



February 28, 2014

Via Electronic Filing

Mr. Steven V. King, Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

RE: Advice No. WA UTNW 14-03 for United Telephone Company of the Northwest d/b/a CenturyLink

Dear Mr. King:

Enclosed for filing please find United Telephone Company of the Northwest d/b/a CenturyLink Tariff WN U-5. This filing is submitted with a proposed effective date of April 1, 2014. This tariff will replace WN U-4 in its entirety. This filing is in compliance with the Stipulated Plan for Alternative Form of Regulation (AFOR) in Docket No. UT-130477 and the services in the new tariff are:

1. Exchange Areas, Local Calling Areas, and Maps
2. Washington Telephone Assistance Program (WTAP)
3. Tribal Lifeline and Tribal Link-up
4. Basic and Enhanced Universal Emergency Number Services (911/E-911)

The following changes were made to the new tariff:

1. Tariff sheet headings were revised to reflect the new tariff number, WN U-5, pursuant to WAC 480-80-101.
2. Each tariff sheet is shown as an Original Sheet;
3. Renumbering of the tariff sequentially by each tariff section;
4. Revised tariff section references within the body of the tariff due to the renumbering of various sections; and
5. Revised Index and Table of Contents to reflect new section numbers and tariff sheet numbers.

All other terms and conditions, service descriptions and rates which were found previously in WN U-4 will be moved to United Telephone Company of the Northwest d/b/a CenturyLink's *Local Terms of Service* document which will be located at www.centurylink.com/tariffs, as of April 1, 2014.

I, Debra Levy, in compliance with WAC 480-80-121, certify that I have authority to issue tariff revisions on behalf of United Telephone Company of the Northwest d/b/a CenturyLink. Please feel free to contact me or Mark Reynolds at 206-345-1568 if you have any questions regarding this filing.

Sincerely,

A handwritten signature in cursive script that reads "Debra Levy".

Debra Levy

Enclosures

pc: Lisa Anderl
Mark Reynolds
John Felz

WA UTNW 14-03

Debra Levv
Tariff Analyst
Debra.Levv@CenturyLink.com
5454 West 110th Street #5020
Overland Park, KS 66211
Tel: 913-345-7571

THIS TARIFF WN U-5
REPLACES IN ENTIRETY
WN U-4 PREVIOUSLY IN EFFECT
AND IS ISSUED FOR THE PURPOSE OF
NAMING RATES
FOR
UNITED TELEPHONE COMPANY OF THE NORTHWEST
d/b/a CENTURYLINK
TELEPHONE SERVICE
AT
ALL WASHINGTON EXCHANGES
AND
CONTAINING RULES AND REGULATIONS
GOVERNING SERVICE

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SYMBOLS

Symbols are used to indicate the purpose and effect of all tariff material submitted to the Commission. They appear on the right hand side of the text to which they apply and within the lined margin of the sheet.

<u>Symbol</u>	<u>Definition</u>
C	To signify changed condition or regulation
D	To signify discontinued rate, regulation, or condition
I	To signify increase
K	To signify that material has been transferred <u>to</u> another sheet
M	To signify that material has been transferred from another sheet or place in the tariff
N	To signify new rate, regulation, condition, or sheet
O	To signify no change*
R	To signify reduction
T	To signify a change in text for clarification

* The use of the symbol "O" is discretionary unless its use in the interest of clarity is evident or specifically requested by the Commission.

TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trademarks which may be used in this Tariff. These designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks that are owned by CenturyLink cannot be used by another party without authorization.

CENTURYLINK®

EXCHANGES AND EXTENDED AREA SERVICE (EAS)

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SHEET NO.

A. EXCHANGES AND EXTENDED AREA SERVICE (EAS)

1

EXCHANGES AND EXTENDED AREA SERVICE (EAS)

A. EXCHANGES AND EXTENDED AREA SERVICE (EAS)

Whereas Local Service contemplates telephone service within one exchange, certain exchanges exist in which the local service is extended to a contiguous exchange(s), allowing calls between exchanges without the application of toll charges.

<u>Exchange</u>	<u>EAS Exchange(s)</u>
Chimacum	Hood Canal, Port Ludlow, Port Townsend
Columbia	Benton City, Kennewick, Richland
Dallesport	The Dalles, OR
Glenwood	White Salmon
Goldendale	Klickitat, Roosevelt
Grandview	Prosser, Sunnyside, Whitstran
Granger	Sunnyside, Toppenish
Harrah	Toppenish, Wapato, White Swan, Yakima
Hood Canal	Chimacum, Port Townsend
Klickitat	Goldendale
Lyle	White Salmon
Mabton	Sunnyside
Mattawa	Sunnyside
Paterson	Prosser
Port Angeles	Sequim
Poulsbo	Bremerton, Kingston, Silverdale
Prosser	Grandview, Paterson, Whitstran
Roosevelt	Goldendale
Sunnyside	Grandview, Granger, Mabton, Mattawa

