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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1)

.1 GENERAL

- .1.1 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- .1.2 9-1-1 Service enables a caller dialing 9-1-1 from a line with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the customer premises based communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response.
- .1.3 9-1-1 Service responsibilities are as follows:
- a. The customer is responsible for providing PSAP equipment. This equipment must meet network compatibility requirements, receive voice and ANI from 9-1-1 callers, and either hold the ALI database within the customer's equipment or provide the ability to retrieve information on a per call basis from the Company's database management system. The customer's equipment must provide ANI and ALI display and control. If Company changes are necessary to achieve compatibility with customer-owned equipment; an approved tariff will be required before such services become available. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.
  - b. The Company is responsible for network provisioning, including selective routing and ALI database. The service categories available are as follows:
    - b.1 Basic 9-1-1 - Type 1 (B9-1-1) Service
    - b.2 Enhanced 9-1-1 (E9-1-1) Service, including one of the following options:
      - (1) Option E-1 provides B9-1-1 - Type 1 Service with Automatic Number Identification (ANI) and Automatic Location Identification (ALI)
      - (2) Option E-2 provides B9-1-1 - Type 1 Service with Automatic Number Identification (ANI), Automatic Location Identification (ALI) and Selective Routing

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EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.1 GENERAL

- .1.4 Company ALI will not be provided to customer-owned equipment until Company privacy and Federal law requirements concerning subscriber records are met. In addition, the customer-owned customer premises equipment must:
- a. Be located in a secure space with access limited to authorized personnel.
  - b. Block manual query of ALI except in response to 9-1-1 call from the telephone number listed for that address. Manual query is allowed on basis of an ANI failure where the caller provides the calling telephone number or where ANI is received but does not retrieve the ALI listed for that telephone number.
  - c. Log all manual queries into a database that is retained on the ALI computer and is accessible either remotely by the Company as a read-only file or can be provided to the Company in a manner that ensures the customer personnel cannot alter the data.
  - d. Meet National Emergency Number Association database standards
- .1.5 The Company is obligated by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI database. When the Company or other local exchange carrier provides the ALI controller service to the customer's PSAP, these requirements are met by the direct control that the Company or other local exchange carrier retains over the ALI software. When the ALI controller software for a customer premises based ALI database is provided by a party other than the Company or other local exchange carrier, DMARCS is used to ensure the privacy and protection of the ALI records, and to protect the Company's mainframe computer operations. DMARCS will serve as a security buffer between the Company's internal databases and the customer's ALI controller. The ALI information will be provided in National Emergency Number Association (NENA) standard format.
- .1.6 9-1-1 Service is restricted to one-way incoming emergency service only.
- .1.7 The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity) unless a Selective Router is utilized. The Company does not undertake to answer or forward 9-1-1 Service calls as a provider of emergency services, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.1 GENERAL (Cont'd)

- .1.8 To provide an alternate method of completing 9-1-1 calls should the network be unable to transport the call outside the originating central office (as in the case of a disaster or cut trunking); one lock-box will be provided at each central office. An extension from a lock box to another location within that exchange may be provided, subject of availability of facilities. This extension will allow calls directed to the lock box to also ring at a second location within the exchange. This extension facility will be a two wire voicegrade special access line, as described in Citizens Telecommunications Company of Illinois I.C.C Tariff #5. This extension facility will be priced as described in I.C.C Tariff #5, except that only one Special Access Line charge will be applied.
- .1.9 9-1-1 Service is limited to the use of the central office telephone number "9-1-1" as the emergency telephone number. In addition, only one category of 9-1-1 Service, paragraph 1.1.3b, will be provided within a telephone exchange. Where selective routing is utilized to split an exchange's subscriber lines between two customers (as in the case of an exchange crossing a county line), each customer will pay for 9-1-1 Services based upon the number of network access lines within each customer's territory. Interoffice facility trunk(s) and 9-1-1 Service line(s) will be provided and billed in whole amounts. Each customer will be billed for 9-1-1 interoffice facility trunk(s) and 9-1-1 Service line(s) associated with their system.
- .1.10 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.
- .1.11 Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
- .1.12 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge. Calls from mobile stations and calls using toll facilities may be subject to normal charges.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.1 GENERAL (Cont'd)

