

EMERGENCY NUMBER SERVICE (E-911) TARIFF

SCHEDULE OF RATES AND CHARGES
TOGETHER WITH RULES AND REGULATIONS
APPLICABLE TO TELEPHONE SERVICE
PROVIDED IN THE TERRITORY SERVED BY

Century Enterprises, Inc.

WITHIN THE STATE OF ILLINOIS AS FOLLOWS:

Canton
Cuba
Elmwood
Farmington
Fiatt
Lewistown
London Mills

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EMERGENCY NUMBER SERVICE (9-1-1)**2. Emergency Number Service (9-1-1)****2.1 General**

- A. Emergency Number Service (9-1-1 service) is a telecommunications service and is arranged for terminating only service to one or more Public Safety Answering Points (PSAPs). The PSAPs are designated by 9-1-1 system management (9-1-1 customer) and may receive telephone calls dialed to the emergency telephone number 9-1-1.
- B. All 9-1-1 circuits shall be arranged for one-way incoming service only to the PSAP. Outbound dialing on 9-1-1 circuits is prohibited.
- C. 9-1-1 shall be the primary emergency telephone number within the 9-1-1 system. A public agency or public safety agency shall maintain a separate secondary seven digit emergency backup number for at least six months after the 9-1-1 system is in operation.
- D. The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies that may participate in the use of this number. The 9-1-1 customer must subscribe to additional local exchange service at the PSAP for administrative purposes, for the placing of outgoing calls and for receiving other non-emergency calls, including any which Company operators might relay.
- E. The 9-1-1 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to manage the 9-1-1 system.
- F. 9-1-1 service must be provided free of charge from all payphones within an exchange that has 9-1-1 service.
- G. The Company shall use the Common Language Circuit Identifier "ES" in the identification of 9-1-1 service "A" link (end office to tandem) trunks, and "EMNC" shall be used for "B" link (tandem to PSAP) circuits.
- H. 9-1-1 service may be either Basic 9-1-1 Service (B 9-1-1) or Enhanced 9-1-1 Service (E 9-1-1). Only one type of 9-1-1 service will be provided within a telephone exchange. Dedicated direct trunking is the standard method of providing incoming 9-1-1 circuits for B 9-1-1 Service or E 9-1-1 Service.

EMERGENCY NUMBER SERVICE (9-1-1)**2. Emergency Number Service (9-1-1) (Cont'd)****2.2 Obligation and Liability of the Company**

- A. 9-1-1 service is provided solely for the benefit of the customer operating the PSAP. The provision of 9-1-1 service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- B. The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- C. 9-1-1 service information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential.
- D. End users dialing 9-1-1 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- E. The Company will adopt practices to notify a point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after a confirmed outage within the system, and to also advise as to the magnitude of the outage. The Company will also adopt practices to notify the point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after the confirmed restoration of 9-1-1 services.
- F. Any terminating equipment used in connection with 9-1-1 service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.
- G. The Company shall not be liable or responsible for obtaining subscriber record information from private telecommunications systems.
- H. For a period of time negotiated between the Company and the customer, the Company will provide intercept service for any seven-digit emergency number replaced by 9-1-1 service. However, in no case shall intercept service be provided for more than one year, or beyond the next directory issuance, whichever is longer.
- I. The Company will comply with database security procedures and requirements contained in 83 Illinois Administrative Code Part 725.400(d). The database information is subject to strict non-disclosure agreements between the Company and system management.

EMERGENCY NUMBER SERVICE (9-1-1)

2. Emergency Number Service (9-1-1) (Cont'd)
- 2.2 Obligation and Liability of the Company (Cont'd)
- J. Upon receipt of a written request from the system management, the Company shall provide within fourteen working days a report to assist in the validation of the accuracy of the 9-1-1 database. The report will be released only upon receipt by the Company of a court order, and the report is proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report may be requested in writing at a maximum on a monthly basis and will be provided in ASCII or D-Base III format only. The Company will have a tariffed charge for this report. The report will comply with the requirements of 83 Illinois Administrative Code Part 725.400(f)(1).
- K. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- L. Each customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- M. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents or any one of them.
- N. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents or representatives as a result of or in connection with any situation in which the Company may be requested, required, have undertaken or participated in the tracing of a 9-1-1 call.