EXCHANGES AND EXTENDED AREA SERVICE (EAS)

A. EXCHANGES AND EXTENDED AREA SERVICE (EAS) (Continued)

<u>Exchange</u>	<u>EAS Exchange(s)</u>
Toppenish	Granger, Harrah, Wapato, White Swan, Yakima
Trout Lake	White Salmon
Wapato	Harrah, Toppenish, Yakima
White Salmon	Glenwood, Lyle, Trout Lake, Willard
White Swan	Harrah, Toppenish, Yakima
Whitstran	Grandview, Prosser
Willard	White Salmon

TELEPHONE ASSISTANCE PROGRAM

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TELEPHONE ASSISTANCE PROGRAM

A. WASHINGTON TELEPHONE ASSISTANCE PROGRAM (WTAP)

1. Description

The Washington Telephone Assistance Program (WTAP) is designed to help low income households afford access to local exchange telephone service. The program is only available to customers who meet eligibility requirements established by statute.

Residents of Tribal Lands not qualified based on the preceding requirements, may qualify for the Federal Lifeline discounts per conditions in C. following.

2. Terms and Conditions

- a. Certain qualifying residential customers are eligible for service under WTAP. See the appropriate section of the Washington Administrative Code (WAC) 388-273. If eligible, the program includes the following:
 - Single party, voice grade access to the Public Switched Network
 - Access to emergency service (e.g., 911, E911)
 - Access to operator services
 - Access to interexchange services, unless toll blocking is chosen
 - Access to directory assistance
 - Toll restriction services
- b. Eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access charge.
- c. Deposit requirements do not apply to WTAP customers if call restriction (toll blocking) is employed.
- d. A 50% reduction in the installation charges associated with installing the access line (up to \$22.00).

TELEPHONE ASSISTANCE PROGRAM

B. LIFELINE ASSISTANCE PROGRAM

1. Lifeline Assistance (Lifeline) is designated to provide for reduced rates for eligible telecommunications carrier's residential service for low-income customers who meet eligibility requirements.
2. Lifeline is a federally funded reduction of local service. Effective August 1, 2012, the monthly reduction off local exchange telephone service is \$9.25 for qualified customers. When combined with any applicable state program credits, eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access charge. Eligible applicants living on federally recognized Native American reservations will receive an additional discount of up to \$25 sufficient to reduce this monthly rate to \$1.00 inclusive of the FCC's End User Access charge.
3. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.
4. Residents of Tribal Lands who qualify for Lifeline based on the state eligibility requirements are eligible for the additional Tribal Lifeline support. Residents of Tribal Lands who do not meet the state eligibility requirements are eligible for the Tribal Lifeline support if they participate in one of the following programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance or Section 8
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance for Needy Families (TANF)
 - 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)
 - National School Lunch Program's free lunch program
 - Food Distribution Program on Indian Reservations

Residents of Tribal Lands are also eligible for Tribal Lifeline support when the household income of the named subscriber to the local telecommunications service is at or below 135% of the Federal Poverty Guidelines.

TELEPHONE ASSISTANCE PROGRAM

B. LIFELINE ASSISTANCE PROGRAM (Continued)

5. Federal Universal Service Fund End User Charge will not be billed to Lifeline customers.
6. Local service for Lifeline subscribers may not be disconnected for non-payment of toll charges.
 - a. A toll restriction package will be provided to Lifeline subscribers at no charge.
 - b. Lifeline subscribers are not required to accept a toll restriction package as a condition to avoid disconnection of local service for non-payment of toll.
 - c. Lifeline subscribers are not required to pay a service deposit in order to initiate service if the subscriber voluntarily elects to receive a toll restriction package.
7. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges.
8. Lifeline subscribers will not be denied re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges.
9. Lifeline will not be furnished on a Foreign Exchange.

TELEPHONE ASSISTANCE PROGRAM

C. TRIBAL LINK UP

1. Beginning April 1, 2012, non-Tribal Lifeline customers are no longer eligible for Link Up support. Also beginning April 1, 2012, eligible residents of Federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100 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 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

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.

2. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

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BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE

911 is the three-digit telephone number designated throughout the U.S. as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services. The Company offers three types of 911 Services: Basic 911, ANI-only 911, and Enhanced 911. Each of these services is further defined in this schedule.