- .1.13 Calls placed through network access lines, including those with nonpublished numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by nonpublished service upon placing a 9-1-1 call.
- .1.14 In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a seven-digit local exchange administrative telephone number. This non-emergency number will be listed in the directory at no charge. The PSAP must also subscribe to at least one non-published seven-digit emergency number usable by other PSAPs and public safety agencies to reach the PSAP.
- .1.15 The Company will not prorate billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.
- .1.16 Since there is no provision for sub-addresses (e.g., room, floor or apartment numbers) within the standard ALI format, and since there is no provision for receiving ANI that will identify a station behind a PBX, the Company will provide only the location of the pilot number to the PSAP for 9-1-1 calls originating under these circumstances. The customer is responsible to obtain any address information for these types of services from the respective service providers.
- .1.17 Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- .1.18 Where a 9-1-1 System is ordered by the customer, the Company will bill the customer upon the in-service date of the System. Where an additional component or service is ordered to commence operation at a date other than the system cut date, that component or service will be billed upon its in-service date.
- .1.19 Customer initiated changes and rearrangements that affect service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

- .1 GENERAL (Cont'd)
- .1.20 Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service.
  - .1.21 Automatic Location Identification (ALI) information will not be provided via magnetic or paper media to new customers on and after the effective date of this tariff sheet. Existing customers receiving ALI information, via magnetic or paper media, can retain service in its present form for a period of time as determined by mutual agreement between the Company and the involved communities, but shall not exceed 24 months from the effective date of this tariff.
  - .1.22 Surcharges associated with 9-1-1 Service will be applied as specified in the County or Municipality ordinance.
  - .1.23 The rates and charges for 9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the service. The customer shall promptly notify the Company in the event the system is not functioning properly.
  - .1.24 The Company will provide to the customer annually without charge, on request, a copy of the MSAG, to be used solely for the verification of emergency services routing designations for E9-1-1 Service, (Options E-1 and E-2). This service is not available with B9-1-1 - Type 1 Service customers.
  - .1.25 Information concerning MSAG, error reports, and audit reports will be provided to the customer upon request in either paper media or via an ASCII file copied onto a pre-formatted disk provided by the customer. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Company. The Company is restricted from providing information that is prohibited by Federal, State and Local laws.
  - .1.26 The Company reserves the right to select and determine the type of equipment it utilizes to provide 9-1-1 Service.
  - .1.27 The Company must receive a signed contract for 9-1-1 Service before it initiates any action to develop MSAG and/or ALI databases.
  - .1.28 The customer will conduct training to impress upon personnel the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.2 DEFINITIONS OF TERMS

Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

Automatic Location Identification (ALI) Database

The ALI Database is a Company proprietary database developed from the MSAG and Company subscriber records for the Enhanced 9-1-1 system. It contains access line subscribers' names, addresses, telephone numbers, and ESNs. This database, if provided to the customer with an option for local entry of remarks, may include additional information about that location (such local entries are not considered Company proprietary).

Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill

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

Caller

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

Customer

Governmental unit or other entity authorized to provide 9-1-1 Service.

Distribution Machine for Address and Routing (DMARCS) Service

Distribution Machine for Address and Routing (DMARCS) Service is a database interface service positioned between the Company's proprietary internal database systems and the customer's premises-based ALI controller equipment. It enables the customer's ALI controller equipment to dial into a Company computer to access and download ALI to establish and obtain cyclical updates to the customer's ALI Database.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

2 DEFINITIONS OF TERMS (Cont'd)

Emergency Dial Line

An Emergency Dial Line is a seven-digit business one party Exchange Telephone Service Line which allows the PSAP to transfer or conference a 9-1-1 call to the Emergency Response Agency by a dialed connection to the Emergency Response Agency.

Emergency Reporting Channel

An Emergency Reporting Channel is a dedicated private line facility between the PSAP and the Emergency Response Agency, which is usable by the PSAP for transfer or conferencing of 9-1-1 calls.

Emergency Response Agency

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

Emergency Service Number

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

End User

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

2 DEFINITIONS OF TERMS (Cont'd)

Lock-Box Access

A telephone lock-box, equipped with at least two telephone jacks, that is located on the outside wall of a central office that will allow 9-1-1 calls to be answered at that location when the network is unable to deliver the calls to the PSAP owing to network failure. Authorized members of an Emergency Response Agency that is part of the 9-1-1 System will be provided a key with which to open the box.

Master Street Address Guide (MSAG)

The MSAG is a perpetual database, periodically updated, that defines the geographic 9-1-1 Service area. This database is comprised of addresses served by local exchange companies participating in the service. The MSAG consists of an alphabetical listing of street names including the ranges of address numbers, community names, Emergency Service Numbers (ESNs), and PSAP identification codes.

