

FRONTIER NORTH INC.

SCHEDULE OF RATES, CHARGES, AND
REGULATIONS GOVERNING

ADDITIONAL SERVICES

Applying to the Exchanges of this Company,
in Michigan.

Issued: August 17, 2010

Effective: August 18, 2010

By: Kenneth Mason, Vice President

Rochester, New York

GENERAL

A. APPLICATION

1. This tariff applies to Additional Services of Frontier North Incorporated, hereinafter referred to as the Telephone Company, in exchanges in Michigan, as designated in the Table of Contents in Tariff M.P.S.C. No. 1R.
2. The provision of service is subject to the regulations specified in the M.P.S.C. Tariffs of the Telephone Company, which tariffs as they now exist or as they may be revised, added to or supplemented by superseding issues are hereby made a part of this tariff.
3. General Regulations - Tariff M.P.S.C. No. 7R - of the Telephone Company applies to the various Additional Services in addition to the regulations included in this tariff.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a Changed regulation.
- (D) Signifies a Discontinued tariff or regulation.
- (I) Signifies an Increase.
- (N) Signifies a New rate or rule.
- (R) Signifies a Reduction.
- (T) Signified a change in Text but no change in Regulations or Rates. (N)

C. DEFINITION

Additional Services are services of an optional nature and consist of equipment or facilities used for communications services which are not included in other tariffs of this Company.

ADDITIONAL SERVICE

CHECK LIST

<u>Section</u>	<u>Sheet No.</u>	<u>Revision No.</u>	<u>Section</u>	<u>Sheet No.</u>	<u>Revision No.</u>
0	1	Original	13	1	Original
				2	Original
1	1	3rd Revised*		3	Original
				4	Original
2	1	First Revised		5	Original
				6	Original
3	1	First Revised		7	Original
				8	Original
4	1	Original		9	Original
	2	Original		10	Original
	3	Original		11	Original
	4	Original		12	Original
	5	Original		13	Original
		Original		14	Original
5	1	Original		15	Original
	2	Original		16	Original
	3	Original		17	Original
				18	First Revised
				19	Original
6	1	Original		20	Original
				21	Original
7	1	Original		22	Original
				23	Original
8	1	Original		24	Original
	2	Original		25	Original
				26	Original
9	1	First Revised		27	Original
	2	First Revised		28	Original
				29	Original
10	1	Original		30	Original
	2	Original		31	Original
	3	First Revised		32	Original
	4	Original		33	Original
	5	First Revised		34	First Revised*
				34.1	Original*
11	1	Original		35	Original
	2	Original		36	First Revised*
12	1	First Revised			
	2	First Revised			
	3	First Revised			
	4	First Revised			
	5	First Revised			
	6	First Revised			

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TABLE OF CONTENTS

	<u>Section</u>	<u>Sheet No.</u>	
Title Page	0	1	
General	1	1	
Check List	2	1	
Table of Contents.....	3	1	
Extension Station Service	4	1	
Shared Tenant Service	5	1	
Miscellaneous Services			
Dual Party Relay Service	6	1	
900/976 Blocking Service.....	7	1	
Touch Calling	8	1	
Directory Listings	9	1	
Direct Inward Dialing Service (DID).....	10	1	
Authorized Connection with Facilities of Miscellaneous Common Carriers	11	1	
Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service	12	1	(T)
Emergency Services			
Enhanced Emergency Number Service (E911)	13		
A. General		1	
B. Applicability		1	
C. Territory		1	
D. Acronyms & Definitions			
1. Acronyms		2& 3	
2. Definitions		4-13	
E. Emergency Telephone Charge.....		14	
F. Rules and Regulations		15	
G. Customer Obligation.....		20	
H. Liability		22	
I. Description of Service Rate Elements		24	
J. Rates and Charges		35	

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By: Kenneth Mason, Vice President

Rochester, New York

EXTENSION STATION SERVICE

A. GENERAL

1. An extension station is an extension of the first station used with a basic service. Extension station service is available with all grades of basic service.
2. No additional directory listings are provided with Extension Station Service which is assigned the same telephone number as the basic service. Intercommunication between an extension and the primary station is not contemplated.
3. Residence extensions are for the exclusive use of the customer, his family members and members of his domestic establishment.
4. Extension service for basic classes of service may be located on another's premises provided the other person has basic service of his own located on the same premises. Off premise extensions may be provided subject to the availability of facilities and the ability to provide a satisfactory grade of service in all respects.
5. Extensions on party-line service must be located within 1,000 feet of the primary station.
6. Extension service in a different exchange may be provided subject to the availability of facilities and where satisfactory transmission and operation can be maintained. Applicable conditions and charges are as contained in Tariff M.P.S.C. No. 1R under Foreign Exchange Service.

EXTENSION STATION SERVICE

B. RATES

1. Channel Charges

- a. The mileage charges contained herein contemplate the provision of channels to be used to provide extension and PBX stations.
- b. The rates contained herein are in addition to all applicable service charges as covered in Tariff M.P.S.C. No.1R.
- c. The charges below are based on the location of the terminals. One terminal is the customer-specified location of the station. The other terminal is the location where the line equipment is connected to by the telephone company.
- d. The rates following are for two-wire (2W) and four-wire (4W) channels as indicated.

(1) Extension Station Channels Routed Direct

		<u>Monthly</u>
(a) Terminals in the same building	2W	N/C
	4W	N/C
(b) Terminals in different buildings, same or adjacent blocks*	2W	\$ 5.65
	4W	11.30
(c) Terminals in non-adjacent blocks	2W	\$17.70
	4W	35.40

* Channels in the same or adjacent blocks contemplate up to 500 feet of cable as measured from the perimeters of the buildings involved. For customers with longer distances, a charge will be made based on the cost of construction beyond the 500 foot limit.

EXTENSION STATION SERVICE

B. RATES (Continued)

1. Channel Charges (Continued)

d. Rates (Continued)

(2) Extension Station Channels Routed Via the Central Office (The Telephone Company reserves the exclusive right to determine the routing of channels.)

(a) Channels Utilizing a Single Central Office Loop

This rate applies for channels with one end terminating in the central office and the other end at the customer's location. (This would normally apply to off-premise extensions of basic services.)

Monthly

- adjacent blocks, two-wire	\$13.04
adjacent blocks, four-wire	26.08
- non-adjacent blocks two-wire	13.04
non-adjacent blocks four-wire	26.08

(b) Channels Utilizing Two or More Central Office Loops

For channels with more than one end terminating at customer locations, the single central office loop charge as specified above will apply per loop. (This would normally apply to off-premise extensions from Private Branch Exchanges.)

EXTENSION STATION SERVICE

B. RATES (Continued)

1. Channel Charges (Continued)

d. Rates (Continued)

(3) Extension Station Channels Routed Between Central Offices in the same exchange.

These charges apply when the customer's specified terminal lies in a different central office serving area from the line equipment. In this case, an inter-central office channel is required. The Telephone Company maintains exclusive right to determine the central office serving areas involved.

The charges for inter-central office channels include only that portion of the entire circuit that is between the central offices and, therefore, are in addition to all other channel charges.

	<u>Monthly Rate</u> <u>Per Airline Mile</u>
- Per channel between central office serving areas, adjacent and nonadjacent	\$5.00 5.00

(4) Multi-Point Channels

For customers who desire the same line to appear at multiple locations, the channels are treated as a series of two point channels to determine the appropriate charges. For channels routed through the central office, the central office is viewed as a termination point. The Telephone Company cannot guarantee signaling and transmission on multipoint circuits.

EXTENSION STATION SERVICE

B. RATES (Continued)

1. Channel Charges (Continued)

d. Rates (Continued)

(5) Extension Line Channels With Terminations Outside the Base Rate Area

a. Routed Direct

For Extension Station channels routed direct with one or both terminations outside the base rate area, only the normal charges as specified in B.1.d. (1) apply.

b. Routed Via the Central Office

For Extension Station channels routed via the central office, Rural Zone Charges as covered in Tariff M.P.S.C. No. 1R apply.

c. Multi-Point Channels

For multi-point channels which utilize at least one central office loop, Rural Zone Charges as covered in Tariff M.P.S.C. No. 1R apply. If a channel extends outside of the Base Rate Area at more than one point, the Rural Zone Charges are computed as if two (or more) separate lines exist.

SHARED TENANT SERVICE

A. GENERAL

1. Shared Tenant Service, (STS), is telecommunication services provided within commonly-owned or commonly managed buildings located on contiguous property, which may be intersected by a public thoroughfare, through use of a private branch exchange or other electronic switching device, as well as inside wiring installed within a building or building complex by the provider to serve building tenants, who subscribe to the telecommunication services, which may consist of intracomplex calling, enhanced features, or the resale of telecommunication services purchased from a local exchange company or other provider. Service by educational institutions, as defined in MCL 484.2101, hospitals to their hospital-related community, and Detroit Metropolitan Airport to its airport-related community may be considered STS without regard to the geographical restriction. In appropriate cases, the Commission may waive a condition for a person to be considered to be providing STS.
2. A Shared Tenant Service customer may only offer Shared Tenant Service to the occupants of said building or complex of buildings and not to members of the general public.
3. Shared Tenant Service equipment must meet state and federal codes with respect to telecommunication equipment. The Shared Tenant Service customer must provide access to police, fire and 911 emergency service, where available.

B. CONDITIONS

1. Application for Shared Tenant Service, and application for changes in service therewith, must be made by the Shared Tenant Service customer. The Shared Tenant Service customer is responsible for payment of all charges incurred, whether such charges are associated with services provided for the use of the Shared Tenant Service customer or services provided for the use of tenants that are served by the Shared Tenant Service arrangement.
2. A Shared Tenant Service customer is entitled to one listing in the alphabetical and classified sections of the directory. When requested by the Shared Tenant Service customer, additional Residence and Business listings may be provided for shared tenants at an unregulated charge.