1. Definitions

a. 911

911 Emergency Communication System service is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive calls dialed to the telephone number 911. The service provides the capability to answer emergency calls originated by persons within the serving area who dial 911 to facilitate the reporting of an incident or situation requiring response by a public safety agency.

b. 911 ANI-ONLY SERVICE

911 ANI-ONLY Service includes Automatic Number Identification (ANI) which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI is provided, it may provide the identity of the primary telephone service billing or lead number.

c. 911 BASIC SERVICE

911 Basic Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

d. 911 ENHANCED SERVICE

See Enhanced 911 Service.

e. 911 SERVICE AREA

The geographic area which contains the Serving Central Office and Originating End Offices and in which the 911 customer can respond to all 911 calls and dispatch appropriate emergency assistance or initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the customer in those areas where there is a choice.

f. 911 SERVICE LINE

A facility connecting a PSAP to its serving Central Office.

g. 911 TRANSPORT

Dedicated circuits between central offices for the provision of 911 service.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

1. Definitions (Continued)

h. 911 TRANSPORT TERMINATION

A connection at each end of a 911 transport circuit.

i. ALTERNATE ROUTING

The capability of automatically rerouting 911 calls to a designated alternate location(s) if all 911 trunks from a central office or to a primary PSAP are busy or out of service. May also be activated upon request, or automatically if detectable, when 911 equipment fails or the PSAP itself is disabled.

j. AUTOMATIC LOCATION IDENTIFICATION (ALI)

The automatic display at the PSAP of the caller's telephone number, the service address for the telephone line and supplementary information.

k. AUTOMATIC LOCATION IDENTIFICATION RECORDS

The telephone number, the service address for the telephone line, and Emergency Service Number (ESN), and supplementary information for display at a PSAP.

l. AUTOMATIC LOCATION IDENTIFICATION STORAGE/RETRIEVAL

Equipment and software used to store and retrieve ALI Records.

m. AUTOMATIC NUMBER IDENTIFICATION (ANI)

The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.

n. AUTOMATIC NUMBER IDENTIFICATION (ANI) STORE AND FORWARD

Stores the ANI from the central office and forwards the digit to the selective router or customer's ANI premise equipment. Used only with certain types of selective routing or ANI customer premise equipment.

o. CALLED PARTY HOLD

The capability to maintain control of an incoming 911 call by a PSAP attendant for tracing or confirmation of an emergency even if the caller hangs up. This feature 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. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

1. Definitions (Continued)

p. CALL TRANSFER

The extending of a 911 call by a PSAP attendant to connect the caller with the action agency.

q. CALLER

An individual who places a 911 call in an effort to request assistance of a public safety nature. May also be referred to as an end user.

r. CENTRAL OFFICE (CO)

A telephone company facility that houses the switching and trunking equipment serving telephones in a defined area.

s. CODE RECOGNITION

Enables a Central Office to accept 911 calls and direct them to a 911 facility.

t. CUSTOMER

Governmental unit or other entity authorized to receive and process 911 calls.

u. CUSTOMER PREMISES EQUIPMENT (CPE)

Customer owned terminal equipment at the PSAP.

v. DATA BASE

A collection of information organized in a computer to facilitate rapid search and retrieval. Data Bases include ALI, Master Street Address Guide (MSAG), telephone number/Emergency Service Number (ESN), and subscriber line data.

w. DATA MANAGEMENT SYSTEM (DMS)

The combination of manual procedures and computer programs used to create, store, manipulate, and update data required to provide selective routing and ALI.

x. DEDICATED CIRCUIT

A telephone circuit used for one purpose only; e.g. transmission of 911 calls.

y. DEFAULT ROUTING

The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure, unreadable digits or other cause.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

1. Definitions (Continued)

z. DIAL TONE FIRST

The provision of dial tone to enable a caller to originate and complete 911 calls from pay telephones without inserting a coin or any other device. Also known as coin free dialing.

aa. DIVERSE ROUTING

The practice of routing calls through different circuit paths in an effort to prevent total loss of the 911 system in the event an individual circuit is disabled.

bb. EMERGENCY SERVICE NUMBER (ESN)

A number used to designate the public safety agencies responsible for service to the location of each telephone in a 911 service area, for the purpose of determining call routing. Also see ESZ.

cc. EMERGENCY SERVICE ZONE (ESZ)

A defined geographical territory consisting of a specific combination of law enforcement, fire, and emergency medical coverage areas. Also see ESN.

dd. END OFFICE

A central office which receives originating 911 calls.

ee. ENHANCED 911

A 911 telephone system which includes ANI, ALI, and (optionally) Selective Routing, to facilitate appropriate public safety response. ANI and or ALI may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI and or ALI is provided, it may provide the identity of the primary telephone service billing or lead number.

ff. EXCHANGE

A defined area, served by one or more telephone central offices, within which a telephone company furnishes service.

gg. FIXED TRANSFER

The capability of a PSAP attendant to transfer a 911 call to a specific agency associated with a single button.

hh. FORCED DISCONNECT

The capability of a PSAP attendant to disconnect a 911 call to prevent jamming of the incoming lines.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

