

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1st Revised Sheet No. 1  
Cancels  
Original Sheet No. 1  
**OFFICIAL FILE**

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911

ILL. C. C. DOCKET NO. 01-0338 (T)/1/

*Ameritech Cross*  
EXHIBIT NO. 1

Witness *JACKSON*

**A. DESCRIPTION** Date 6-21-01 *JT*

All terms and conditions set forth in this Section, including but not limited to those applicable to "Business Exchange Service Line" shall be fully applicable to the Business Basic Exchange port and "local exchange line", "network access line" and "exchange access line" shall also be fully applicable to the port(s) as defined in PART 19, Section 1 of this tariff.

Universal Emergency Number Service/911 Telecommunications Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

When requested by local government authorities, and subject to the availability of facilities, the Telephone Company will provide a universal number "911" for the use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP.

The 911 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. 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 police, fire or other emergency services within the Central Office areas arranged for 911 calling.

(T)

1/ Basic 911 service now appears in Part 20, Section 8.  
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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**A. DESCRIPTION (cont'd)**

911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a PSAP which is prepared to receive those calls. Each 911 Service classification has certain inherent features and optional features which may or may not be available with other 911 Service classifications.

911 Service may be classified as follows:

Enhanced 911 Service (E911)

Enhanced 911 Service offerings provide routing via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs based upon ANI capability or Default Routing. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or over additional E911 Exchange lines subscribed to by the customer.

Enhanced 911 Service is available via one or a combination of the following service feature combinations:

- Automatic Number Identification and Selective Routing (ANI/SR)
- Automatic Number Identification and Automatic Location Identification (ANI/ALI)
- Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**A. DESCRIPTION (cont'd)**

Sophisticated 911 Service (S911)

Sophisticated 911 Service supports more feature functionality than Enhanced 911 to aid in the efficient delivery of calls for emergency 911 service. Sophisticated 911 Service provides selective routing of 911 calls and certain other inherent features which may or may not be available with Enhanced 911 Service. Sophisticated 911 Service is designed on a customer specific basis and will be provided where facilities permit.

**B. DEFINITIONS**

Additional E911 Exchange Line

An additional line which terminates at a PSAP

Alternate Routing (AR)

A feature which allows calls to be routed to a designated alternate location if 1) all 911 exchange lines to the primary PSAP are busy, or 2) the primary PSAP closes down.

Automatic Location Identification (ALI)

A feature that forwards the name and address associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise extensions, etc.) are identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI)

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Automatic Number Identification and Automatic Location Identification  
(Automatic Number Identification (ANI)/ALI)

A Service Feature combination with both the Automatic Number Identification (ANI) and ALI features, which allows telephone numbers and the name and address associated with the calling party's telephone number to be forwarded to the PSAP for display.

Automatic Number Identification, Automatic Location Identification and  
Selective Routing (Automatic Number Identification (ANI)/ALI/SR)

A Service Feature combination with Automatic Number Identification (ANI), ALI and SR which allows telephone numbers, names and addresses to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Automatic Number Identification and Selective Routing (Automatic Number  
Identification (ANI)/SR)

A Service Feature combination with Automatic Number Identification (ANI) and SR which allows telephone numbers to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Cell Site Record

The physical location/street address of a cellular tower and, if applicable, the direction of the transmitter/receiver site. For purposes of this definition a cellular tower equipped with three (3) transmitter/receivers would constitute three (3) cell site records. Conversely, a cellular tower with an omnidirectional transmitter/receiver would constitute one (1) cell site record.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Central Office Identification

A three digit code that identifies the central office from which a 911 call originated. This feature is provided in lieu of Selective Routing and Automatic Number Identification (ANI) display for central offices within the 911 system not equipped with Automatic Number Identification (ANI).

Central Office Transfer

The transfer of an incoming 911 call to another access line through use of a Central Office conference circuit.

Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the SR and ALI features.

Default Routing

A feature activated when incoming 911 calls cannot be selectively routed due to a failure of the Automatic Number Identification (ANI) feature, garbled digits or other cause. Such incoming calls are routed to a "default" PSAP.