SHARED TENANT SERVICE

B. CONDITIONS (Continued)

3. Shared Tenant Service for educational institutions and hospital residential dormitories and the residential portions of hotels is classified as residential service. Shared Tenant Service is provided in conjunction with business trunk service with the exception of service provided exclusively to educational institutions and hospital residential dormitories and the residential portions of hotels for which key residence rates will apply. The customer must specify the number of Local Exchange Service Trunks that are required.
4. If a tenant of a Shared Tenant Service customer wishes to obtain service directly from the Telephone Company, the Company will connect its facilities to those of the Shared Tenant Service customer to provide service to the tenant. The Telephone Company, Shared Tenant Service Provider and the tenant shall negotiate and establish a mutually beneficial access arrangement. Educational institutions need not permit direct access when Shared Tenant Service is provided to its educational institution-related community within educational institution-owned or educational institution-managed facilities. Hospitals need not permit direct access when Shared Tenant Service is provided within a hospital, but direct access must be made available when shared Tenant Service is provided for other hospital-owned or hospital-managed facilities.
5. The provision of Shared Tenant Service is subject to the rules and regulations found in other parts of this tariff.
6. Shared Tenant Service is terminated and charges for Shared Tenant Service are discontinued upon termination of the Shared Tenant Service customer's telephone service. Shared Tenant Service and associated charges will be discontinued at the request of the Shared Tenant Service customer.

SHARED TENANT SERVICE

C. RATES AND CHARGES

1. Nonrecurring Charges

Service charges as outlined in Tariff M.P.S.C. No. 1R apply for services provided.

2. Recurring Charges

Monthly Rate

Shared Tenant Service Trunk-Business-Type II

*

Shared Tenant Service Trunk-Residence

**

* Trunk Rates apply as specified in Tariff M.P.S.C. No. 1R.

** Residence Key Rates apply as specified in Tariff M.P.S.C. No. 1R.

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By: Kenneth Mason, Vice President

Rochester, New York

DUAL PARTY RELAY SERVICE

A. DESCRIPTION

1. Dual Party Relay Service (DPRS) is a statewide telecommunications relay system that enables hearing and/or speech impaired persons using TDDs or similar devices to communicate freely with the hearing population not using TDDs and vice versa.
2. Using a TDD, a hearing and/or speech impaired person can complete a call to a hearing person by dialing an 800 telephone number to access the relay center. A relay center attendant receives the TDD call and then places a voice call to the hearing party. The attendant relays the typed TDD message by voice to the hearing party and then relays the hearing party's voice message into a typed format back to the hearing and/or speech impaired person's TDD. Or in the reverse, a hearing person could call the relay center to have their voice message relayed to a hearing and/or speech impaired person via the relay center attendant.
3. DPRS provides service on a 24 hour per day, seven day per week basis.

B. REGULATIONS

1. Regulations specified elsewhere in the Company's tariffs apply to DPRS.
2. The Company is not liable for damages caused by the relay system or for errors in messages except in cases where specific call charges apply. In no event shall the Company be liable for any such error beyond the amount of such charge.
3. All calls handled by the relay center must be originated in Michigan. "900" and "976" or other recorded message calls will not be permitted through the relay center.
4. Either the calling or called party must be placing a call from or to a TDD or similar device.

C. CHARGES

1. Calls through DPRS are rated and billed as if made directly from the originating number to the terminating number (as if they had not been placed through the center).
2. All calls placed from a coin telephone must be billed collect, to a calling card, or credit card, or to a third number.
3. Special discounts as specified in Tariff M.P.S.C. No. 3R, Sheet 13, do not apply for toll calls placed through DPRS.

BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.
2. The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.
 - a. 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.
 - b. 976 Blocking Service blocks access to all telephone numbers, within the LATA, for which the prefix 976 (1+976) must be dialed.
3. The service is classified as a local exchange telecommunications service.

B. CONDITIONS

1. The Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
2. Blocking Service is available only for blocking access to all 900 NPA or 976 prefix telephone numbers from a particular network access line, and not for blocking access to a specific 900 NPA or 976 prefix telephone number.

C. RATES AND CHARGES

1. Customers will not be charged to initiate Blocking Service.

TOUCH CALLING SERVICE

A. GENERAL

1. Touch Calling provides for dialing a telephone by means of push buttons, each of which generates distinctive tones for the origination of calls.
2. Touch Calling Service is available for all basic classes of service. The service is available only where the Telephone Company central office facilities have been arranged for Touch Calling and all equipment on the customer's premise is compatible. It is not necessary that all instruments on a line be equipped for Touch Calling, however, all lines on the same instrument must be similarly equipped.
3. Touch Calling lines are central office lines capable of receiving standard D.T.M.F. (dual tone multi-frequency) signaling.

B. RATES

1. The charges indicated below are in addition to the regular charges for the class of service or services with which Touch Calling is associated and are subject to conditions in B.2. following:

	<u>Monthly</u>	<u>Installation, Move or Change</u>
Business per line	2.50	*

* Applicable Service Charges as covered under Service Charges in Tariff M.P.S.C. No. 1R.

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TOUCH CALLING SERVICE

B. RATES (Continued)

2. Conditions

a. Business

- (1) No installation charges apply if Touch Calling is provided at the time new service is established.
- (2) No service charges apply for conversion to Touch Calling Service at the time of regrading to a higher grade of basic service.
- (3) No Touch Calling monthly rates or installation charges apply to semi-public telephone service.

DIRECTORY LISTINGS

A. GENERAL

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

(T)

(T)

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DIRECTORY LISTINGS

B. COMPOSITION OF LISTINGS

(T)

1. Name
 - a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)
 - a. The name of a subscriber
 - b. The name of each business enterprise which the subscriber conducts
 - c. The name of a corporation which is the parent or subsidiary of the subscriber
 - b. Residence Service
 - a. The name of the subscriber
 - b. Another authorized residential name
 - c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
 - d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile
2. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.
3. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

C. TYPES OF LISTINGS

1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement

(T)

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DIRECT INWARD DIALING SERVICE (DID)

A. GENERAL

1. Direct Inward Dialing Service (DID) is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant. This service is provisioned with a 4-wire or 2-wire connection at the customer's premises. Touch Calling and rotary hunt charges do not apply to DID trunks.
2. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the company. Telephone number rules and regulations are found in this section of the tariff.
3. The customer must subscribe to a number of trunks sufficient to insure service standards as determined by the Company.
4. The customer is responsible for providing intercept on assigned by unused telephone numbers associated with DID service.
5. Trunks arranged for DID service may not be combined with trunk groups arranged to provide Direct Inward-Outward Dialing (DIOD) service. Overflow of calls between the two arrangements is not permitted.

DIRECT INWARD DIALING SERVICE (DID)

A. GENERAL (Continued)

6. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
7. Limitations of Service
 - a. DID is furnished upon condition that the customer contract for adequate facilities to permit the use of the service without injurious effect upon the general telephone service. Adequate facilities include but are not limited to the following:
 - (1) DID Trunk – If the grade of service at the group busy hour of the DID trunk group is less than P.05 for two consecutive months, and in the opinion of the Telephone Company, additional trunk lines are needed, the customer may be required to subscribe for such additional trunk line facilities or terminate the existing service.
 - b. The Telephone Company may refuse to furnish or to continue to furnish service for failure to comply with 7.a. above and as covered in General Regulation – Cancellation for Cause in Tariff M.P.S.C. No. 7R.

DIRECT INWARD DIALING SERVICE (DID)

A. GENERAL (Continued)

8. If a customer's normal serving Central Office is not equipped to provide DID service or the customer so requests, the service may be provided where facilities permit, from a Company Central Office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service in Tariff M.P.S.C. No. 1R.
9. When DID service becomes available or is subsequently requested from the Central Office that normally serves the customer, the service may be transferred to the normal serving Central office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial non-recurring charges and Service Charges as appropriate.
10. A change in Central Office equipment could require the customer to discontinue the service or obtain service from another Central Office. Frontier makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of Central Office Equipment. (T)
11. The Combining of flat rate, or message rate service at one location is prohibited.
12. DID service works in conjunction with Local PBX Trunk service and the charges specified in the pages following are in addition to applicable rates and charges for Local PBX Trunk Service specified in Tariff M.P.S.C. No. 1R.
13. Termination Liability for DID/DIOD:
 - a. In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for termination liability charges, as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY.

DIRECT INWARD DIALING SERVICE (DID)

B. CHARGES

1. Central Office Trunk Rates

- a. Central office trunk charges are as specified in Tariff M.P.S.C. No. 1R for the exchange in which the customer is located.
- b. The Local Service Area Calling privileges and message charges for the class of service provided are as specified in the exchange from which service is provided.

2. DID Rates

	<u>Monthly Rates</u>	<u>Nonrecurring ⁽¹⁾ Charge</u>
(a) DID Installation Charge		\$100.00
(b) 20 DID numbers		
• Month to Month, per block	\$8.00	
• Three Year Term, per block	4.00	
(c) 100 DID numbers		
• Month to Month, per block	22.50	
• Three Year Term, per block	15.00	
(d) DID Trunk Termination		
• Month to Month, per block	18.00	
• Three Year Term, per trunk	8.00	
• Initial Trunk Termination ⁽²⁾	40.00	750.00
• Each Additional Trunk Termination ⁽²⁾	18.00	60.00

⁽¹⁾ Nonrecurring charge is per initial service order.

⁽²⁾ Grandfathered to existing customers in service effective June 29, 2000.

DIRECT INWARD DIALING SERVICE (DID)

C. DIRECT INWARD/OUTWARD DIALING SERVICE (DIOD)

1. General

- a. Direct Inward/Outward Dialing (DIOD) Service is a central office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. Rotary Service does not apply.

2. Conditions

- a. The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of the Company. All terms and conditions pertaining to DID Service are applicable to DIOD Service.
- b. This service is subject to the availability of existing equipment and facilities.
- c. Customized Multi-line Telephone Service are exempt from this offering. (T)
- d. Trunks arranged for DIOD Service may not be combined with trunk groups arranged to provide DID Service. Overflow of calls between the two arrangements is not permitted.
- e. Where the DIOD Service is provided from a different central office area of the serving exchange, interoffice mileage charges and measurement as specified elsewhere in this Tariff will apply.
- f. Where the DIOD Service is provided from a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in M.P.S.C. No. 25R.
- g. Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing tariff rate. The DIOD Functionality Rate Element is an adder to the existing trunk rate(s).
- h. The customer is responsible for providing intercept on assigned unused telephone numbers associated with DIOD Service.
- i. For complete Termination Liability terms, refer to M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY.

3. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring* Charge</u>
a. DIOD Service Rates		
Per Trunk - Month to Month	\$ 18.00	\$ 100.00
Per Trunk - One Year Term	\$ 8.00	\$ 100.00
Per Trunk - Three Year Term	\$ 6.00	\$ 100.00

* Nonrecurring charge is per initial service order.

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AUTHORIZED CONNECTION WITH FACILITIES OF MISCELLANEOUS COMMON CARRIER

- A. Miscellaneous Common Carriers are communications common carriers, as defined in Part 21 of the Federal Communications Commission Rules, which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.
- B. Interconnected Telephone Service is available to and from mobile units of customers of a Miscellaneous Common Carrier which has (a) entered into an interconnection agreement with the Telephone Company and (b) has filed tariffs with the Michigan Public Service Commission and is in compliance with the rules and regulations of said Commission. Such interconnected service is available only through interconnecting equipment and local connecting facilities provided by the Telephone Company.
- C. The charges set forth in E. following are applicable to calls between mobile units of customers of the Miscellaneous Common Carrier and telephones of the Telephone Company for the portion of the service between the point of connection of the system of the Miscellaneous Common Carrier with the facilities of the Telephone Company and the telephones of the Telephone Company.
1. Flat Rate Interconnected Service:
- Customers of a Miscellaneous Common Carrier mobile radio system arranged for Flat Rate Interconnected Service are furnished Interconnected Service at a monthly charge per each mobile unit served by the Miscellaneous Common Carrier which covers all local message use.
- Flat Rate Interconnected Service is the only service available where the point of connection is located in an exchange where only individual flat rate business service is furnished.
- D. Additional charges, which the Miscellaneous Common Carrier bills to and collects from its customers, are applicable to its portion of the interconnected service as set forth in the Miscellaneous Common Carrier's tariff on file with the Michigan Public Service Commission.

AUTHORIZED CONNECTION WITH FACILITIES OF MISCELLANEOUS COMMON CARRIER

E. CHARGES

1. Interconnected Service Local Calls

a. When placed from the point of connection

Flat Rate Service - Provides for unlimited number of calls. \$1.75 per month per each mobile unit served by the Miscellaneous Common Carrier.

b. When placed from a telephone of the Telephone Company - No additional charge

2. Interconnected Service Toll Calls

The Telephone Company's established toll call charges, as applicable.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

A. GENERAL

1. Customized Multi-line Telephone Service is a local exchange telecommunications service available only to (T) customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) Customized Multi-line Telephone Service is also known as Integrated Services (T) Digital Network-Basic Rate Interface (ISDN-BRI). It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Customized Multi-line (T) Telephone Service system may not be provided for stand alone service only; access to the Company's exchange (T) network must be provided.

2. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service (T) are provided by and remain the property of the Company.

3. Analog Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward (T) Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling.

4. Digital (ISDN) Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct (T) Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling and Incoming Calling Number Identification Delivery.

5. Customized Multi-line Telephone Service Basic Operating Features (T)

Automatic Identification of Outward Dial – Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and Circuit Switched Data calls.

Touch Call - Equips all station lines for touch call dialing.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

A. GENERAL (Continued)

6. Customized Multi-line Telephone Service may be resold, shared or otherwise aggregated among unaffiliated end users. All terms and conditions governing the resale, sharing, or aggregation of Customized Multi-line Telephone Service are set forth in this tariff, and resale provisions limiting the resale, sharing or aggregation found elsewhere in the Company's Tariffs shall not apply. (T)
(T)
(T)

Intercom calling is allowed only among affiliated end-users. Unauthorized intercom calling may result in cancellation of the service to the end user or end users violating this prohibition pursuant to Tariff M.P.S.C. No. 7R. For purposes of this Tariff, the end user or users violating this prohibition are deemed to be the customer referred to in Tariff M.P.S.C. No. 7R.

The reseller, sharer or aggregator is responsible for payment of all charges including deposits and termination charges.

B. LIABILITY OF THE TELEPHONE COMPANY

1. The liability of the Telephone Company for interruptions in or failure of service provided under the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service Tariff or for any damages arising from the provision of service is provided for in Tariff M.P.S.C. No. 7R. (T)
(T)
2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud. (T)
(T)

C. CONDITIONS

1. The Company will furnish one alphabetical directory listing on a per Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service customer group, without charge. (T)
(T)
2. The rates and charges shown for Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service apply to establishment of Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services. (T)
(T)
(T)
3. Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service is offered on a monthly basis commencing on the date the service is established. (T)
- a. The rates per Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service Line as set forth following apply each month from the time the System is placed in service. (T)
(T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE (T)
SERVICE (T)

C. CONDITIONS (Continued)

5. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
 - a. Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
 - b. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

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By: Kenneth Mason, Vice President

Rochester, New York

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

C. CONDITIONS (Continued)

6. A Customized Multi-line Telephone Service line may be extended to a location outside the same continuous property of the Customized Multi-line Telephone Service customer to any location within the exchange area. Extension Station Service Channel Charges for channels using a Single Central Office Loop, as set forth in this Tariff, will apply to such off-premises extension lines. (T)
7. Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service system lines are subject to Rural Zone charges as set forth in Tariff M.P.S.C. No. 1R and are also subject to the Business Local Message Unit charge of \$.08 for completed voice calls, within the Local Calling Area, originating from the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service/Service System. (T)
8. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein. (T)
9. This Tariff (including the rates and charges shown herein) for Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service is subject to such changes or modifications as the Michigan Public Service Commission may from time to time direct or allow in the exercise of its jurisdiction. (T)
10. Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service lines may not be terminated on a PABX or equivalent type system. (T)
11. If a customer chooses to combine Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service system then all stations must be served by the same central office switching equipment. Tie lines may be used for connection between a customer's multi-location Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service. (T)
12. The Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service rate in a Foreign Central Office (FCO) arrangement is the monthly rate for the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service desired, plus FCO charges as specified elsewhere in the Company's tariffs. Digital (ISDN) Customized Multi-line Telephone Service will require three channels of Fractional T-1 mileage for each ISDN-BRI provisioned. (T)
13. Private Line arrangements, Special Access Services, or foreign dial tone connected with Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service are subject to applicable rates and charges as specified elsewhere in the Company's tariffs. (T)
14. Training will be provided for the installation of each new Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service System. The type of training will be determined by the Company and will vary dependent upon the size of the System. Any training requirements over 40 hours will be billed to the customer on a time and material basis. (T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

C. CONDITIONS (Continued)

15. A minimum of 2 Customized Multi-line Telephone Service (Analog or Digital) lines are required. (T)
16. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service. (T)
17. All Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service lines must be loop start. (T)
18. Where the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service station line of the same system is located in a different exchange area, the Special Transport charges apply for each interexchange channel as specified in Tariff M.P.S.C No. 25R. Three channels of Fractional T-1 mileage will be required for each ISDN-BRI provisioned. (T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

D. RATES AND CHARGES

1. Local Line Rates:

- a. The local line is the two-wire facility which extends from a central office to a point of demarcation at the customers location.

	Monthly Rate *; ** <u>Per Line</u> ***
First 25 Lines (2-25)	\$16.35
	16.35
Next 25 Lines (26-50)	12.85
	12.85
Next 50 Lines (51-100)	11.35
	11.35
Next 100 Lines (101-200)	9.85
	9.85
Each Additional Line (201+)	8.35
	8.35

2. Service Charges:

- a. Appropriate Business Service Charges set forth in Tariff M.P.S.C. No. 1R apply to the initial installation of a Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service System up to and including the Network Interface. Subsequent line additions and/or rearrangements of existing lines are also subject to Business Service Charges set forth in Tariff M.P.S.C. No. 1R. (T)

* Applies to those lines that serve the premises of business customers including college or university administrative functions, such as office and classroom buildings, faculty clubs, student unions, or administrative quarters of dormitories. This rate also applies where service in dormitories or other residence locations is provided for instructional purposes as part of the educational process (e.g., for communications with computer assisted education systems) and is not normally used for social or domestic purposes. Local message unit at \$.08 applies per originating completed voice call within the Local Calling Area.

** Type II Residence One-Party Unlimited rates as found in Tariff M.P.S.C. No. 1R apply for those lines that serve the living quarters of a college, university or hospital (dormitories, apartments, etc.) and where the major use is of a social or domestic nature by students, faculty members or employees.

*** Total system size will be a combination of Analog and Digital Service Lines.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

A. GENERAL

Enhanced Emergency Number Service, also referred to as E9-1-1 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911. Equipment used in conjunction with E9-1-1 Service located at the PSAP must be provided by the Customer.

B. APPLICABILITY

This service is applicable to governmental agencies responsible for providing emergency services within the E9-1-1 Service Area.

The Company's E9-1-1 Service is limited to the transport of a 9-1-1 call from a caller (end user) to a Public Safety Answering Point (PSAP).

E 9-1-1 Service is provided solely for the benefit of the E9-1-1 Customer operating the Public Safety Answering Point (PSAP). The provision of E9-1-1 Service by the Company shall not be interpreted, construed, or regarded as being either expressed or implied for the benefit of or creating any Company obligation toward or any right of action on behalf of any third party or legal entity other than the E9-1-1 Customer. Company's liability shall be as set out in this Tariff and in any other tariffs which may apply to services provided by Company to.