1. Definitions (Continued)

ii. INTERCONNECT

The connection of the serving telephone company's equipment with the equipment of another vendor. Also a generic term used to refer to a non-telephone company vendor.

jj. MASTER STREET ADDRESS GUIDE (MSAG)

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

kk. NON-SELECTIVE ROUTING

The capability of routing 911 calls by the use of the NXX or trunk group.

ll. NXX

The first three digits of a local telephone number that identifies the central office switching location within its area code.

mm. P.01 GRADE OF SERVICE

A measure of emergency telephone service in which no more than one call in 100 attempts will receive a busy signal during the average busiest hour.

nn. PSAP ATTENDANT

A person responsible for answering incoming 911 calls at a PSAP, determining the action to be taken, and executing the PSAP's procedures in the disposition of such calls.

oo. PUBLIC SAFETY ANSWERING POINT (PSAP)

A facility equipped and staffed to receive 911 calls. A primary PSAP receives the calls directly. A secondary PSAP receives the 911 calls that are relayed or transferred from a Primary PSAP.

pp. PUBLIC SWITCHED TELEPHONE NETWORK (PSTN)

The totality of equipment, lines, and controls assembled to establish communication paths between calling and called parties.

qq. REVERSE SEARCH

A query of the ALI database initiated at the PSAP to electronically obtain the ALI data associated with a known telephone number for purposes of handling an emergency call when that telephone number is not directly connected to the PSAP. It can also be used for an ANI failure on a telephone line that is connected to the PSAP.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

1. Definitions (Continued)

rr. RING BACK

The capability permitting a PSAP attendant to cause the telephone on a held circuit to ring. Also known as Re-Ring.

ss. SELECTIVE ROUTING

The capability of routing a 911 call to a designated PSAP based upon the location stored in a selective routing table based upon information stored in the ALI Record.

tt. SELECTIVE TRANSFER

The capability of transferring a 911 call to a pre-programmed number typically designated as Police, Fire or Emergency Medical, based on the origin of the incoming call and the nature of the response required.

uu. SERVING CENTRAL OFFICE

The central office (CO) from which a PSAP is served. Also see Central Office.

vv. SUBSCRIBER

A person or business that orders access line service from a telephone company.

ww. SUBSCRIBER LINE DATA

The telephone number, service address for telephone line, and supplementary information for development and maintenance of ALI and MSAG databases.

xx. SUBSCRIBER LINE DATA RECEIPT

The acceptance and processing of Subscriber Line Data from other entities and creation of ALI Records.

yy. 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 customer's terminal equipment, to allow the PSAP attendant to know whether a 9-1-1 call put on hold is still on hold or has disconnected. In instances where visual indication is not available, a 60 IPM (slow busy) auditory signal is provided on the trunk when the calling party goes on-hook. A control circuit is required in connection with a customer-provided visual lamp indicator.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

2. Conditions

- a. The Company shall not be required to provide 911 service to less than an entire Central Office serving area.
- b. The Company does not answer and/or forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to receive such calls.
- c. There will be NO CHARGE for originating a 911 call.
- d. The calling party forfeits any privacy rights afforded by a non-published or non-listed service when calling 911.
- e. If a 911 call comes via Inter-exchange Carrier or a non Local Exchange Company (LEC), such as a cellular provider, alternative operator provider or shared service provider, or certain types of LEC calls, the completeness and accuracy of the ANI and ALI information forwarded cannot be assured.
- f. Services offered under this tariff are not subject to voluntary temporary suspension by either party.
- g. The Company's 911 network related service is limited to the transport of 911 calls from callers (end users) to public safety answering points (PSAPs).
- h. The Company shall not be obligated to provide more than one type of 911 service per Central Office at the same time.
- i. 911 Service furnished to the PSAP is restricted to one-way incoming service. Outgoing calls are allowed on a transfer basis using selective routing.
- j. When ANI is not available, a 911 call will be default routed to a customer designated PSAP.
- k. Rates charged for 911 Service include normal monitoring of dedicated facilities to discover errors, defects and malfunctions in the network, but do not include any additional monitoring. If available, the LEC may provide additional inspection and monitoring of facilities for an additional charge upon customer request.
- l. Options for diversity will be reviewed at the time of system design, and also at the annual anniversary of system turn up. The actual level of diversity will be a joint decision between the Company and the customer. Additional charges may apply under Special Construction or Individual Case Basis (ICB).