Display and Transfer Unit

A selector console and associated common equipment for displaying Automatic Number Identification (ANI) numbers at the PSAP attendant position. The attendant can then activate Fixed and/or Selective Transfer functions (defined below).

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Emergency Service Number (ESN)

A Selective Routing (SR) code assigned by the Company to each telephone number in an exchange where SR is provided to route 911 calls to an appropriate PSAP. The ESN is associated with street address ranges or other mutually agreed upon routing criteria and defines the set of emergency numbers (e.g. police, fire, medical) responsible for providing emergency service in a primary PSAP and possibly one or more secondary PSAPs.

End Office

The central office in the 911 system which receives originating 911 calls.

Enhanced 911 Service

A 911 service offering which provides completion of 911 calls via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs that are equipped to display Automatic Number Identification (ANI) information on Company or customer provided terminal equipment. This offering is available via specific service feature and/or service feature combinations which may or may not be available with other 911 Service classifications.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to Secondary PSAPs by use of a single button on the Display and Transfer Unit.

Forced Disconnect

Permits the PSAP attendant to release a 911 call connection though the 911 calling party has not hung up, thereby preventing intentional jamming of the 911 central office lines.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Manual Transfer

Enables the PSAP attendant to transfer an incoming call by depressing the switch hook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.

911 Control Office

A 911 office providing tandem switching capability for 911 calls. It controls switching of Automatic Number Identification (ANI) information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Calls are first directed to the Primary PSAPs for response. Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized location for a particular type of emergency call. PSAPs shall be staffed by employees or agents of service agencies such as police, fire or emergency medical or a common bureau serving a group of such entities.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Responding Agency

An agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.

Selective Routing

A feature which allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Selective Transfer

Provides a PSAP with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with type of agency, e.g. fire, on the Display and Transfer Unit. Selective Transfer is only available when Selective Routing is provided.

Service User

Any exchange access facility customer within a 911 system.

Serving Central Office

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

Speed Calling

A feature which enables the customer to call certain preset numbers via abbreviated dialing.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

Universal Emergency Number Service

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls placed by persons in need of assistance who dial the telephone number 911. The 911 Service includes the lines and equipment necessary for answering, transferring and dispatching public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

Universal Emergency Number Service Customer (Customer)

A municipality or other state or local governmental unit to whom authority has been lawfully delegated within a geographic area to respond to public emergency telephone calls, at a minimum for police and fire service. An agent may be authorized by one or more municipalities or other state or local governmental units to subscribe to the service but the agent is not the customer.

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS**

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. A single PSAP may subscribe to only one 911 service classification within any single government agency's locality.
2. 911 Service is furnished to the customer only for the purpose of receiving reports of emergencies from the public. It is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this service. The public safety agencies must subscribe to other exchange telephone service provided under this Tariff for non-emergency telephone communications.
3. 911 Service is classified as Business Exchange and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
4. Temporary suspension of service is not provided for any part of 911 Service (premise equipment included).
5. 911 Service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation, either expressed or implied, toward any third person or legal entity other than the customer.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

6. Telephone Company serving areas and political subdivision boundaries may not coincide, however it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local serving area whether or not the calling telephone is situated on property within the geographic boundaries of the customer's public safety jurisdiction.
7. The application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing, satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. Calls from certain intrastate WATS access lines and Mobile Cellular telephones and calls using toll facilities may be subject to normal per call charges.
9. Any service, which is arranged for incoming traffic only or which, in whole or part, provides network access via a central office switch other than the customer's local central office switch, is not arranged for 9-1-1 Service. Such services include, but are not limited to the following services contained in this tariff: Direct Inward Dialing Service (PART 6, Section 1, Page 1); Foreign Exchange Service (PART 4, Section 3, Page 1); Foreign Central Office Service (PART 4, Section 3, Page 1); Foreign District Service (PART 4, Section 3, Page 1); Diverse Routing Arrangements (PART 8, Section 4, Paragraph 2.4 B.); Inmate Service (PART 13, Section 1, Page 3 of tariff ILL. C. C. 19); Remote Call Forwarding (PART 7, Section 4, Page 2); 800 Service (PART 10, Section 1, Page 7) and 800/312 NPA Service (PART 20, Section 10, Page 1); and WATS (PART 10, Section 1, Page 1 of tariff ILL. C. C. No. 19).