C. TERRITORY

This service is offered in all areas of the state covered by the Company E9-1-1 Service per the provisions of Tariff M.P.S.C. No. 1R, Index of Exchanges.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS

1. Acronyms

ALI - Automatic Location Identification
ANI - Automatic Number Identification
CAD - Computer Aided Dispatch
CAS - Call Associated Signaling
CBN - Call Back Number
CLEC - Competitive Local telecommunications Exchange Company
CO - Central Office
CPE - Customer Premises Equipment
CPN - Calling Party Number
DBMS - Data Base Management System
DID - Direct Inward Dial
DMS - Data Management System
DN - Directory Number
EMF - Enhanced Multi-Frequency
EMS - Emergency Medical Service
ERA - Emergency Response Agency
ESN/ESZ - Emergency Service Number / Emergency Service Zone
ESP - Emergency Service Provider
ESRD - Emergency Service Routing Digits
ESRK - Emergency Service Routing Key
FCC - Federal Communications Commission
FGD - Feature Group D
ICB - Individual Case Basis
LSP - Local Service Provider
MDN - Mobile Directory Number
MF - Multi-Frequency
MIN - Mobile Identification Number
MPC - Mobile Position Center
MSAG - Master Street Address Guide
MSC - Mobile Switching Center

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS

1. Acronyms (Continued)

NCAS - Non-Call Associated Signaling
NCM - Network Control Modem
NENA - National Emergency Number Association
NID - Network Interface Device
NPA - Numbering Plan Area
NPD - Numbering Plan Digit
pANI - Pseudo ANI
PBX - Private Branch Exchange
PDE - Position Determining Entity
PS-ALI - Private Switch/ALI
PSAP - Public Safety Answering Point
PSP - Private Switch Provider
PSTN - Public Switched Telephone Network
RALI - Regional ALI Database System
SCP - Service Control Point
SRDB - Selective Routing DataBase
SS7 - Signaling System 7
TOPS - Traffic Operator Position System
WSP - Wireless Service Provider

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions

9-1-1

A three digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

9-1-1 Interoffice Facility

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

Access Lines

The connecting facility between a customer's premises network interface device (NID) and the local exchange carrier's Facility that provides access to the switching network for local exchange and interexchange telecommunications service.

Alternate Routing (AR)

The capability of routing E9-1-1 calls to a designated alternate location(s) if all E9-1-1 trunks to a primary PSAP are busy or out of service. May be activated upon request or automatically, if detectable, when E9-1-1 equipment fails or the PSAP itself is disabled.

Automatic Location Identification (ALI)

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

Automatic Location Identification (ALI) Database

The set of ALI records residing on a computer system.

Automatic Location Identification (ALI) Database Administration

The functionality provided by the Company for the creation and updated maintenance of ALI records in the ALI database. ALI Database Administration Service does not include ALI storage or processing for use during an E9-1-1 call.

Automatic Location Identification Records

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

Automatic Location Identification Storage/Retrieval

Equipment and software used to store and retrieve ALI Records

Automatic Number Identification (ANI)

Telephone number associated with the access line from which a call originates.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Call Associated Signaling (CAS)

A method of delivering the CBN (may not be a true call back number, for example, if a wireless phone has not been initiated, or has been purchased for emergency use only with no phone number assignment, etc.) and ESRD of the cell sector from which the call originated. These 20-digits are delivered from the wireless carrier's Mobile Switching Center to the E9-1-1 Selective Router(s) which then transmits the 20-digits to the PSAP. The PSAP queries the ALI database using the ESRD to retrieve cell sector information stored in the ALI database.

Call Back Number (CBN)

This is a generic term for the telephone number delivered to the 9-1-1 Network by the wireless carrier in the calling party number field. It may be, but is not limited to, the MDN, the MIN, or a surrogate CBN associated with the mobile handset. The number may or may not be a call back number, especially if it is a wireless phone that has not been initiated or has been purchased for emergency use only with no phone number assignment.

Caller

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

Central Office

The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network. Also referred to as End Office.

CLEC

See Local Service Provider definition.

COMPANY

Frontier North, Inc.

Computer Aided Dispatch (CAD)

A computer based system, which aids PSAP attendants by automating selected dispatching and record keeping activities.

Customer

Governmental unit or other entity authorized to provide E9-1-1 Service.

Customer Premises Equipment (CPE)

Communications or terminal equipment located in the Customer's facilities.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Data Base (DB)

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In E9-1-1, such data bases include MSAG, telephone number/ESN, and telephone subscriber records.

Database Management System (DBMS)

A system of manual procedures and computer programs and systems used to create, store, and update the data required to provide the Selective Routing (SR) data and/or Automatic Location Identification (ALI) for E9-1-1 systems.

Data Base Management System Provider

Entity providing Selective Routing (SR) and/or Automatic Location Identification (ALI) data services.

Dedicated Circuit

A telephone circuit used for a single purpose, such as transmission of E9-1-1 calls.

Default Routing (DR)

The capability to route an E9-1-1 call to a designated (default) PSAP when the incoming E9-1-1 call cannot be selectively routed due to an ANI failure or other causes. This is a standard feature of E9-1-1 Service. No ANI/ALI data may be available when a call is sent via Default Routing.

Direct Inward Dialing (DID)

The ability for a caller outside a company to call an internal extension without having to pass through a switchboard operator or attendant at the MLTS.

Emergency Medical Service (EMS)

Fire, hospital, poison control, etc. response centers.

Emergency Response Agency (ERA)

An agency authorized to respond to emergencies initiated by 9-1-1 calls.

Emergency Service Number (ESN)/Emergency Service Zone (ESZ)

An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Emergency Service Routing Digits (ESRD)

A pseudo ANI typically used with Call Associated Signaling (CAS) architecture that identifies the cell site or cell sector from which a wireless E9-1-1 call originates. The ESRD may also be used to retrieve the ALI associated with the wireless call.

Emergency Service Routing Key (ESRK)

A pseudo ANI typically used with Non-Call Associated Signaling (NCAS) which identifies a group of cell sites or cell sectors in a defined geographic area associated with an ESZ or group of ESZs. The ERSK may also be used to retrieve the ALI associated with the wireless call.

End Office

The Central Office(s) in the E9-1-1 System from which E9-1-1 calls are originated. Also see Central Office.

End User

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

Enhanced 9-1-1 (E9-1-1)

An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective routing, Selective transfer, Fixed Transfer, ANI and ALI.

Enhanced 9-1-1 Service Area

The geographic area in which the Customer will respond to all E9-1-1 calls and dispatch appropriate emergency assistance.

E9-1-1 TANDEM

The Central Office that provides the tandem switching of E9-1-1 calls. It controls delivery of the voice call with ANI to the PSAP and provides Selective Routing, Speed Calling, Selective Transfer, Fixed Transfer, and certain maintenance functions for each PSAP. Also known as E9-1-1 Selective Routing Tandem or Selective Router.

Enhanced Multi-Frequency (EMF)

The ability to pass 20-digits from the E9-1-1 Selective Router to the PSAP.

Feature Group D (FGD)

An MF signaling protocol, originally developed to support equal access to long distance services, capable of carrying one or two ten-digit telephone numbers.

Forced Disconnect

A function of the E9-1-1 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E9-1-1 exchange lines and is a standard feature of E9-1-1 Service.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

J-Std-034

A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the changes necessary to various existing standards to accommodate the Phase I requirements. This standard identifies the interconnection between the Mobil Switching Center (MSC) and the E9-1-1 Selective Router/switch.

J-Std-036

A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for E9-1-1 service relating to wireless E9-1-1 implementation. This also defines technical requirements for Phase II Wireless E9-1-1 Service.

Local Service Provider (LSP)

Dial tone providers, i.e., Local Exchange Carriers, Competitive Local Exchange Carriers (CLECs), Shared Tenant Service Providers, Private Switch Providers (PSPs), etc.

Master Street Address Guide (MSAG)

A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of E9-1-1 calls.

Mobile Directory Number (MDN)

The telephone number dialed to reach a wireless telephone.

Mobile Identification Number (MIN)

A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network.

Mobile Position Center (MPC)

The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by and is not the responsibility of the Company.

Mobile Switching Center (MSC)

The wireless equivalent of a central office, which provides switching functions for wireless calls. As an element of the wireless network, the MSC is not provided by the Company and is not the responsibility of the Company.

Multi-Frequency (MF)

A type of signaling used on inter-office and E9-1-1 trunks.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

National Emergency Number Association (NENA)

The National Emergency Number Association is a not-for-profit corporation that is a networking source and promotes research, planning and training. NENA provides education, sets standards, and provides certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

National Emergency Number Association 02-010

A recommended set of formats and protocols for the Automatic Location Identification (ALI) data exchange between service providers and Enhanced 9-1-1 systems or their database provider, developed by NENA Data Standards Subcommittee.

National Emergency Number Association 03-002

A technical reference, developed by the NENA Network Technical Committee, which provides recommendations for the implementation of Enhanced Multi-Frequency (EMF) Signaling, from the E9-1-1 Selective Router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

Network Control Modem

The Dial-Up Network Control Modem (Dial-Up NCM) will provide the PSAP the ability to transfer E9-1-1 traffic to an alternate PSAP from anywhere via a standard dial-up line from either a wire-line or cell phone. The Dial-Up NCM will activate the make busy feature at the tandem switch by activating a relay on the NCM card which is controlled by fully secure and password protected telephone keypad entries.

Network Interface Device

A device wired between a telephone protector and the inside wiring to isolate the subscriber's equipment from the network. Can also be a device that performs, functions such as code and protocol conversion, and buffering required for communications to and from a network. A device used primarily within a local area network to allow a number of independent devices, with varying protocols, to communicate with each other. This communications is accomplished by converting each device protocol into a common transmission protocol.

Non-Listed Service

Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

Non-Published Service

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

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Numbering Plan Area (NPA)

An established three-digit area code for a particular calling area.

Numbering Plan Digit (NPD)

A component of the traditional 9-digit E9-1-1 signaling protocol between the Enhanced 9-1-1 Control Office and the PSAP CPE. Identifies 1 of 4 possible area codes.

NXX

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

P.01 Grade Of Service

The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for E9-1-1 trunk groups.

Phase I E9-1-1

The service by which the WSP delivers to the designated PSAP the wireless subscriber's call back number and cell site/sector information when a wireless subscriber makes a 9-1-1 call, as contracted by the Customer. Phase I wireless standards are outlined in J-Std-034 per the FCC Docket No. 94-102.