Nonpublished Number

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

Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority.

Selective Routing

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when an E9-1-1 system is served by more than one PSAP or when a central office exchange serves more than one system, as in the case of the exchange being split by a county boundary.



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EMERGENCY SERVICES (Cont'd)

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.2 DEFINITIONS OF TERMS (Cont'd)

Selective Routing Database

A database of telephone subscriber ANIs with each ANI's associated Emergency Service Number (ESN) that is stored in the selective router computer to route 9-1-1 calls to the correct PSAP. One database is established per E9-1-1 system from the associated ALI database.

Service Provider

The Telephone Company that serves exchanges within the customer's serving area and provides 9-1-1 Service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies, which serve as secondary providers within the customer's serving area.

Subscriber

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

9-1-1 Service

9-1-1 Service is as defined in Paragraph 1.5 hereof and includes but is not limited to all services, facilities and equipment utilized therein in any manner whatsoever.

9-1-1 Service Line

A local loop connection from a Central Office to the PSAP or ERA being served by that central office.

9-1-1 Service Line Channel

A 9-1-1 Service Line Channel provides facilities between central offices. A 9-1-1 Service Line Channel is required in addition to the 9-1-1 Service Line if the PSAP is located in a different central office (remote central office) within the same exchange, or in a different exchange.

9-1-1 Interoffice Facility

An intraexchange or interexchange trunk capable of forwarding ANI between central offices.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.3 CUSTOMER OBLIGATION

- .3.1 Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- .3.2 The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 Service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services.
- .3.3 The 9-1-1 customer must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
  - a. The customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering.
  - b. The primary PSAP will answer all calls on a 24-hour, seven-days-a-week basis.
  - c. Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.
  - d. If a Selective Router is not used, each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

- .3 CUSTOMER OBLIGATION (Cont'd)
- .3.4 The customer shall promptly notify the Company in the event the system is not functioning properly.
- .3.5 Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by central offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- .3.6 Automatic Location Identification and Selective Routing require a current MSAG. The customer is responsible for providing a current and accurate MSAG to the Company. The MSAG must be provided in Company standard format including a correct set of street names and ranges. An ESN must be assigned to each address with a corresponding PSAP assignment. This information is required of all local exchange carriers participating in the 9-1-1 system. The customer is responsible for verifying the accuracy of the call routing capability by participating in tests with the Company prior to service establishment, or any subsequent ESN or PSAP change.
- .3.7 The customer must report changes to the MSAG to the Company at a minimum on a weekly basis. The following must be provided: changes in street names and ranges, changes in municipal boundaries, renaming of communities, incorporation/removal of municipalities, and/or reassigning areas of responsibility of Emergency Response Agencies (ERAs) (e.g., ambulance response, EMS response, etc.), establishment or termination of ERAs. Additionally, changes in ESN boundaries, the need for a different number of ESNs, and the reassignment of an ESN to a different PSAP is required. Any other address, ESN, or PSAP change that affects the ability of the 9-1-1 call to be routed to the proper PSAP must also be reported.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.3 CUSTOMER OBLIGATION (Cont'd)

- .3.8 Automatic Location Identification (ALI) consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any local exchange carrier utilizing Citizens information while acting as the ALI database provider of 9-1-1 Service to the customer agrees to abide by the terms and conditions which relate to the protection of Citizens provided information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information. The customer agrees that the Company information is being furnished in strict confidence for the sole and exclusive purpose of creating a 9-1-1 database and for the dispatching of 9-1-1 calls. The Company information shall be deemed proprietary and the customer has no ownership rights to the Company information. The customer agrees that it shall not make disclosure of Company information except to its employees to whom such disclosure is necessary for the purposes of creating a 9-1-1 database or receiving and dispatching a 9-1-1 call. The customer is responsible for ensuring that a customer premises based ALI database is secure and is not used for any purpose other than responding to a 9-1-1 call.
- a. All 9-1-1-customer equipment, system software, and databases must be located in a secure area to prevent unauthorized personnel from accessing confidential information.
  - b. The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.
  - c. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other 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 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.3 CUSTOMER OBLIGATION (Cont'd)

- .3.9 Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.
- .3.10 The minimum billing period for E9-1-1 Service options E-1 or E-2 is five years (60 months). In the event that Enhanced 9-1-1 Service is terminated by the customer prior to completion of the minimum 60 month billing period, the Company will develop the applicable termination charge using the formula described below and levy it for payment by the customer.
- a. The customer will remain liable for the balance of minimum billing period rates adjusted to their then present worth equivalent, based upon the current discount rate, which shall upon any such termination immediately become due and payable in its entirety.
  - b. The 60 month minimum billing period applies only to new E9-1-1 installations established on and after June 24, 1993.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.4 LIABILITY