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

10. For Enhanced 911 Service the Company will provide sufficient Enhanced 911 Service lines to adequately handle 911 calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the Company provide less than two such lines per central office routing calls to the PSAP, except in those cases specifically authorized by the Illinois Commerce Commission.
11. For Sophisticated 911 Service each PSAP must subscribe to sufficient network links to handle incoming calls so that the greater of a P.01 or the customer required grade of service is maintained. According to generally accepted engineering standards, P.01 represents that approximately less than 1 call out of 100 encounters a busy signal during the busiest hour. In no case shall a customer subscribe to less than two (2) network links per central office for the routing of calls to a 911 answering point, except in those cases specifically authorized by the Illinois Commerce Commission where required.
12. The customer must furnish the Company its written agreement to the following terms and conditions and comply with the Public Utilities Act and 82 Ill. Administrative Code 725.505:
  - Applicants for this service must provide an adequate number of trained personnel to receive and dispatch calls to meet public demand. All 911 calls must be answered on a 24-hour day, seven-day week basis.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

12. (cont'd)

- The customer accepts responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. A PSAP must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance, or other emergency services as are reasonably available and required.
- The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
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- The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving non-911 calls.
- The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. Applicants for 911 service must subscribe to adequate facilities to provide satisfactory service to the public. Minimum trunk requirements for each central office designation served, must be met as prescribed by applicable State Codes, Rules, and Legislation.
- The customer will make provisions for receiving emergency calls from Telecommunication Devices for the Deaf (Telecommunications Device for the Deaf (TDD) ) users.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

13. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
14. The 911 calling party by calling 911 Service, gives consent for the Company to provide 911 information consisting of the name, address, telephone number, and other calling party information when available, to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency calls for assistance.
15. Database inquiries for 911 information consisting of name, address, telephone number, and other information when available, will only be allowed for purposes of dispatching or responding to 911 emergency calls or integrity verification as prescribed by the Company or applicable State Codes, Rules, or Legislation.
16. 911 information consisting of the names, addresses, telephone numbers, and other calling party information when available, of the telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

17. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Listing Service to the extent that the name, telephone number, address and other calling party information, when available, associated with the originating station location are furnished to the PSAP.
18. Terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the 911 Database; other than information related to the number identified through the Automatic Number Identification (Automatic Number Identification (ANI)) feature as the source of an in-progress 911 call. Manual access to the 911 Database may be provided upon written request as prescribed by the Company and subject to State and Federal laws and regulations.
19. Central offices that are not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide Automatic Number Identification (ANI) solely for 911 Service. When the Selective Routing feature is provided as part of a 911 System, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) display for any central office within the system not equipped with Automatic Number Identification (ANI).
20. Automatic Number Identification (ANI) will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of the telephone number and address.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

**C. TERMS AND CONDITIONS (cont'd)**

21. When the Selective Routing feature is provided with a 911 System, 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 911 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 911 serving area that are agreeable to the Company. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 911 serving area. The customer's responsibilities in providing this information are:

- Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company, or other electronic medium where available, for that purpose at a mutually agreed upon time prior to the effective date of the service.
- After establishment of service it is the customer's responsibility to continually verify the accuracy of the routing information contained in the master street address guide. It is also the customer's responsibility, to advise the Company of any changes in street names, establishment of new streets, changes in address ranges used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP. (T)

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**C. TERMS AND CONDITIONS (cont'd)**

21. (cont'd)

- The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations. One copy of the file will be provided free of charge on an annual basis. Additional copies may be requested at applicable tariff rates.
  - The Company will furnish to the customer for verification a written copy showing each change, deletion and addition to the master address file.
22. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.
23. Intercept service for the seven digit emergency numbers replaced by 911 will be provided, upon request, for a period negotiated by the customer, until the next customer directory issuance, or up to one year, whichever period is longest.
24. The installation of initial or subsequent 911 exchange lines to maintain applicable Company service standards will be provided by the Company, subject to the terms and agreements of the 911 Service Agreement when applicable.
25. Customer premise equipment used in providing 911 Service and features may be Company or customer provided.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

**C. TERMS AND CONDITIONS (cont'd)**

26. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issue orders.