Phase I Call Associated Signaling (CAS)

A method of delivering the CBN (may not be a true call back number, for example, if wireless phone has not been initiated, or has been purchased for emergency use only with no phone number assignment, etc.) and ESRD of the cell site/sector from which the wireless call originated. These 20 digits are delivered from the wireless carrier's Mobile Switching Center to the E9-1-1 Selective Router, which then transmits the 20 digits to the PSAP. The PSAP then queries the ALI database using the ESRD to retrieve cell/site sector information stored in the ALI database.

Phase I Non-Call Associated Signaling (NCAS)

A method of delivering the voice portion of the wireless E9-1-1 call from the wireless carrier's MSC to the E9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the E9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's CBN (may not be a true call back number) and cell site/sector information for delivery back to the PSAP.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Phase II E9-1-1

The service by which the WSP delivers to the designated PSAP the wireless subscriber's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates to the accuracy standards set forth in the FCC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

Phase II Wireline Compatibility Mode (originally known as Phase II "NCAS")

A method of delivering the voice portion of the wireless E9-1-1 call using CAMA or SS7 trunking from the wireless carrier's MSC to the E9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the E9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's location information (including callback number) for delivery back to the PSAP.

Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset, as described in FCC Phase II standards, when the wireless caller places an E9-1-1 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

Private Branch Exchange (PBX)

A private telephone switch that is connected to the Public Switched Telephone Network.

Pseudo ANI (pANI)

A telephone number used to support routing of wireless E9-1-1 calls. It may identify a wireless cell site or sector to which the call should be routed. Also known as a routing number, ESRK (Emergency Services Routing Key) or ESRD (Emergency Services Routing Digit).

Public Safety Answering Point (PSAP)

A facility equipped and staffed to receive 9-1-1 calls. A primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

PSAP Attendant

A person authorized by the Customer who is responsible for answering incoming E9-1-1 calls at a PSAP, determining the action to be taken, and executing the PSAP's procedures in the disposition of such calls.

Public Switched Telephone Network (PSTN)

Any common carrier network that provides circuit switching between public users.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Record

The subscriber information associated with a telephone number.

For Wireline billing, the number of records will be equal to the total of the Company's subscriber access lines, and the actual number of record counts for non-Company records (e.g., other ILECs, CLECs, Shared Tenant Services, Private Switch providers, WSPs, etc.), in the E9-1-1 database. Wireline billing will be updated annually.

For Wireless billing, records will be counted as a combination of the Company wireline records (access lines) and non-Company wireline records in the geographic area for which the Customer is requesting wireless E9-1-1 services (known as the wireless E9-1-1 area). This record count will be updated annually.

Regional ALI Storage / Processing

Regional ALI Storage / Processing service stores E9-1-1 location data, and processes ALI retrieval requests from PSAPs for E9-1-1 calls. It consists of the computer system(s), hardware, software and data located within the Company. The ALI records are updated once a day. This service does not include the circuit(s) from the PSAP to the ALI platform or circuits to another database.

Regional ALI Port

Provides the termination port for circuits to the RALI computer platform for ALI record retrieval from PSAPs.

Selective Router (SR)

See E9-1-1 Tandem

Selective Routing (SR)

The routing of a E9-1-1 call to the proper PSAP based on the ANI of the wireline caller or the Pseudo ANI of the wireless caller. Selective Routing is controlled by the ESN which is derived from the Customer's MSAG. The Selective Router is also referred to as the E9-1-1 Tandem.

Selective Routing Data Base (SRDB)

The routing table that contains telephone number to ESN relationships which determines the routing of E9-1-1 calls.

Selective Transfer

The capability to transfer an E9-1-1 call to a response agency by operation of one of several buttons typically designated as Law enforcement, fire, and EMS; based on the ESN of the caller.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

D. ACRONYMS AND DEFINITIONS (Continued)

2. Definitions (Continued)

Service Control Point (SCP)

A centralized database system used for, among other things, Wireless E9-1-1 Service applications. It specifies the routing of E9-1-1 calls from the cell site to the PSAP. This hardware device contains special software and data that includes information on all relevant cell site locations and cell sector identifiers. This SCP equipment is not provided by, and is not the responsibility of, the Company.

Serving Central Office

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

Signaling System 7 (SS7)/Common Channel Signaling 7 (CCS7)

An out-of-band signaling system used to provide basic routing information, call set-up and other call termination functions. Signaling is removed from the voice channel itself and put on a separate data network. Also known as Common Channel Signaling No. 7 (CCS7)

Subscriber

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

TOPS – Traffic Operator Position System

TOPS is a feature of the Nortel DMS switch that provides Operator Services capabilities: 1) Call Completion, 2) Directory Assistance, and 3) Intercept services.

Wireless E9-1-1 Area

The geographic area within which the Customer is requesting Wireless E9-1-1 Service.

Wireless Service Provider (WSP)

Cellular, satellite or other radio-based telephony or data transport commercial entity.

X, Y Coordinates

Shorthand expression for coordinates that identify a specific location in two dimensions representing latitude and longitude.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

E. EMERGENCY TELEPHONE CHARGE

1. Pursuant to Michigan Public Act 32 of 1986 (P.A. 32) the Company will provide a billing and collection service for an Emergency Telephone Charge.
2. The Emergency Telephone Charge will be based on costs and charges of the service supplier subject to limitations specified in P.A. 32 and will be uniform for each exchange access line within the E9-1-1 Service District.
 - a. The amount of the Emergency Telephone Charge billed to the service user for recurring costs and charges will not exceed a percent as specified in P.A. 32 of the highest monthly base rate charged for one-party flat-rate residence service within the E9-1-1 Service District.
 - b. The amount of the Emergency Telephone Charge billed to service users for nonrecurring costs and charges will not exceed a percent as specified in P.A. 32 of the highest monthly base rate charged for one-party flat-rate residence service within the E9-1-1 Service District. This portion of the Emergency Telephone Charge shall be amortized over a period not to exceed five years, as approved by the Michigan Public Service Commission (M.P.S.C.), and will be billed to service users only until such nonrecurring charges are fully recovered by the service supplier.
3. Since service supplier exchange boundaries and E9-1-1 Service District boundaries may not coincide, the Emergency Telephone Charge will be billed to all service users served by a central office which provides E9-1-1 Service.
4. The Company will make an annual accounting of the total emergency telephone charges collected during the preceding calendar year to the E9-1-1 Service District within ninety days after the first day of the calendar year.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

F. RULES AND REGULATIONS

1. E9-1-1 Service is provided by the Company where facility and operating conditions permit.
2. E9-1-1 is limited to the use of central office number 9-1-1 as the universal emergency number and only one E9-1-1 Service will be provided within any Customer's E9-1-1 Service area.
3. E9-1-1 Service is classified as Business Exchange Service and is arranged for one-way incoming Service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
4. The E9-1-1 Customer may be a municipality, county, or other state or local governmental unit or an authorized agent of one or more municipalities, counties, or other state or local governmental units to whom authority has been lawfully delegated. The Customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency, law enforcement, fire, EMS, and other emergency services within the E9-1-1 Service Area.
5. The Company does not answer and/or forward E9-1-1 calls, but furnishes the use of its facilities to enable the E9-1-1 Customer's personnel to receive such calls.
6. E9-1-1 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 using toll facilities are subject to normal charges.
7. Residential subscribers, whose telephone services have been disconnected, will continue to have access to E9-1-1 service (outgoing service only).
8. The calling party forfeits any privacy rights afforded by a non-published or non-listed service when calling E9-1-1.
9. The Company offers some services that may not be currently available in the Customer's area. If the Customer decides to order these services, the Company requires an executed Application for Service before provisioning these offerings. When the Customer orders these features subsequent to the effective date of this tariff, the Company will provide the estimated installation date to the Customer.
10. Services offered under this tariff are not subject to temporary suspension for non-payment. Service will continue to be provided and billed at applicable rates, and the Company and Customer agree to work cooperatively together to establish reasonable payment arrangements.
11. The 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. The Customer must subscribe for additional local exchange service at the PSAPs for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company or other operators. In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a ten-digit local exchange administrative telephone number.

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By: Kenneth Mason, Vice President

Rochester, New York

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

F. RULES AND REGULATIONS (Continued)

12. Prior to dispatch, the E9-1-1 PSAP attendant dispatcher 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.
13. The rates charged for E9-1-1 Service do not include the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the Service. The Customer shall make such operational tests as, in the judgment of the Customer, are required to determine whether the system is functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.
14. When an order for E9-1-1 Service and facilities or requests for additions, rearrangements, relocations or modifications or Service and equipment are canceled in whole or in part prior to completion of the work involved, the Customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received, such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
15. When an E9-1-1 Service is ordered out of this tariff by the Customer, the Company will bill the Customer upon the in-service date of the System. Where an additional component or service, or a change to the service is ordered, the additional service or change will be billed upon its in-service date.
16. Company obligations for E9-1-1 Service may be further defined with each Customer. Provisioning of E9-1-1 Service will conform to state and federal rules and regulations.
17. Customer may order other services from Company, outside the scope of this E9-1-1 Service tariff, as may be available in Company's other tariffs, at the rates, terms and conditions set forth in the applicable tariff. If no such tariff exists, the services may be provided on an individual case basis (ICB) where facilities and operating conditions permit.
18. Rates and charges for the E9-1-1 Service elements are shown in this tariff, Tariff M.P.S.C. No. 2R, Emergency Services, Section J. When an E9-1-1 installation is desired by a Customer whose serving area does not meet the preceding criteria, E9-1-1 Service is available with any of the Service Elements as itemized in this tariff, Tariff M.P.S.C. No. 2R, Emergency Services, Section I; however, the Customer is required to bear additional charges which may result from provision of such a system.
19. If nonrecurring charges are not paid in full at the time of installation a contractual payment schedule will be developed with the Customer in conformance with Michigan law.
20. Provision of E9-1-1 Service will be in compliance with all rules, regulations and funding mechanisms set forth in Michigan Public Act 32 of 1986.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

F. RULES AND REGULATIONS (Continued)

21. NETWORK

- a) Company serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones located both within and outside the public safety jurisdiction, it is the obligation of the Customer to make arrangements to handle all E9-1-1 calls that originate from telephones served by these central offices.
- b) Customer must subscribe to sufficient E9-1-1 End Office to Selective Router and Selective Router to PSAP trunks to adequately handle incoming calls in each Customer's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters call blockage. This requirement may be waived by the Company when an end office is a remotely controlled switch.
- c) Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 9-1-1 call, the quality of the call or any service elements that may otherwise be provided with E9-1-1 Service.
- d) The Company will provide diverse routing where available. Options for diversity will be reviewed at the time of system design. In the event where the Customer requires additional diversity, it will be provided subject to availability as a joint decision between the Company and the Customer. Additional charges may apply.