- .4.1 The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, and in other tariffs of the Company. This 9-1-1 Service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.
- .4.2 The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.
- .4.3 The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.
- .4.4 The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems.
- .4.5 The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service, including, by way of example and without limitation, when a call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons, and when a failure or interruption in 9-1-1 Service is due to the attachment of any equipment by a customer to Company facilities.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

- .4 LIABILITY (Cont'd)
- .4.6 The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished subscriber information to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide a 9-1-1 Service.
- .4.7 The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- .4.8 The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.5 DESCRIPTION

.5.1 Basic 9-1-1 Service - Type 1 (B9-1-1)

- a. B9-1-1 - Type 1 Service provides for routing all 9-1-1 calls originated by lines with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service Line.
- b. A 9-1-1 Service Line consists of a central office termination and a local (loop) facility. Conditioning for premises transfer or conferencing is provided, where available, with the 9-1-1 Service Line.
- c. A 9-1-1 call may be directed to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office serving the PSAP.
- d. B9-1-1 Service directs a 9-1-1 call to the PSAP via a B9-1-1 - Type 1 Service Line in a manner similar to a local exchange telephone network call. No other features are available to the PSAP.

.5.2 Enhanced 9-1-1 Service (E9-1-1)

- a. E9-1-1 provides B9-1-1 - Type 1 Service plus one of the following options:
  - a.1 Option E-1 includes Automatic Location Identification (ALI) and Automatic Number Identification (ANI). The ALI database is developed from the customer's MSAG and Company records and remains the property of the Company. DMARCS is included when required to provide access to the ALI database.
  - a.2 Option E-2 includes Automatic Location Identification (ALI), Automatic Number Identification (ANI) and Selective Routing. The ALI database is developed from the customer's MSAG and Company records and remains the property of the Company. DMARCS is included when required to provide access to the ALI database.



EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
.6 RATES AND CHARGES		
.6.1 Basic 9-1-1 Service - Type 1 (B9-1-1)	*	*
.6.2 Enhanced 9-1-1 Service (E9-1-1)		
a. Option E-1		
Provides Automatic Location Identification (ALI) and Automatic Number Identification (ANI) per 1000 Citizens Communications exchange access lines that are within the geographical boundaries of the customer's public safety jurisdiction		
	\$ 1,312.45 **	\$48.17 **
b. Option E-2		
Provides Automatic Location Identification (ALI), Automatic Number Identification (ANI) and Selective Routing per 1000 Citizens Communications exchange access lines that are within the geographical boundaries of the customer's public safety jurisdiction.		
	1,466.85 **	82.25 **
c. E9-1-1 Service Line, each.		
	*	*
d. E9-1-1 Automatic Location Identification (ALI), per 1000 Non-Citizens Communications Access Lines		
	None	39.41 **

\* Rates and charges applicable to each Basic 9-1-1 Service Line or Enhanced 9-1-1 Service Line shall be applied at the One Party Business rate for that serving exchange as identified in the Company's tariffs. The Extended Area Service (EAS) additive does not apply.

\*\* Minimum billing is 1000 exchange access lines.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.6 RATES AND CHARGES (Cont'd)

**Note:** The exchange access line counts for Option E-1 and Option E-2 are rounded (below 500 downward, 500 and above upward) to the nearest 1000. These counts are based upon the maximum number of exchange access lines in service within the geographical boundaries of the customer's public safety jurisdiction for the most current twelve-month period prior to service establishment. These counts will be adjusted annually for purposes of updating customer billing. For each service configuration, when annual access line counts are changed Nonrecurring Charges apply to each 1000 exchange access lines so adjusted (after rounding). The above rates and charges for Option E-1 and Option E-2 also include the provision of DMARCS, where necessary, and all Company work involving an ALI Database.