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27. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this Tariff.

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28. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the Company's sole negligence, arising out of the customer's use of 911 service 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; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

**C. TERMS AND CONDITIONS (cont'd)**

29. The rates for 911 Service do not include the inspection or monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall be responsible for making 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. (T)
30. The Company's liability to the customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or malfunctions of this service or any part thereof whether caused by negligence of the Company or otherwise shall not exceed the greater of \$60 or 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. These limited damages shall be in addition to any credit which may be given for an out-of-service condition. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. (T)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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1st Revised Sheet No. 20

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

**C. TERMS AND CONDITIONS (cont'd)**

31. The customer also agrees to release, indemnify, defend, and hold harmless the Company from any infringement or invasion of the right of privacy or confidentiality 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 911 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 911 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 of any one of them. (T)
32. The 911 services specified in this tariff are available for the use of public agencies and counties in providing universal emergency number service systems to universal emergency number service districts under authority of 83 ILL. Adm. Code 725 "Standards of Service Applicable to 9-1-1 Emergency Systems". (T)

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**D. FEATURES**

1. Enhanced 911 Standard Features

Alternate Routing (AR)

Default Routing (DR)

Forced Disconnect

Central Office Transfer Arrangements:

- Fixed Transfer
- Manual Transfer
- Selective Transfer

Speed Calling

2. Sophisticated 911 Standard Features

Alternate Routing (AR)

Automatic Location Identification (ALI)

Automatic Number Identification (Automatic Number Identification  
(ANI))

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**D. FEATURES (cont'd)**

2. *Sophisticated 911 Standard Features (cont'd)*

Default Routing (DR)

Forced Disconnect

Central Office Transfer Arrangements:

- Fixed Transfer
- Manual Transfer
- Selective Transfer

Speed calling

Database Related:

- Premier Management System
- Database fields to accommodate additional subscriber information
- Database fields to accommodate PBX/Centrex station location information
- Electronic master street address guide administration

(T)

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By D. H. Gebhardt, Vice President - Regulatory Affairs  
225 West Randolph Street  
Chicago, Illinois 60606

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1st Revised Sheet No. 23  
Cancels  
Original Sheet No. 23

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**D. FEATURES (cont'd)**

2. Sophisticated 911 Standard Features (cont'd)

Network Related:

- Dedicated end-office, control, office, PSAP links to process Automatic Number Identification (ANI)/ALI information
- Fault tolerant premier SR/ALI
- P.01 or greater grade of service
- ISDN and digital facilities where available

3. Sophisticated 911 Optional Features

Certain other database and network integrated features as determined by customer specific requirements and system feature capabilities.

Sophisticated 911 Standard and Optional Features are provided only where facilities permit.

4. Sophisticated 911 Standard Features - City of Chicago

Database consisting of the following:

- Premier Management System
- Fault Tolerant Premier SR/ALI
- Compressed order update intervals via Service Order Interface Process
- Relational MSAG/TN database
- Database fields availability to accommodate expanded subscriber related information

(T)

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**D. FEATURES (cont'd)**

4. Sophisticated 911 Standard Features - City of Chicago (cont'd)

- Electronic maintenance capability of Master Street Address Guide

Network Consulting consisting of the following:

- Dedicated "A" links (dedicated trunks between end-offices and control offices)
- Stand alone network links utilizing intra-office dedicated facilities in a host/remote environment.
- Digital and Fiber Optic facilities to PSAP
- P.01 or greater grade of service

Additional City of Chicago contract features/elements/functionality in addition to those features/elements/functionality

Database consisting of the following features, elements, and/or functionality:

- Premier ALI Retrieval System with Selective Router Upgrades
- Dual, mirrored on-line SR/ALI databases
- Dedicated Management Information Systems (MIS)
- Customized Address translation via MS; vanity addressing in ALI
- Electronic Master Street Address Guide Management via County On-Line
- Expanded Management System capabilities to enable PBX/Centrex station identification/updates

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Chicago, Illinois 60606

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**D. FEATURES (cont'd)**

4. Sophisticated 911 Standard Features - City of Chicago (cont'd)

- Expanded subscriber ALI routing capabilities via subscriber provided language preference information
- Expanded subscriber ALI capabilities to display medical and disability information
- Expanded administrative reporting capabilities

Network consisting of the following features, elements, and/or functionality:

- Dedicated Primary Route "A" Links
- Dedicated Overflow Route "A" Links
- Digital Connectivity to ECC and BCF/ARP
- Dual integrated control office based Automatic Call Distributors (ACDs)
- Network Performance Monitoring capability via Network Management Support System to enable continuous multilevel network viewing
- Network Performance Monitoring via MIS Network Management Support System to enable multilevel traffic statistical reports
- "O" Operator assisted transfer to ECC with Automatic Number Identification (ANI), ALI, and where provided, LMAD information

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Original Sheet No. 26

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES**

1. *Service Elements*

Description /Billing Code/	Non Recurring Charge	Monthly Price
Monthly Rate Option		
Option 1 - Combined Automatic Number Identification and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service /E8V/	\$3,900.00	\$128.00
Option 2 - Combined Automatic Number Identification and Selective Routing, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service /E8T/	3,600.00	125.00

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

1. *Service Elements (cont'd)*

Description /Billing Code/	Non Recurring Charge	Monthly Price
Monthly Rate Option (cont'd)		
Option 3 - Combined Automatic Number Identification, Selective Routing and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service /E8Z/	4,000.00	150.00
Subsequent addition of Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service, when added after original installation of Option 2.	550.00	150.00

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1st Revised Sheet No. 28  
Cancels  
Original Sheet No. 28

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge	Monthly Price
Monthly Rate Option (cont'd)		
Additional (optional) Enhanced 911 Service Line terminating at PSAP, each /E8K/	\$450.00	\$93.00

Contract Rates and Charges

Description /Billing Code/	Non Recurring Charge	Monthly Payment	
		60 Months	120 Months
Option 1 - Combined Automatic Number Identification and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service	\$3,900.00	\$141.00	\$152.00

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge	Monthly Payment	
		Term Payment Plans 60 Months	120 Months
Contract Rates and Charges (cont'd)			
Option 2 - Combined Automatic Number Identification and Selective Routing, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service	3,600.00	135.00	147.00
Option 3 - Combined Automatic Number Identification, Selective Routing and Automatic Location Identification, per 1000 exchange access lines and cell site records that are within the geographical boundaries of the customer's public safety jurisdiction and are served by the Enhanced 911 Service	\$4,000.00	\$162.00	\$177.00

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge	Monthly Payment	
		Term Payment Plans	
		60 Months	120 Months
Contract Rates and Charges (cont'd)			
Additional (optional) Enhanced 911 Service Line terminating at the PSAP, each,	450.00	89.00	85.00

Note: The exchange access line and cell site record count for the preceding service configurations is rounded (below 500 downward, 500 and above upward) to the nearest 1000. This count is based upon the maximum number of above stated exchange access lines and cell site records in service within the geographical boundaries of the customer's public safety jurisdiction during the most current twelve-month period at the time service is established. This count will be adjusted annually, in a like manner thereafter, for purposes of updating customer billing. For each service configuration, where the count of exchange access lines and cell site records has been adjusted upward, a Nonrecurring Charge applies for each 1000 exchange access lines and cell site records so adjusted (after rounding). In no case will the customer be billed for less than 1000 exchange access lines and cell site records. The number of Centrex lines included in the exchange access line count will be determined in accordance with the PBX trunk equivalents specified in PART 4, Section 2 of this tariff.