22. DATA

- a) Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purpose of answering and dispatching emergency calls.
- b) E9-1-1 information consisting of the names, address, and telephone numbers of subscribers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Thus, information will be provided on a call-by-call basis only for the purpose of responding to emergency calls at the PSAPs, or to qualified Emergency Service Providers (ESPs) per 47 USC 222 (g), who purchase Emergency Service Listings (not included in this tariff). The E9-1-1 calling party forfeits the privacy afforded by private and semiprivate telephone number service to the extent that the telephone number, address, and name associated with the originating station location is furnished to the PSAPs or ESPs.
- c) 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 databases – except as mandated by 47 USC 222 (g). 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.
- d) The company may begin Master Street Address Guide (MSAG) preparation upon application from the Customer with assurance that: 1) 90% of the access lines associated with the proposed Enhanced 9-1-1 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.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

F. RULES AND REGULATIONS (Continued)

22. DATA (Continued)

- e) The Company will build and maintain the MSAG file in concert with the Customer utilizing standard service addresses (i.e., house numbers, street names, and postal communities).
- f) Customer initiated changes and rearrangements to the MSAG 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.
- g) The Company will provide to the Customer, on request only, and limited to once per year, via electronic means only, one copy of the MSAG at no charge, to be used solely for the verification of emergency services routing designations for E9-1-1 Services. Customers of ALI Database Administration Service will always have unlimited electronic access to view ranges of their MSAG data at no additional charge. Additional copies will be provided outside the scope of this tariff at an additional charge.
- h) Information concerning MSAG, error reports, and audit reports will be provided to the Customer upon request in the same media (either fax or via electronic means) as requested by the Customer. For information not provided as part of 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.
- i) With respect to subscribers of non-regulated telephone services (e.g. shared tenant service or PBX service), callers placing E-9-1-1 calls originating on telephone lines that carry foreign dial tone or calls originating outside the Customer's E9-1-1 Service area, Company is not responsible for the accuracy of subscriber location information (ALI or ANI)
- j) Company is not responsible when a 9-1-1 caller originates a call from a system or line which makes the provision of specific location information impossible to provide due to technical reasons or limitations, including but not limited to limitations on the ability to provide subscriber information in conjunction with multi-party lines, private telecommunications services (e.g., PBXs or shared tenant services) or 9-1-1 calls originating over Customized Multi-line Telephone Service lines. (T)
- k) Company is not responsible for obtaining subscriber record information from private telecommunications systems (e.g., PBXs or shared tenant service arrangements), and accepts no responsibility for such information unless provided to Company by Customer. Company makes no representation or warranty as to the accuracy of subscriber information provided to it by Customer.
- l) The rates and charges for E9-1-1 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 Company.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

F. RULES AND REGULATIONS (Continued)

23. CUSTOMER PREMISES EQUIPMENT (CPE)

- a) Terminal equipment may be provided by the Company or the Customer for E9-1-1 Service. Where not specifically itemized in this Tariff, said equipment, including rearrangements, moves, or changes will be provided at additional rates and charges. Customer may purchase terminal equipment either as a regulated service via an Individual Case Basis or on a non-regulated basis.
- b) 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.
- c) Any terminal equipment used in connection with E9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall not be used to extract any information from the ALI platform, whether obtained from the Company or not, other than information relating to an in progress E9-1-1 emergency call.
- d) Customer may attach features, devices, or equipment of other vendors to Company-provided facilities, equipment and Services provided such other features, devices, or equipment meet all applicable state and federal registration and certification standards. Company reserves the right to refuse such attachment if Company determines that such attachments will degrade the E911 Services or other Company facilities, services and telecommunications operations.

24. WIRELESS

- a) The Company will deliver to each Customer the data required and specified by the FCC in CC Docket 94-102, including the cell site or sector location, the callback number, and in Phase II the longitude/latitude of the wireless caller. The Company disclaims any and all responsibility for (1) the delivery of any additional data elements that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the Customer. In addition, the Company shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of these technologies.
- b) The Customer must have all required elements of Wireless E9-1-1 Phase I, utilizing ESRK or ESRD routing and cell site/sector location based information, in place before Phase II can be implemented. In addition, the Customer's ALI format must be modified to accommodate the Phase II data (latitude, longitude, confidence and uncertainty).
- c) Wireless billing is based on 100% of the wireline record counts -- as a combination of the Company wireline records (access lines) and non-Company wireline records in the geographic area for which the Customer is requesting wireless E9-1-1 services (known as the wireless E9-1-1 area). This record count will be updated annually.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

G. CUSTOMER OBLIGATION

- 1) When effective, this tariff will supersede all existing tariff and Individual Case Basis (ICB) agreements for E9-1-1 services, unless the ICB has language that allows the Customer to not move to the tariff till the ICB expiration. E9-1-1 Service under this tariff includes a minimum term commitment of three (3) years as set out in Section J "Rates and Charges" of this tariff. Beginning on the effective date of the tariff, any Customer receiving E9-1-1 services can continue to receive those services pursuant to the conditions in this new tariff.

The Company will work cooperatively with Customer to transition services from existing tariff or individual case basis agreement in a manner that maintains service continuity.

- 2) Application for E9-1-1 Service must be executed in writing by the Customer or Customer's authorized representative. If execution is by an agent, satisfactory evidence documenting the agency relationship must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E9-1-1 offering
- 3) By subscribing to E9-1-1 service under this tariff, the Customer agrees to the provisions in this tariff concerning E9-1-1 services, including the following terms and conditions:
 - a) That at least one PSAP will be provided and staffed on a 24-hour day, seven-day week basis.
 - b) The Customer accepts responsibility for dispatching, or having others dispatch law enforcement, fire, EMS, or other emergency services as required, to the extent that such services are reasonably available.
 - c) The Customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E9-1-1 Service PSAP by calling parties.
 - d) The Customer will subscribe to, or provide E9-1-1 trunks and telephone equipment with a capacity adequate to handle the number of E9-1-1 trunks and lines recommended by the Company to provide P.01 grade of service.
- 4) To the extent Customer is subject to state or local governmental spending appropriations or limitations with respect to purchases of Service from this Tariff, Customer will use all reasonable and lawful means to secure, on an initial and on-going basis, the appropriation of funds sufficient to pay for charges billed for Services provided. In the event appropriated funding for Services provided pursuant to this Tariff is withdrawn, reduced or limited, Customer will promptly notify Company, in writing, of Customer's intent to modify or terminate Services.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

G. CUSTOMER OBLIGATION (Continued)

- 5) When the Selective Routing feature is provided, the Customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire, and EMS, or any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service number (ESN) will be provided for each unique combination by the Company. The Customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E9-1-1 serving area. These ESNs will be carried in the Database Management System (DMS) to permit routing of E9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E9-1-1 serving area. The following terms define the Customer's responsibility in providing this information:
 - a) Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria shall be furnished by the Customer to the Company.
 - b) After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the master street address guide, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in law enforcement, fire, EMS, or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP.
 - c) Changes, deletions, and additions which the Customer desires to have made in the master street address guide should be submitted on an "as-occurred" basis.
 - d) The Company will provide the changes to the Customer for verification showing each change, deletion and addition to the master street address guide.
- 6) The Customer is responsible for procuring PSAP equipment. This equipment must meet network compatibility requirements, receive voice and ANI from E9-1-1 callers, and 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, a contract will be required before such services become available. Any additional cost associated with bringing incompatible equipment not in compliance with the E9-1-1 system will be the responsibility of the Customer.
- 7) 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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Rochester, New York

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

H. LIABILITY

- 1) 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, including, by way of example and without limitation, personal injury, property damage, death, or economic losses, caused by any Company act or omission in the design, development, installation, maintenance or provision of E9-1-1 Service. In no event shall the Company be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of E9-1-1 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 there is a failure of or interruption in E9-1-1 Service due to the attachment of any equipment by a Customer to Company facilities. 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 or third parties.
 - a) 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 in connection with developing, adopting, implementing, maintaining, or operating the E9-1-1 service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the E9-1-1 Service, and this indemnity shall include and not be limited to cases of errors, omissions, defects, or interruptions due to acts or omissions on the part of the Company or the Company facilities.
 - b) To the extent permitted by applicable law, Customer indemnifies and saves Company harmless against:
 - i) Claims for libel, slander, or infringement or copyright arising from the material transmitted over its facilities;
 - ii) Claims for infringement of patents arising from combining with or using in connection with facilities of the Company, apparatus, equipment or systems of Customer;
 - iii) All other claims arising out of any act or omission of Customer in connection with the service and facilities provided by the Company.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

H. LIABILITY (Continued)

- 2) The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems.
- 3) 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 an E9-1-1 Service or host providers using such information to provide E9-1-1 Service.
- 4) The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, E9-1-1 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 E9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor the Company shall have any responsibility for E9-1-1 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.
- 5) 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.
- 6) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer or third parties or the failure of the facilities provided by the Customer, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Local tariff, Frontier North Inc., Tariff M.P.S.C. No. 7R. Where allowances on monthly charges for service elements of E9-1-1 Service are involved, only those service elements which are affected by the interrupted service shall be considered; and, further, only those access lines that have interrupted service shall be considered in determining the number of access lines affected.
- 7) The Company reserves the right to select and determine the type of equipment it utilizes to provide E9-1-1 services.
- 8) Termination Liability: Please see Local tariff Frontier North Inc., Tariff M.P.S.C. No. 7R for termination liability application.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS

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

Enhanced 9-1-1 (E9-1-1) enables a caller dialing 9-1-1 to reach an answering point using the features of Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR). E9-1-1 is the only form of emergency telephone service provided by the Company. Thus, all references to 9-1-1 refer to E9-1-1 Service.