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

- A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)
2. Conditions (Continued)
- m. The Company may begin MSAG preparation upon application from the customer with assurance that: 1) 90% of the access lines associated with the proposed Enhanced 911 system have standard service addressing (i.e., house numbers, street names, and postal communities), 2) a plan to resolve the remaining 10% has been determined.
 - n. The Company will assist in building and maintaining the Master Street Address Guide (MSAG) in concert with customer utilizing standard service addresses (i.e. house numbers, street names, and postal communities).
 - o. The rates and charges for 911 Service elements are based upon utilizing standard service addresses (i.e. house numbers, street names, and postal communities) in populating the DMS (Data Management System). Addressing not in this format will be negotiated with the Customer.
 - p. Routine MSAG changes will be made within two business days of receipt. Special large changes and annexations may require more than two business days. Charges for customer-initiated changes and rearrangements affecting the subscriber's service address and ALI database records (e.g., street name and number changes, emergency services zone and name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates, will be based upon the actual cost for such changes and rearrangements. In such cases a valid comparative listing of changes must be supplied by the customer providing direct and individual references to existing designations.
 - q. The Company will provide a range of Emergency Service Numbers (ESN) that will be available for assignment by the customer.
 - r. Where the Company maintains the MSAG file, an updated file will be provided to the customer and other provisioning Companies quarterly. In circumstances where the MSAG is maintained by another entity, the Company requires an updated file quarterly.
 - s. The maintenance of the ALI database, as well as the 911 call routing, for those telephone accounts that work in locations outside of their normal central office serving territory will require special procedures. Telephone lines terminated in locations outside of their central office territory may not provide normal 911 routing or ALI records. The Company will determine how this will be handled and advise the customer.
 - t. The 911 customer will process all calls 24 hours per day, 7 days per week, 52 weeks per year, that come in from the Central Office whether or not it is outside the answering 911 customer's (911 providers) jurisdiction.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

2. Conditions (Continued)

- u. The 911 service is not a replacement for a telephone number of the PSAP. The PSAP will have at least one 7-digit unlisted, and one listed number available 24 hours a day for a minimum of two 7-digit numbers.
- v. Customer will make application for 911 service in writing. The customer or agent for the customer must provide satisfactory proof of appointment. 911 jurisdictional disputes and resolutions are between the parties and not the Company.
- w. A public safety answering point may only reverse search the Automatic Location Identification database (R-ALI) to secure information about lines from which 911 calls have been placed but the connection has been lost.

Reverse search shall not be used for criminal or legal investigations or other non-emergency purposes.

- x. All 911 customers must purchase 911 service elements contained within the tariff sufficient to maintain P.01 grade of service. A minimum of two circuits is required between each central office and the serving central office and/or the end office and the 911 control office. This requirement may be waived by the Company when an end office is a remotely controlled switch.
- y. Prior to dispatch the 911 PSAP attendant will attempt to obtain the location of the incident from the caller. The address information maintained by the Company may not be the actual location of the caller's need.
- z. CPE must be compatible with the service and interface standards of the Company. Upon request the Company will make available standards for interface with CPE.
 - (1) The CPE must be compatible with the service furnished by the LEC.
 - (2) The Company or customer shall notify the other in the event the system is not functioning properly.
 - (3) Company obligations for 911 service may be further defined with each customer. Provisioning of 911 service will conform to state and federal rules & regulations.
 - (4) All 911 services and features will be available where technically feasible.
 - (5) Where ALI Storage/Retrieval is not preformed by the Customer, the Company may provide this service where technically feasible on an Individual Case Basis (ICB).

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations

a. Rates ⁽¹⁾

	Monthly	
	<u>Non-Recurring</u>	<u>Recurring</u>
(1) Code Recognition Digital Central Office ⁽²⁾ Analog Central Office	\$ 45.90/CO ICB	\$ 0.00 ICB
(2) Features - Ring Back, etc. ⁽³⁾ or	ICB	ICB
(3) ANI (per Central Office) Digital Analog Store and Forward (per 911 Service Line) ⁽⁴⁾	927.40 3,311.90 0.00	0.00 0.00 52.15
(4) 911 Service Line	25.00	17.80
(5) 911 Transport (per Mile)	N/A	4.00 ⁽⁵⁾
(6) 911 Transport Termination	170.00	15.00
(7) ALI Records (per 100 Access Lines)	60.26	9.23
(8) Subscriber Line Data (per 100 Access Lines)	48.76	8.69

⁽¹⁾ The rates applicable to facilities provided within UTN service territory. Connecting company rates apply to facilities located within connecting company service territory.

⁽²⁾ Waived if purchased at the same time as ANI.

⁽³⁾ Features for Basic 911 currently available in Central Office are included at no charge. A charge will only be assessed if features not currently available in a given central office are desired.

⁽⁴⁾ Where required to interface with PSAP equipment. ANI along with ALI Records and/or Subscriber Line Data Receipt must be purchased when purchasing Selective Routing.