(T)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Cancels  
Original Sheet No. 31

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES**

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge
Duplicate Copies	

The following per occasion charge applies to each customer request for a duplicate copy of the master address file:

Per duplicate copy (Magnetic tape /ED9MX/ or Floppy disk /ED9DX/	\$1,385.00
--	------------

Description /Billing Code/	Non Recurring Charge	Monthly Price
Sophisticated 9-1-1 Service		

Charges for the City of Chicago

120 Month Contract	\$6,979,881.40	\$130,583.24
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Channel Mileage, per mile, per Each Additional A Link (Each mile from originating End Office to the Control Office)	---	.30
---	-----	-----

Channel Mileage Termination, per end, per Each Additional A Link, after 684		1.25
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Per Additional B Link, after 305 (ISDN facility - Basic Rate Interface)	See ICC No. 20 PART 17, Section 1
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(F)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Cancels  
Original Sheet No. 32

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

1. *Service Elements (cont'd)*

Description  
/Billing Code/

Limitation on Tariff Provisions

Whether under Tariff or otherwise, the City of Chicago ("City") shall not be obligated to indemnify or hold harmless Ameritech or to defend Ameritech to the extent of Ameritech's negligence or willful misconduct. Further, the existence of any Tariff provisions shall not operate to impose an indemnification obligation or liability on the City directly or indirectly for claims for which the City would not be liable by virtue of the immunities under the Local Government and Governmental Tort Immunity Act, 745 ILCS 10 et. seq., the Emergency Telephone System Act, 50 ILCS 750, or any other immunity to which the City is entitled under Illinois law, or otherwise. Consequently, the City's sole obligation under any Tariff is to assume liability for claims arising from actions or omissions of the City as to which the City is not immune from liability under the foregoing immunities, or is adjudicated as being otherwise liable therefore.

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Chicago, Illinois 60606

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

2. Other Applicable Charges and Payments

Messages

The calling party is not charged for calls placed to the 911 number.

Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination, subject to the terms and conditions of the 911 Service agreement. Inter-system transfers are subject to applicable local message charges.

Special equipment and service arrangements for which provision is not otherwise made in these tariffs or catalogs are furnished wherever practicable at charges based on cost.

Equipment Moves

Moves or changes of equipment at PSAP locations will be made based upon cost, not to exceed installation charges specified in this tariff or catalog. Time and material charges may be applicable.

Charges for customer requests that require additions, removals, moves, or changes of access facilities or equipment on Company premises will be based on cost and determined separately in each case.

(T)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Cancels  
Original Sheet No. 34

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

2. Other Applicable Charges and Payments (cont'd)

Equipment Moves (cont'd)

Installation of additional network or other facilities to maintain a satisfactory grade of service will be provided by the Company, subject to the terms and conditions of the 911 Service Agreement.

Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up, to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.

Service Charges

Business Service Ordering Charges, as stated in PART 3, Section 1 of this tariff, apply for new connections, moves and changes for Enhanced 911 Service.

Line Connection Charges, as stated in PART 3, Section 1 of this tariff, will not apply for establishment of the three Enhanced 911 Service configurations. Line Connection Charges will apply for administrative lines or any other lines requested by the customer not included in the three Enhanced 911 Service configurations.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

3. Payment Plans

• Term Payment Plans

Contract payment options of 60 Months or 120 Months may be selected in lieu of the Monthly rates and charges preceding.

Contract durations may not be mixed in the same system.

Growth in exchange access lines and cell site records will be calculated as specified in the note contained in the preceding Prices Section. The customer will be responsible for the Nonrecurring Charge and Per Month charges appropriate to the contract period as shown in the Prices Paragraph. This rate will be applicable until the end of the contract period. If the annual exchange access line and cell site record count results in a reduction, the monthly payments will be adjusted appropriately.

Upon expiration of the contract period, the rates will revert to the then current monthly rates for non-contract provision of this service unless a new contract is entered into at the then current contract rates.

If a municipality has Enhanced 911 Service under the monthly payment method and, subsequently, it wishes to change to a contract payment plan, the municipality may do so without incurring the Nonrecurring charges unless the municipality upgrades the 911 Service. If the service is upgraded, the Nonrecurring charge is applicable.