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
.6.3 9-1-1 Interoffice Facility, per trunk . . . . .	.337.08	95.18

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EMERGENCY SERVICES (Cont'd)

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.6 RATES AND CHARGES (Cont'd)

.6.4 Basic 9-1-1 Service

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
a. Type 2 Basic 9-1-1 Service Line, including Idle Circuit Tone Application, Called Party Hold and Switchhook Status Indication, (rates and charges apply in addition to those applicable to Basic 9-1-1 - Type 1 Service)		
a.1 Common equipment with capacity for up to three lines	NONE	\$ 53.31
a.2 First Line, per order	\$ 21.08	82.38
a.3 Each Additional Line, same order	21.08	NONE
b. Type 3 Basic 9-1-1 Service Line, including Type 2 9-1-1 Service and Emergency Ringback, (rates and charges apply in addition to those applicable to Types 1 and 2 Basic 9-1-1 Service), each	4.3629.08 #	
b.1. A vacant button on the attendant's console may be used to activate ringback. Otherwise, a separately mounted cutoff key is required.		

# Referenced nonrecurring charges do not apply if installed with initial Basic 9-1-1 Service.

(X) Existing Basic 9-1-1 - Types 2 and 3 Service customers can retain service in its present form. The service is frozen to customers of record as of June 24, 1993.

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EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.6 RATES AND CHARGES (Cont'd)

.6.4 Basic 9-1-1 Service

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
c. Emergency Dial Line, each	##	*
d. Conditioning for Premises Transfer or Conferencing		
.d.1 Type 2 or 3 Basic 9-1-1 Service Line, each line	\$3.00	\$36.83
.d.2 Type 2, or 3 Basic 9-1-1 Service Line, served from a remote central office, each line	**	**
.d.3 Emergency Dial Line, each line .	3.00	41.68

NOTES: \* Service Charges apply as shown in the applicable Company Tariff.

# #Rates and charges applicable to each Emergency Dial Line shall be applied at the One Party Business rate for that serving exchange as identified in the Company's tariffs. The Extended Area Service (EAS) additive does not apply.

\*\* 9-1-1 Channel Service rates and charges apply for transfer or conferencing capability.

(X) Existing Basic 9-1-1 - Types 2 and 3 Service customers can retain service in its present form. The service is frozen to customers of record as of June 24, 1993.

EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.7 CHANNEL SERVICES

		<u>MONTHLY RATE</u>		<u>MONTHLY RATE</u>
		Without Conference or Transfer Capability		With Conference or Transfer Capability    Nonrecurring Charge
		<u>BILLING CODE</u>	<u>AT THE PSAP</u>	<u>BILLING CODE</u>
		<u>AT THE PSAP</u>	<u>AT THE PSAP</u>	<u>AT THE PSAP</u>
<b>.7.1 9-1-1 Service Line Channel</b>				
a. Within an Exchange				
a.1 First one mile, or fraction thereof (airline distance between central offices) . . . . .	--	\$ 5.75	--	\$6.25 #
a.2 Each additional 1/4 mile or fraction thereof (airline distance between central offices) . . .	--	1.45	--	1.60 #
b. Between Exchanges - IntraMarket Service Area *				
b.1 Each mile, or fraction thereof (airline distance between rate centers)	--	See the applicable Company tariff for appropriate rates and charges.		

**NOTES:** \*InterMarket Service Area requests will be offered in accordance with Citizens Communications, applicable Company Tariff. In Market Service Areas where Citizens Communications is not Primary Toll Carrier as designated by the Illinois Commerce Commission, the appropriate Primary Toll Carrier's Private Line Channel Services Tariff will apply.

# Service Charges apply as shown in the applicable Company Tariff.

EMERGENCY SERVICES

EMERGENCY NUMBER SERVICE (9-1-1) (Cont'd)

.7 CHANNEL SERVICES (Cont'd)

.7.2 Emergency Reporting Channel

	MONTHLY NONRECURRING	
	<u>RATE</u>	<u>CHARGE</u>
a. Within an Exchange		
a.1 First one mile, or fraction thereof (route measurement). . . . .	\$7.90	#
a.2 Each additional 1/4 mile or fraction thereof (route measurement). . . . .	2.00	#
b. Between exchanges - Intramarket Service Area *		
b.1 Each mile, or fraction thereof (airline distance between rate centers). . . . .	See the applicable Company tariff for appropriate rates and charges.	

NOTES:\*InterMarket Service Area requests will be offered in accordance with Citizens Communications, applicable Company Tariff. In Market Service Areas where Citizens Communications is not Primary Toll Carrier as designated by the Illinois Commerce Commission, the appropriate Primary Toll Carrier's Private Line Channel Services Tariff will apply.

# Service Charges apply as shown in the applicable Company Tariff.

(X) Existing Basic 9-1-1 - Types 2 and 3 Service customers can retain service in its present form. The service is frozen to customers of record as of June 24, 1993.