⁽⁵⁾ Based on agreed Meet Point Billing Percentages.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations (Continued)

a. Rates ⁽¹⁾ (Continued)

		Monthly	
		<u>Non-Recurring</u>	<u>Recurring</u>
(9)	Subscriber Line Data Receipt (per 100 Access Lines) ⁽²⁾	\$18.47	\$7.09
(10)	ALI Storage/Retrieval	ICB	ICB
(11)	(a) Selective Routing		
	1. Database (per 100 Access Lines) ⁽²⁾	ICB	ICB
	2. Hardware	ICB	ICB
	(b) In (Termination to CO)	ICB	ICB
	(c) Out (Termination to PSAP)	ICB	ICB

⁽¹⁾ The rates applicable to facilities provided within UTN service territory. Connecting company rates apply to facilities located within connecting company service territory.

⁽²⁾ The number of access lines will be rounded to the nearest 100 and will be updated January of each year.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations (Continued)

b. Matrix

<u>Rate Element</u>	<u>911 Basic</u>	<u>911 ANI Only</u>	<u>Enhanced 911</u>
(1) Code Recognition	M	M	M
(2) Features	O	N/A	N/A
(3) ANI	N/A	M	M
(4) 911 Service Line	M	M	M
(5) 911 Transport	M	M	M
(6) 911 Transport Termination	M	M	M
(7) ALI Records	N/A	N/A	O
(8) Subscriber Line Data	N/A	N/A	O
(9) Subscriber Line Data Receipt	N/A	N/A	O
(10) ALI Storage/Retrieval	N/A	N/A	O
(11) (a) Selective Routing (Database & Hardware)	N/A	N/A	O
(b) In (Termination to CO)	N/A	N/A	O
(c) OUT (Termination to PSAP)	N/A	N/A	O

M=Mandatory Element
 O=Optional Element

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations (Continued)

c. 911 Basic Service

- (1) 911 Basic Service provides all 911 calls originating by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service Line.
- (2) The following rate elements apply to the typical 911 Basic Service:
 - (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility.
 - (b) Basic Features - Various features may be included with 911 Basic Service. The availability of specific features varies according to Central Office. Features may include: Called Party Hold, Dial Tone First, Forced Disconnect, and Ring Back. Features currently not available in particular central offices may be added on an individual case basis where technically feasible.
 - (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
 - (d) 911 Transport - Dedicated circuit between central offices for the provision of 911 service.
 - (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

d. 911 ANI-Only Service

- (1) 911 ANI-ONLY Service includes Automatic Number Identification (ANI) which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI is provided, it may provide the identity of the primary telephone service billing or lead number.
- (2) The following rate elements apply to the typical 911 ANI-Only Service:
 - (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility. The charge for this service is waived when installed concurrently with ANI.
 - (b) ANI - The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.
 - (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
 - (d) 911 Transport - Dedicated circuits between central offices for the provision of 911 service.
 - (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations (Continued)

e. Enhanced 911 Service

- (1) A 911 telephone system which includes ANI, ALI, and (optionally) Selective Routing, to facilitate appropriate public safety response. ANI and/or ALI may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI and/or ALI is provided, it may provide the identity of the primary telephone service billing or lead number.
- (2) The following rate elements apply to the typical Enhanced 911 Service:

Mandatory Elements

- (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility. The charge for this service is waived when installed concurrently with ANI.
- (b) ANI - The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.
- (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
- (d) 911 Transport - Dedicated circuits between central offices for the provision of 911 service.
- (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

Optional Elements

- (f) ALI Records - The telephone number, the service address for the telephone line, Emergency Service Number (ESN), and supplementary information for display at a PSAP. This rate element provides ALI records which have been developed through a process using company records and the master street address guide (MSAG) developed in conjunction with the customer.
- (g) Subscriber Line Data - The telephone number, service address for telephone line, and supplementary information for development and maintenance of ALI and MSAG databases. Subscriber Line Data is available for company records where the MSAG processing is not performed by the company. Subscriber Line Data will be provided in the company format, use of other formats may result in additional charges.
- (h) Subscriber Line Data Receipt - The acceptance and processing of Subscriber Line Data from other entities and creation of ALI Records by means of processing through an MSAG. This element includes the receipt of subscriber line data and converting it to ALI Records. Data must be received in company format; use of other formats may result in additional charges.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

3. Rate Regulations (Continued)

e. Enhanced 911 Service (Continued)

- (2) The following rate elements apply to the typical Enhanced 911 Service:
(Continued)

Optional Elements (Continued)

- (i) ALI Storage/Retrieval - Equipment and software used to store and retrieve ALI Records. Where ALI Storage/Retrieval is not performed by Customer Premises Equipment, this service can be provided on an individual case basis.
- (ij) Selective Routing - The capability of routing a 911 call to a designated PSAP based upon the location stored in a selective routing table based upon information stored in the ALI Record. Selective routing offers several additional options which may include alternate routing, selective transfer, and concentration of 911 transport facilities. Customer must purchase ANI along with ALI Records and/or Subscriber Line Data Receipt when purchasing Selective Routing.

