addition, upon request the 911 customer will provide, without charge, the MSAG on computer disk or tape in a mutually agreed upon format.

9. CENTRAL OFFICE SERVICES

9.1 EMERGENCY REPORTING SERVICE

9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D. Universal Emergency Number Service Subscriber Records (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Unscrubbed Subscriber Records[1,2]			
- Per subscriber telephone number record	9RJPN	—	\$0.02
- Per 100 subscriber telephone number records	9RJ1X	\$58.95	1.52
- Per 100 subscriber telephone number records, dual request	9RJ1Z	—	1.00
• Scrubbed, MSAG Valid Subscriber Records[1,2]			
- Per subscriber telephone number record	9SBPN	0.59	0.06
- Per 100 subscriber telephone number records	9SB1X	58.95	5.57
• Establishing Subscriber Records, per service order	SEPEW	6.91	—

[1] Telephone number records include the following types of service; residence, business, Centrex stations, PBX trunks and Public Communications Service.

[2] Rates will be calculated by taking the full units of 100 subscriber telephone number records at the per 100 rate plus each subscriber telephone number record at the per subscriber telephone number rate for the remaining records. This count is obtained at the time service is established and annually thereafter to update the Company's billing.