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EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911)

.1. SELECTIVE ROUTER PORT CONNECTIVITY

.1.1 General

This establishes the hardware connection on the Selective Routing Switch. The switch provides connectivity for incoming 9-1-1 trunk circuits to enable Local Service Providers and Private Switch Providers (e.g., PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) as well as customer in Out-of-Franchise (OOF) serving areas requiring Selective Routing services access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit (i.e. 911 Interoffice Trunk Facility, 911 Service Line).

In addition to the standard connectivity fee, which is applied in all cases, there are additional charges specifically for software/firmware required only by Wireless service Providers (identified as A Wireless Additive where applicable) to provide 10-digit data streams.

.1.2 Rates

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
Selective Router Port Charge, per trunk	None	\$ 41.28
Wireless Additive, per wireless service trunk	None	96.10

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EMERGENCY SERVICES

ADDRESS COMPARE SERVICE

.1 GENERAL

- .1.1 E911 Address Compare Service is a record comparison of a county's E911 records with the subscriber records that Citizens Communications has in its ALI database for that county. This service requires that the county's E911 records be based upon a postal approved MSAG that is 98% validated against those subscriber's records prior to availability. The county's records must be submitted in the NENA Recommended Format for Data Exchange, Version 1, dated June 1993. Citizens may, upon 90 days written notice, require the records to be submitted in a subsequent version of the NENA Recommended Format as may from time to time be current. Copies of the NENA Recommended Format are available upon request. If the county desires Citizens to do a record comparison for non-Citizens records that Citizens has in its database for that county, the county must arrange for the other Telephone Company to grant permission in writing to authorize Citizens to perform the comparison. The Company accepts no liability beyond that established in the Emergency Number Service tariff in performing this service.
- .1.2 The transmission of the county's records will be via 3-1/2" diskette mailed to Citizens Communications. Citizens Communications report of errors will be provided in standard NENA recommended format on 3-1/2" diskette, mailed back to the county. A charge will apply for each time the E911 Address Compare Service is utilized.



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EMERGENCY SERVICES

ADDRESS COMPARE SERVICE (Cont'd)

.1 GENERAL (Cont'd)

- .1.3 If one or more fields between the records do not match, both the company record and the county record will be sent to the county. If either Citizens Communications or the county has a record that the other does not have, the sole record will be returned to the county. If the addresses match, but the county does not have the telephone number, Citizens will provide the telephone number if the number is published. The Company will not provide the telephone number if the number is non-published or unlisted. If the addresses match and the telephone numbers do not, Citizens Communications will provide the correct telephone number. If the addresses and telephone numbers match, but the names do not, both records will be provided. If the telephone number is non-published or unlisted, the telephone number will be omitted. If the ESN's do not match, both records will be provided. If the Zip Codes do not match, both records will be provided. Details of the error analysis will be made available upon request.

.2 RATES

- .2.1 The Address Compare Service consists of the following rate elements:

	<u>NONRECURRING CHARGE</u>
a. 9-1-1 Address Record Compare Service Set Up per customer*	\$ 579.00
b. Perform Address Record Compare Service per 1000 records**	\$ 76.00

- \* One-time fee to establish within Citizens the ability to do a compare for a particular customer.  
\*\* Fee charged each time a compare is performed. The records counted is the larger quantity of the Citizens Communications or customer set, rounded up to the next 1,000. Before this service may be provided, the 9-1-1 Address Record Compare Service Set Up Service must be purchased.

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EMERGENCY SERVICES

9-1-1 ALI UPDATE REPORT

.1 GENERAL

- .1.1 The 9-1-1 ALI Update Report provides a list of updates to the ALI database after E9-1-1 system acceptance by the county. This report includes name, old service address, new service address and telephone number (if not non-published or unlisted). Each days updates are appended to a file until the data is retrieved by the customer. Once the file is retrieved, the next day's updates will start a new update file. This report will include Citizens subscriber information only for the particular county subscribing to the service. The Company accepts no liability beyond that established in the Emergency Number Service tariff in performing this service.
- .1.2 The county's update records will be placed on a computer where they may be accessed by the county via a modem. The access will be controlled by a password. It is the responsibility of the county to call the computer and download the records.

.2 RATES

- .2.1 The 9-1-1 ALI Update Report consists of the following rate elements:

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
a. Establish 9-1-1 ALI Update Report per customer . . . . .	\$ 67.00	--
b. Customer Support per 1000 records	--	\$ 1.00