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**E. PRICES (cont'd)**

3. Payment Plans (cont'd)

• Term Payment Plans (cont'd)

If a municipality has Enhanced 911 Service under the contract payment method and, subsequently, wishes to join with contiguous municipalities who have a community of interest, the municipality may do so. The monthly rates applicable will be those then currently tariffed for the contract period selected by the community of interest jointly entering into the new contract. No Nonrecurring charge will be applicable to the municipality that currently has Enhanced 911 Service unless that service is upgraded. If the service is upgraded, the Nonrecurring charge will be applicable.

• Single Payment Option (Single Payment Option (SPO))

A customer choosing a contract payment option shown in the preceding, may elect to prepay all or a portion of the monthly charges for the remaining term of the contract.

Regulations as shown in PART 2, Section 2 of this tariff ILL. C. C. No. 19 will be applicable.

4. Termination Charges

If the service is removed prior to the expiration of the contract period, an amount equal to the number of months remaining in the contract period multiplied by the contract monthly rate per 1000 exchange access lines and cell site records multiplied by the then existing number of such items being billed will become due and payable.

(T)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

1. END-USER 9-1-1 TRUNK

(T)

**A. DESCRIPTION**

End-User 9-1-1 Trunks provide voice grade transmission and deliver station specific Automatic Number Identification (ANI) information associated with Private Switch customer switching equipment to Ameritech's 911 network. End-User 9-1-1 Trunks are used to route calls to the Ameritech 9-1-1 network and are configured as outgoing trunks only. These trunks are dedicated to carrying 9-1-1 calls only and will not accept incoming calls.

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End-User 9-1-1 Trunks route the 911 call from the customer's premises to one of the following termination points:

(T)

- to a local end office
- to the 9-1-1 tandem (Control Office)
- to the SS7 network

**B. DEFINITIONS**

Automatic Number Identification (ANI)

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

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1. END-USER 9-1-1 TRUNK (cont'd)

(T)

**C. TERMS AND CONDITIONS**

1. A minimum of one End-User 9-1-1 Trunk is required per PBX or Private Switch. However, two or more End-User 9-1-1 Trunks are highly recommended. (T)  
(T)
2. The customer is responsible for ensuring that their terminal equipment is compatible with this service. (T)
3. The customer is responsible for developing and implementing procedures to prevent unauthorized or illegal use of the End-User 9-1-1 Trunks. (T)
4. When End-User 9-1-1 Trunks are used, the PBX or private switch must be directly connected to the 9-1-1 network. (T)
5. The customer may request diversification and redundancy of any or all inter-office and/or local facility routes. Diversification and redundancy will be provided where facilities permit. Additional charges for the utilization, construction and provision of this option will be assessed on an individual case basis. (T)
6. End-User 9-1-1 Trunks are only available in service areas with Enhanced 911 Service. (T)
7. End-User 9-1-1 Trunks are only available in appropriately equipped Central Offices. (T)
8. If the customer leaves Ameritech for another competitive local exchange carrier and ports the telephone numbers (assigned to the customer) to that Carrier using Local Number Portability (LNP), the customer is responsible for notifying Ameritech in writing of such change. This condition does not relieve the new carrier of its notification requirements to Ameritech. (N)  
(N)

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1. END-USER 9-1-1 TRUNK (cont'd)

(T)

**D. PRICES**

The prices shown below are for End-User 9-1-1 Trunks and are in addition to other applicable Service Charges.

(T)

Additional Trunk prices are applicable when adding additional trunks with the original (or initial) order. If additional trunks are ordered after the original installation, First Trunk prices apply.