To enable the Selective Routing feature the database and hardware elements must be purchased.

4. Liabilities

- a. A telecommunications company providing emergency communications systems or services or a business or individual providing data base information to emergency communication system personnel shall not be liable for civil damages caused by an act or omission of the company, business, or individual in the:
- (1) Good-faith release of information not in the public record, including unpublished or unlisted subscriber information to emergency service providers responding to calls placed to a 911 or enhanced 911 emergency service, or
- (2) Design, development, installation, maintenance, or provision of consolidated 911 or enhanced 911 emergency communication systems or services other than an act or omission constituting gross negligence or wanton or willful misconduct.
- b. The Company's liability for civil damages to the customer or any person for interruption or failure of 911 service shall be limited by the terms set forth in this section and in any sections of other tariffs which apply to the provision of 911 service by the Company. This 911 service is offered solely to assist the customer in providing 911 emergency services in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer, except as caused by gross negligence or wanton or willful misconduct

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

4. Liabilities (Continued)

- c. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance or provision of 911 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, except for gross negligence and/or wanton or willful misconduct, the Company's liability to any person, corporation, or other entity for any loss or damage shall not exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.
- d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 911 service when any 911 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBX's or shared tenant services or calls originating over Centrex lines.
- e. The Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer (or private telecommunications systems operators) such as operators of PBX's or shared tenant services, and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer or private telecommunications systems operators, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The customer may with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment of vendors to the equipment or network facilities provided by the Company. Said attachments, devices or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.
- g. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any subscriber to a non-regulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 911 telephone calls that originate from telephones within the customer's service area. The Company shall have no responsibility for the accuracy of the ANI or ALI information for 911 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

4. Liabilities (Continued)

- h. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.
- i. 911 service is provided solely for the benefit of the 911 customer operating the Public Safety Answering Point (PSAP). The provision of 911 service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any person or legal entity other than the 911 customer. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the company's conduct constitutes gross negligence or wanton or willful misconduct.

5. Wireless E911 Phase 2

a. Description of Service

Wireless E911 Phase 2 is only available in combination with E911 as specified in this section of the tariff and is subject to the regulations specified herein.

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions standards for the Wireless Service Providers (WSPs).

b. General Regulations

- (1) The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the latitude/longitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

5. Wireless E911 Phase 2 (Continued)

b. General Regulations (Continued)

(2) PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. This is necessary to accommodate loading of the respective p-ANIs also known as Emergency Service Routing Key/Emergency Service Routing Digit into the Company's Data Base Management System. In addition, the following requirements must be met for Phase 2 implementation:

(a) PSAPs must order both the Company's Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in I.E.6. following.

(b) WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.

(c) WSPs or their designated database provider must have obtained an interface to the Company's ALI database that complies with the Company's existing operating standard. This interface will be used by the WSP to provide the Phase 2 data.

c. Definition of Terms

(1) Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

(2) Interface

A reference point for a data path that exists between an MPC/GMLC and an ESME (the ALI database). The data that traverses the interface is made up of an Emergency Services Position Request and the response. The interface is not provided by and is not the responsibility of the Company.

(3) Emergency Services Message Entity (ESME)

An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.

(4) Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF signaling is required when an interconnecting WSP selects Phase 2 NCAS mode without WLS911.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

5. Wireless E911 Phase 2 (Continued)

c. Definition of Terms (Continued)

(5) Mobile Position Center (MPC)

The interface between the wireless network and the Company's ALI database. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company.

(6) Mobile Switching Center (MSC)

The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.

(7) Phase 2 NCAS

In this mode the p-ANI and the CBN both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

(8) Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

(9) Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or a sector of a cell site to provide location identification for wireless E911 calls.

(10) WLS911

The Company solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

5. Wireless E911 Phase 2 (Continued)

c. Definition of Terms (Continued)

(11) Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

(12) Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the Company E911 tandem and the PSAP receives eight or ten digits of ANI.

(13) X,Y Coordinates

The latitude and longitude of the 911 wireless caller's location.

d. Enhanced MF

Enhanced MF (EMF) is a new signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

5. Wireless E911 Phase 2 (Continued)

e. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

(1) Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the Company's Extended ALI Display Format to accommodate the latitude and longitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the interface is the responsibility of the WSP.