EMERGENCY NUMBER SERVICE (9-1-1)

2. Emergency Number Service (9-1-1) (Cont'd)
 - 2.2 Obligation and Liability of the Company (Cont'd)
 - O. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 9-1-1 customer contracting for 9-1-1 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the 9-1-1 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 customer.
 - 2.3 Responsibility of the Customer
 - A. The 9-1-1 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 police, fire or other emergency services within the telephone central office area that has been arranged for E 9-1-1 service.
 - B. Application for 9-1-1 service must be executed in writing by each 9-1-1 customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 service in the exchanges where the service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
 - C. All 9-1-1 answering equipment used by a PSAP must comply with applicable Federal Communications Commission rules, 83 Illinois Administrative Code 740, and the Company's tariffs, and must be compatible with the LEC's central office equipment and trunking arrangements.
 - D. The customer must comply with all rules and regulations associated with the PSAP contained in 83 Administrative Code Part 725.505.
 - E. Prior to a 9-1-1 database query for the purpose of integrity verification, system management shall obtain a court order detailing the information that is to be disclosed and the reason for disclosure. The procedures for non-emergency database queries must be adhered to as outlined in 83 Illinois Administrative Code Part 725.400(d). System management shall be responsible for the compliance of these standards, overall system management, security and coordination of the 9-1-1 system.

EMERGENCY NUMBER SERVICE (9-1-1)

2. Emergency Number Service (9-1-1) (Cont'd)

2.3 Responsibility of the Customer (Cont'd)

F. The 9-1-1 customer is required to furnish the Company its agreement to the following terms and conditions:

1. That all 9-1-1 calls will be answered on a 24-hour day, seven-day week basis.
2. That the 9-1-1 customer has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
3. That the 9-1-1 customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 9-1-1 PSAP by calling parties.
4. That the 9-1-1 customer will provide CPE with a capacity adequate to handle the number of incoming 9-1-1 lines recommended to be installed by the Company. It is the customer's responsibility to ensure its CPE is compatible with the service(s) provided by the Company.
5. Each PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in PSAP's average busy hour so that no more than one call out of 100 encounters a busy signal.
6. The 9-1-1 customer will subscribe to a minimum of two dedicated E-9-1-1 trunks per central office for adequate handling of incoming 9-1-1 service calls.

G. PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of a PSAP are partially or totally disabled due to natural or man-made disasters. Each central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster. A call box is designed to provide emergency on-site answering by authorized personnel in the event that the central office is isolated from the PSAP. Once accessed by authorized personnel, the call boxes are under direct control of system management. Call boxes shall be designed to meet the requirements outlined in 83 Illinois Administrative Code Part 725.620 and Part 725.505(u).

EMERGENCY NUMBER SERVICE (9-1-1)

2. Emergency Number Service (9-1-1) (Cont'd)

2.3 Responsibility of the Customer (Cont'd)

H. When Selective Routing is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be carried in the database to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the customer's responsibility in providing this information:

1. 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 prior to the effective date of service.
2. After establishment of service, it is the 9-1-1 customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.
3. The Company will provide to the customer upon request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire and ambulance PSAP routing designations.
4. Changes, deletions and additions which the 9-1-1 customer desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

EMERGENCY NUMBER SERVICE (9-1-1)

2. Emergency Number Service (9-1-1) (Cont'd)

2.9 Rates and Charges

A. B 9-1-1 and E 9-1-1 Services 2.4, 2.5, 2.7

	Monthly	Non-Recurring
Exchange Switching, per exchange	\$25.00	\$ 275.00
Optional Features:		
Call Box (CB)	\$30.00	\$ 500.00
Number Identification (ANI)	\$30.00	\$ 500.00
Originating Select Call Routing	NA	\$1,500.00

B. Dedicated 911 Trunks 2.4, 2.5, 2.7

Trunk Termination per 1/4 mile	(Applicable IntraMSA or IX Carrier InterMSA Private Line Rates or equivalent charges apply.)
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C. Data Base Establishment and Update 2.6

	Monthly	Non-Recurring
Initial Data Base Information		
Per exchange	NA	\$600.00
Per subscriber listing	NA	\$ 1.00
Update Information		
Per subscriber listing	\$3.50	NA