A 9-1-1 system includes network switching and database capability for providing Selective Routing, ANI and ALI. The ALI database is developed from the MSAG and the records of participating telecommunications companies, and remains the property of the Company.

E9-1-1 Service is comprised of the following components:

Automatic Number Identification (ANI)

Provides the Telephone number associated with the access line from which a call originates, if available. This is an inherent feature of E9-1-1 Service, and is included in the E9-1-1 trunking rate elements.

ALI Database Administration (Rate element 1)

ALI Database Administration is the processing of subscriber records against the Master Street Address Guide (MSAG) for the creation of ALI records and/or the creation of Selective Routing records. Specifically this service:

- a) Provides for daily database processing and updates to the ALI storage platform for all add, delete and change activity associated with subscriber records.
- b) Validates subscriber records against the MSAG. Records that do not pass MSAG validation are returned to the PSAP for correction of either the subscriber record, or the MSAG.
- c) Does not include Regional ALI Storage / Processing for use during an E9-1-1 call.
- d) Is used for updates to the Selective Routing Data Base (SRDB).
- e) Rates based on a per 1,000 records (the combination of Company access line counts and non-Company record counts). Wireless records for pANI/ESRK/ESRD are counted as non-Company Records. Wireless subscription counts are not applied to this rate element.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Regional ALI Storage / Processing (Rate element 2)

The Regional ALI Storage/Processing service stores E9-1-1 location data, and processes ALI retrieval requests from PSAPs for E9-1-1 calls. It consists of computer system(s), hardware, software and data located within the Company. The PSAP queries the RALI system with the ANI/pANI via the data path. The RALI system looks up the ANI/pANI to retrieve the ALI either stored on the RALI platform, or by steering to another database platform and processes it back to the requesting PSAP. The ALI records are updated once a day. The RALI system may serve multiple PSAPs. Regional ALI Storage/Processing:

- a) Can process both wireline and wireless records.
- b) Includes rates for both Wireline and Wireless Storage/Processing, or for Wireline Storage/Processing only.
- c) Rate includes two ports on the RALI system for the connection of the circuits (not included) from the PSAP.
- d) Does not include the rates to connect for steering, to another ALI database platform.
- e) Rates are available for:
 - i) Regional ALI (RALI)Storage / Processing for Wireline and Wireless, or
 - ii) Regional ALI (RALI) Storage / Processing for Wireline only
- f) Rates are based on a minimum billing of 1,000 records using a combination of Company access lines and non-Company records counts for Wireline and the same number for Wireless record counts (based on the national average showing at least 50% of PSAP call volume is wireless).
- g) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) The circuit from the PSAP to Company RALI (rate element 6c).
 - iii) RALI Ports for PSAP (rate element 3).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Regional ALI (RALI) Port For PSAPS (Rate element 3)

The port on the RALI system for the circuit from the PSAP.

Rate does not include:

- Circuit to the PSAP.
- Equipment (access software and hardware) needed at Customer end to interface to the RALI platform.

- a) Rate is also to be applied to the following applications:
 - i) CAD port.
 - ii) Remote Printer port.
 - iii) Remote FAX port.
 - iv) ALI database link connection for non-Company ALI platform.
- b) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) RALI Storage/Processing (rate element 2).
 - iii) The circuit from the PSAP to Company RALI (rate element 6c).

Selective Routing (SR) / ANI-ALI Controlling (Rate element 4)

Selective Routing automatically routes a 9-1-1 call to the PSAP responsible for that location's public safety. is performed by Selective Routers (also called E9-1-1 Tandems). End offices have circuits connecting them to the selective router and pass the ANI or ESRK or ESRD over those circuits. The routing is controlled by the E9-1-1 caller's ANI, ESRK, or ESRD, using routing tables developed from the Master Street Address Guide (MSAG). On reaching the SRs, the ANI, ESRK or ESRD is looked up in the Selective Routing Database (SRDB), to determine which PSAP to deliver the voice call and ANI for wireline or ESRK or ESRD (with or without the CBN) via the voice path to the PSAP.

- a) Receives ANI for Wireline and the ESRK or ESRD for Wireless and routes E9-1-1 call based on ESN in the ALI database.
- b) Includes sufficient ports on the Company Selective Router(s) for P.01 grade of service for:
 - trunks from Company End Offices to Selective Router(s)
 - trunks from Company Selective Router(s) to the PSAPs trunks.For higher than P.01 grade of service Customer is required PSAPs to purchase additional ports.
- c) Provides for trunk default routing to an established PSAP in the event of ANI or ESRK or ESRD failure.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Selective Routing (SR) / ANI-ALI Controlling (Rate element 4) (Continued)

- d) Supports Phase I CAS and NCAS as well as Phase II NCAS wireline compatibility methods.
- e) Includes vendor maintenance, upgrades both software and hardware.
- f) Rates available for both:
 - i) Selective Routing (SR) / ANI-ALI Controlling for both Wireline and Wireless, or
 - ii) Selective Routing (SR) / ANI-ALI Controlling for Wireline only.
- g) Wireline rates are based on a per 1,000 records (the combination of Company access line counts and non-Company record counts).
- h) Wireless subscription rate is based on 100% of the wireline record counts -- as a combination of the Company wireline records (access lines) and non-Company wireline records in the geographic area for which the Customer is requesting wireless E9-1-1 services (known as the wireless E9-1-1 area). This record count will be updated annually.
- i) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) End Office to E9-1-1 Selective Router / ANI-ALI Controller Trunk, element (6a).
 - iii) Selective Router / ANI-ALI Controller to PSAP Trunks, element (6b).
 - iv) PSAP to ALI Data Circuit, element (6c).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

II. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Selective Routers / ANI-ALI Controller Trunk/Channel Interface Port (Rate element 5)

Provides a port at the Company selective router for voice grade termination.

- a) Trunk port to be applied ONLY if greater than P.01 grade of service is required for connection of the following:
 - i) Incoming E9-1-1 trunks from host, remote central office or tandem switch.
 - ii) Outgoing E9-1-1 trunks to PSAP.
 - iii) B1 trunk for administrative line.
 - iv) Network Control Modem Connection.
- b) Does not include trunk facilities.
- c) Applies if T1 rather than individual trunks are ordered per DSO channel.
- d) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) Selective Routing (SR) / ANI-ALI Controlling, element (4).
 - iii) End Office to E9-1-1 Selective Router / ANI-ALI Controller Trunk, element (6a).
 - iv) Selective Router / ANI-ALI Controller to PSAP trunk, element (6b).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Trunking (Rate element 6):

End Office to E9-1-1 Selective Router / ANI-ALI Controller, per trunk (Rate element 6a)

- a) Provides a path in which E9-1-1 calls reach the PSAP through the Selective router.
- b) Provides ANI on a voice grade circuit from a Company Central Office switch to the Company Selective Router.
- c) Includes Company wide average of facilities termination and local loop mileage from Company host central offices to Company Selective Routers.
- d) Requires dedicated trunks to meet the higher of P.01 grade of service, or minimum of two trunks, from each end office regardless of host or remote arrangement.
- e) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) Selective Routing (SR) / ANI-ALI Controlling, element (4).

Selective Router / ANI-ALI Controller to PSAP, per trunk (Rate element 6b)

- a) Provides a path from the Company Selective Router to a PSAP that is served from a Company End Office, to enable E9-1-1 calls received at the Selective Router to reach the PSAP.
- b) Provides ANI on a voice grade circuit from the Company selective routers to the designated PSAP.
- c) Includes Company wide average of facilities termination and local loop mileage from Company host central offices to Company selective routers.
- d) Also used for ALI database link connection for Customers with on-site ANI-ALI controller.
- e) Requires dedicated E9-1-1 trunks to meet P.01 grade of service:
 - i) From PSAP Serving Selective Router to PSAP location.
 - ii) From the PSAP to the Serving Selective Router for Alternate Channel.
 - iii) From PSAP to Selective Router / ANI-ALI Controller to Company RALI.

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Trunking (Rate element 6): (Continued)

Selective Router / ANI-ALI Controller to PSAP, per trunk (Rate element 6b) (Continued)

- f) Rate is to be applied to the following Remote Data Interface applications:
 - i) CAD circuit.
 - ii) Remote Printer circuit.
 - iii) Remote FAX circuit.
- g) Also applies for the following connections
 - i) Remote PSAP Answer Position.
 - ii) Remote PSAP SMART (maintenance terminal) and or STATS.
- h) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) Selective Routing (SR) / ANI-ALI Controlling, (rate element 4).

PSAP to Company RALI Data Circuit (Rate element 6c)

- a) Provides for a dedicated circuit between a PSAP served out of a Company End Office to the Company RALI system.
- b) Uses Company wide average rates so no one is penalized for locations of the RALI platforms.
- c) Rate includes facilities termination and mileage from Selective Router / ANI-ALI Controller to PSAP (A to Z costs).
- d) Requires a minimum of two dedicated circuits between the PSAP and the RALI system.
- e) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) RALI Storage/Processing (rate element 2).
 - iii) Selective Router / ANI-ALI controlling (rate element 4).
 - iv) End Office to E9-1-1 Selective Router / ANI-ALI Controller Trunk, element (6a).
 - v) Selective Router / ANI-ALI Controller to PSAP Trunks, element (6b).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Trunking (Rate element 6): (Continued)

Enhanced Multi-Frequency (EMF) Wireless E9-1-1 Trunk Port, per DSO (Rate element 6d)

- a) To be added to the cost of the Trunk Interface Port when EMF is required.
- b) Requires Customer to subscribe to service for a three-year initial term commitment with an annual renewal.
- c) Requires End Office to E9-1-1 Selective Router / ANI-ALI Controller Trunk element (6a).