(2) ALI Database Upgrade for Wireless Phase 2

The ALI Database Upgrade for Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

f. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Enhanced MF signaling, per PSAP	\$ 0.00	\$ 0.00
(2) Extended ALI Display Format, per PSAP	3,500.00	0.00
(3) ALI Database Upgrade for Wireless Phase 2, per PSAP	0.00	250.00

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

6. Reverse Notification Telephone Number Database Service

a. Description of Service

The Company offers Reverse Notification Telephone Number Database Service (Reverse Database Service) to support the ability of Public Safety Answering Points (PSAPs) to make broadcast notification calls to areas under their jurisdiction in the event of emergencies.

b. General Regulations

- (1) Reverse Database Service is offered solely for the purpose of permitting PSAPs to make broadcast notifications to particular geographic areas and associated local telephone numbers in the event of emergencies. PSAPs ordering Reverse Database Service must provide the Company with written certification of their authority to make public emergency notifications.
- (2) PSAPs may not use Reverse Database Service information in connection with 911 Emergency Communications Service.
- (3) PSAPs subscribing to Reverse Database Service will receive CD-ROM downloads of information from the Company's Automatic Location Indicator (ALI) database. The Company will provide ten-digit telephone numbers, associated addresses, and names to the extent that information is present in the Company's ALI database.
- (4) Reverse Database Service will include ALI information obtained by the Company from other local exchange carriers serving a PSAP's jurisdiction, when there are multiple local exchange carriers in a PSAP's jurisdiction. Reverse Database Service will include ALI information obtained from customers who operate private switches and have requested that carriers maintain appropriate information in the carrier's ALI database.
- (5) The Company will provide Reverse Database Service only for the jurisdictional area where a PSAP is authorized to provide emergency services. PSAPs will not be able to obtain foreign listings, foreign exchange cross-listings, foreign central office subscriptions, and multiple listings through Reverse Database Service.
- (6) The Company considers all information provided to a PSAP under Reverse Database Service to be confidential and proprietary. Information received through Reverse Database Service may contain the names, addresses and telephone numbers of individuals whose listings are not published in directories and/or are not listed in directory assistance databases. The PSAP must:
 - (a) Hold all Reverse Database Service information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information;

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

- A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)
6. Reverse Notification Telephone Number Database Service (Continued)
- b. General Regulations (Continued)
- (6) The Company considers all information ... (Continued)
- (b) Restrict disclosure of the information solely to those PSAP employees and/or agents with a need to know and not disclose or resell such information to any other parties;
- (c) Use the information only when delivering broadcast notifications of emergencies; and
- (d) Notify the Company immediately of any confirmed or suspected misuse of Reverse Database Service information.
- (7) The PSAP represents and warrants that it will use information received through Reverse Database Service only in emergency situations. A PSAP may not access, use, import, export, copy, print, distribute or release information for any purpose other than what is necessary to make outbound telephone emergency notifications.
- (8) The Company may immediately terminate a PSAP's use of Reverse Database Service and demand the return of all Reverse Database Service information furnished to the PSAP if, in the Company's judgment, the PSAP misuses the information provided or fails to comply with any other provision of this tariff.
- (9) A PSAP's modification, merger or enhancement of information received through the Reverse Database Service will not relieve the PSAP from any provision of this tariff.
- c. Limitations
- (1) The Company offers no warranty or representation with respect to the accuracy or completeness of the Reverse Database Service. The Company may rely on other local exchange carriers or private switch customers for certain information used in the Reverse Database Service.
- (2) The Company does not warrant or represent that the Reverse Database Service will be compatible with every type of reverse notification equipment. PSAPs are responsible for acquiring their own broadcast notification equipment and for testing the compatibility of that equipment with the Reverse Database Service.
- (3) By offering Reverse Database Service, the Company makes no warranties or representations for the operation of customer's broadcast notification equipment or for the availability or performance of any telephone network facilities, including the Company's facilities, during a broadcast notification.

BASIC & ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Continued)

6. Reverse Notification Telephone Number Database Service (Continued)

d. Liability of the Company

- (1) By subscribing to Reverse Database Service, a PSAP agrees to hold harmless and indemnify the Company, along with its employees, directors, officers, agents, and subcontractors, from and against all claims or suits arising out of or resulting from the provision of Reverse Database Service, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omissions in the file or the use of such information by the PSAP or its agents.
- (2) To the extent that the PSAP claims sovereign immunity or other statutory limitations against third party claims, the PSAP will extend that same protection to the Company in connection with the PSAP's use of the Reverse Database Service.

e. Rates and Charges

- (1) PSAPs can purchase Reverse Database Service in the following formats:
 - (a) One-time update – The customer purchases one CD-ROM update and pays a nonrecurring charge.
 - (b) Monthly update – The customer purchases monthly CD-ROM updates and pays a monthly recurring charge. The customer commits to purchasing the CD-ROM for a minimum of twelve consecutive months. Should the customer terminate service prior to the twelfth month, the customer will be billed for any remaining months to fulfill the twelve-month minimum.

(2) Reverse Database Service,		
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) One-time update (CD-ROM)	\$500.00	\$ 0.00
(b) Monthly update (CD-ROM) 12 Month Term	0.00	125.00

MAPS OF EXCHANGE AREAS

The 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. All references to "Sprint" or "Embarq" hereby refer to and are replaced by "United Telephone Company of the Northwest".