1. *Service Elements*

Description /Billing Code/	Non- recurring Charge	Monthly Payment
		Term Payment Plan 60 Months
<b>First Trunk</b>		
- to a local end office /XCDAP/	\$840.00	\$35.00
- to the 9-1-1 tandem (Control Office) /XCDCP/	840.00	58.00
- to the SS7 network /XCDEP/	840.00	62.00
<b>Additional Trunks, each</b>		
- to a local end office /XCDBP/	620.00	35.00
- to the 9-1-1 tandem (Control Office) /XCDDP/	620.00	58.00
- to the SS7 network /XCDFP/	620.00	62.00

(T)

(T)

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SECTION 3 - Emergency/Group Alerting Services

3rd Revised Sheet No. 40  
Cancels  
2nd Revised Sheet No. 40

1. END-USER 9-1-1 TRUNK (cont'd)

(T)

**D. PRICES (cont'd)**

2. Payment Plans

• Term Payment Plans

End-User 9-1-1 Trunk service is only available for a 60-month period under the Term Payment Plan (TPP). Refer to Term Payment Plans in Part 2, Section 3 of this tariff.

(T)

• Single Payment Option (SPO)

A Single Payment Option is not available with this service.

• Deferred Payment Option (DPO)

A Deferred Payment Option is not available with this service.

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period.

Termination Charge = [number of months remaining in contract] x  
[monthly price billable in month prior to  
discontinuance, according to Company record] x [70%]

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ILLINOIS BELL  
TELEPHONE COMPANY

# Ameritech

Tariff

ILL. C.C. NO. 20

PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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TELEPHONE COMPANY

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ILL. C.C. NO. 20

PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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ILL. C.C. NO. 20

PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Tariff

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PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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# Ameritech

Tariff

ILL. C.C. NO. 20

PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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TELEPHONE COMPANY

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Tariff

ILL. C.C. NO. 20

PART 8

SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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# Ameritech

Tariff

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PART 8 SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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Cancels  
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# Ameritech

Tariff

ILL. C.C. NO. 20

PART 8 SECTION 3

PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

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3.

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**4. EMERGENCY NUMBER DATA VALIDATION REPORT**

(N)

**A. DESCRIPTION**

Emergency Number Data Validation Report (ENDVR) is a database report which is exclusively intended to assist 9-1-1 System Management in the validation of data in the Ameritech 9-1-1 database. Any other use is expressly prohibited.

**B. TERMS AND CONDITIONS**

1. The Emergency Number Data Validation Report (ENDVR) will be provided pursuant to the conditions described in the Ill. Admin. Code, Part 725, Section 725.400 with the exception of approved waiver items.
2. An authorized court order must be on file prior to release of the ENDVR.
3. ENDVR is provided solely for the purpose of validating accuracy of data in the 9-1-1 system and is considered proprietary and confidential. All other uses are prohibited.
4. ENDVR will be made available in ASCII format only and will not be provided on paper.
5. ENDVR may be requested, at a maximum, on a monthly basis and will be delivered within 14 working days of receipt of a written request.
6. ENDVR will reflect data that exists in the Ameritech 9-1-1 database as of the day the report is produced and will reflect service order data from the previous month.
7. ENDVR customers are responsible for maintaining the confidentiality of the data contained within the reports.
8. The ENDVR customer is responsible for report analysis and for notifying Ameritech immediately of record changes required as a result of that analysis.

(N)

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PART 8 - Miscellaneous Services  
SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 49

4. EMERGENCY NUMBER DATA VALIDATION REPORT (cont'd)

(N)

**C. FEATURES**

The following data elements will be provided on each report where they exist in the Ameritech 9-1-1 database:

Customer Name  
Date of Last Service Order Change  
Emergency Service Number  
PBX/Centrex Extension/Station Number(s)  
Pilot Number  
Service Address  
Telephone Number  
Type of Service

**D. PRICES**

1. *Service Elements*

There is a one time, nonrecurring charge for each Emergency Number Data Validation Report requested. Charges are based upon the number of records in the report, as shown below. The charge for records will be rounded up/down to the nearest 1,000 segment.

<u>Number of Records</u>	<u>Nonrecurring Charge</u>
0 - 25,000	\$ 850.00
25,001 - 50,000	1,350.00
50,001 - 100,000	1,700.00
100,001 - 250,000	2,100.00
250,001 - 500,000	2,475.00
500,001 - 1,000,000	3,225.00
Over 1,000,000	4,500.00

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