Remote Data Interface Port (for CML Equipment), per port (Rate element 7)

- a) Includes one host end modem equipped data interface port to be applied to the following CML PSAP supported applications:
 - i) Remote CAD port.
 - ii) Remote printer port – dial out or dedicated (apply General Tariff B1 line rate and foreign exchange charges when applicable for dial out applications).
 - iii) Remote dial out FAX port (apply General Tariff B1 line rate and foreign exchange charges when applicable for dial out applications).
- b) Customer must provide modem at remote end.
- c) CAD, Printer and FAX format limited to current standard CML output protocols (No custom protocols available).
- d) This rate only applies if a PSAP adds additional Remote Data Interface Connections than they currently have in service as of 10/14/03.
- e) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) RALI Storage/Processing (rate element 2).
 - iii) Selective Router / ANI-ALI controlling (rate element 4).
 - iv) PSAP to ALI Data Circuit, element (6c).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Remote PSAP Answer Point Port, per port (Rate element 8)

Remote PSAP CML answers position voice and data ports per position. The following provisions are applicable to Remote PSAP Answer Point Port:

- a) Includes central office operator position ports required to support one CML remote answer position.
- b) Includes one voice and one data port with modem at host end for a position.
- c) Customer is required to purchase CML operator position hardware and software PSAP premise equipment package from company as non-tariffed item.
- d) Customer is required to maintain a maintenance agreement with company.
- e) This rate only applies if a PSAP adds additional Remote PSAP Answer Positions than they currently have in service as of 10/14/03.
- f) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) RALI Storage/Processing (rate element 2).
 - iii) Selective Router / ANI-ALI controlling (rate element 4).
 - iv) End Office to E9-1-1 Selective Router / ANI-ALI Controller Trunk element (6a).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Remote PSAP Smart and/or Stats Interface Port, per port (Rate element 9)

Remote PSAP SMART (System Maintenance and Reconfiguration Terminal) or Statistics output port,

- a) Provides Central Office ANI-ALI Controller port required to support remote CML maintenance terminal or remote statistics output port.
- b) Includes modem at host end only.
- c) Requires Customer to purchase CML SMART position hardware and software PSAP premise equipment package from company as non-tariffed item.
- d) Requires Customer to maintain a maintenance agreement with company.
- e) Provides a raw data output of all call activity related to a CML answer position PSAP (Statistics output port).
- f) Rate applies only if a PSAP adds additional Remote PSAP Smart or Stats positions than they currently have in service as of 10/14/03.
- g) Does not include the following required elements:
 - i) ALI Database Administration (rate element 1).
 - ii) ALI Storage/Processing (rate element 2).
 - iii) Selective Router and ANI-ALI controlling (rate element 4).
 - iv) Selective Router / ANI-ALI Controller to PSAP trunk element (6b).

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

I. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Disaster Recovery

Network Control Modems (NCM) (Rate element 10)

The NCM allows the PSAP Administrator / Director to transfer calls to an alternate PSAP quickly in the event of an emergency or for any other reason. With the dial-up NCM, the PSAP Director will dial into the NCM, pass multiple security checks and then activate the transfer of incoming calls. The dial-up NCM eliminates the need to have a dedicated facility (e.g., MB switch). There is no need to make trunks busy via the Smart terminal, and the calls can be transferred from a remote location. Additionally, NCM:

- a) Provides the ability to send all E9-1-1 calls for one PSAP to another PSAP in cases where the first PSAP is unable to accept E9-1-1 calls.
- b) Uses dial-up on any voice grade line, and does not require caller to be at a specified location (to make the call).
- c) Provides multiple levels of security, so only authorized user can make changes.

Network Control Modems are not available in all areas. If a Customer orders Network Control Modems in an area where they are currently unavailable, the Company will estimate and provide the installation date to the Customer.

Ancillary 9-1-1 Service Offering

9-1-1 Back-Up Service

Internet Protocol (IP) based 9-1-1 and ALI call delivery system that is used as back-up in case of Customer Premise Equipment (CPE) failure or for offsite use. The following services rates are based on a five year term commitment.

Text to 9-1-1 Service

Text to 9-1-1 Service permits the PSAP to accept and respond to 9-1-1 text messages. The rate does not include any additional Customer Premise Equipment required to support the Service.

Advanced 9-1-1 Texting Service

Advanced 9-1-1 Texting Service permits the PSAP to accept and respond to incoming 9-1-1 text messages as well as initialize outbound text messages to a non-responsive incoming 9-1-1 call. A Computer Aided Dispatch (CAD) / Mapping interface and Management Information System (MIS) report platform is also included. The rate does not include any additional Customer Premise Equipment required to support the Service.

(N)

(N)

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EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

II. DESCRIPTION OF SERVICE RATE ELEMENTS (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

Wireless Functionality

CAS

The Company offers CAS in a Phase I wireless configuration, which allows for the delivery of 20 digits (CBN and ESRD) to the appropriate Selective Router for forwarding from the Selective Routers to the PSAP. Upon receipt of the ESRD and CBN at the PSAP, a request for ALI data, using the ESRD, is sent to the RALI Database. The ALI is provided via the data path established for Wireline subscribers. The ESRD ALI data is stored in the RALI database. The wireless carrier is responsible for each ESRD MSAG valid ALI record which is needed for retrieval of RALI and/or wireless Selective Routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem routers are not included in this service.

Phase I NCAS and Phase II Wireline Compatibility Mode

The Company offers this configuration which allows for the delivery of 10-digit ESRK to the appropriate Selective Router for forwarding to the designated PSAP. Upon receipt of the ESRK at the PSAP, an ALI query is made using the ESRK, via the data path to the appropriate ALI platform. The ALI platform directs the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The Record, when received by the ALI platform from the wireless database, is reformatted into the PSAP's Phase I or Phase II display and processed back to the requesting PSAP.

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EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

J. RATES AND CHARGES

The following services rates are based on a three year term commitment. Rates are in addition to the service order charge found in Frontier North Inc., Tariff M.P.S.C. No. 1R. The wireless rate structure is provided for informational purposes only. Services and rates will be made available through a future tariff filing pursuant to PA 244 of 2003:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
1) Automatic Location Identification (ALI) Database Administration, per 1000 records ^{1,3}	\$	\$ 52.94
2) Regional ALI (RALI) Storage / Processing for Wireline and Wireless ^{1,2,3,4}		
(2a) Wireline when subscribed to Wireless, per 1000 records ^{1,2,3,4} ,		11.38
(2b) Wireless when subscribed to Wireline, per 1000 records ^{1,2,3,4,5}		12.60
(2c) Wireline only, per 1000 records ^{1,2,3,4}		22.76
3) RALI Ports ³		6.56
4) Selective Routing / ANI-ALI Controlling for Wireline and Wireless ^{1,2,3}		
(4a) Wireline when subscribed to Wireless, per 1000 records ^{1,2,3}		72.97
(4b) Wireless when subscribed to Wireline, per 1000 records ^{1,2,3,5}		78.13
(4c) Wireline only, per 1000 records ^{1,2,3}		145.95

NOTE 1: Wireline billing is charged at the per 1,000 rate and is based on the maximum number of records 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. A minimum of 1000 will be billed and standard rounding (below 500 downward, 500 and above upward) will be used. See definition section for the definition of Record.

NOTE 2: Wireless billing is charged at the rate that is based on 100% of the wireline record counts -- as a combination of the Company wireline records (access lines) and non-Company wireline records in the geographic area for which the Customer is requesting wireless E9-1-1 services (known as the wireless E9-1-1 area). This record count will be updated annually.

NOTE 3: E9-1-1 Services, Selective Routing, ALI Database Administration, and Regional ALI, are provided with a three (3) year initial term commitment commencing on the in-service date, and followed by an automatic one (1) year renewal term commitment. Customers moving to this tariff will start a new three-year term commitment commencing on the date on their Application of Service, and will be subject to Termination Liability provisions as states in Local tariff, Frontier North Inc. Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. The Customer must provide written notification of termination at least 60 days prior to the renewal date. If the E9-1-1 Service is discontinued prior to the term completion date, the applicable termination liability charges will apply.

NOTE 4: RALI Wireline Storage and Wireless Phase I or II includes two ports on the RALI system. Circuits are not included in this rate.

NOTE 5: Approved under Commission Order U-14000.

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By: Kenneth Mason, Vice President

Rochester, New York

EMERGENCY SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E9-1-1)

J. RATES AND CHARGES (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	
5) Selective Router Ports		\$ 5.47	
6) Trunking			
(6a) End Office to E9-1-1 Selective Router / ANI-ALI Controller, per trunk ⁵		57.22	
(6b) Selective Router/ANI-ALI Controller to PSAP, (2 or 4 wire) per trunk ⁵		83.38	
(6c) PSAP to Company RALI Data Circuit (min. 2 required) per circuit ⁵		56.87	
(6d) EMF Wireless E9-1-1 Trunk Interface Port, per DS0 ⁵		9.33	
7) PSAP Data Interface Port, per port		25.00	
8) Remote PSAP Answer Point Port, per port		63.63	
9) Remote PSAP Smart and/or Stats Interface Port, per port		45.11	
10) Disaster Recovery			
(10a) Network Control Modem (NCM) ⁶	\$ 585.40	149.20	
Charges for subscriber requests that necessitate additions, moves or changes of access facilities and/or equipment on Company premises will be based upon costs per request.			
Installation of additional network or other facilities will be provided by the Company at the rates contained herein only where the E9-1-1 Service Area coincides with the Company serving boundaries.			
11) 9-1-1 Back-Up Service	1,144.80	37.50	(N)
12) Text to 9-1-1 Service		39.38	(N)
13) Advanced 9-1-1 Texting Service		105.75	(N)

NOTE 5: Refer to the Company's Facilities for Intrastate Access Tariff, Section 5, Voiceband Facilities, for applicable non-recurring charges for Two-Wire and Four-Wire Special Access Lines.

NOTE 6: This service is not available in all areas. If a Customer orders this service in an area where it is currently not available, the Company will estimate and provide the installation date to the Customer.

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