

MISCELLANEOUS SERVICES

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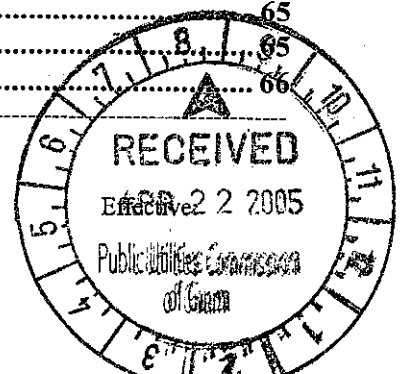
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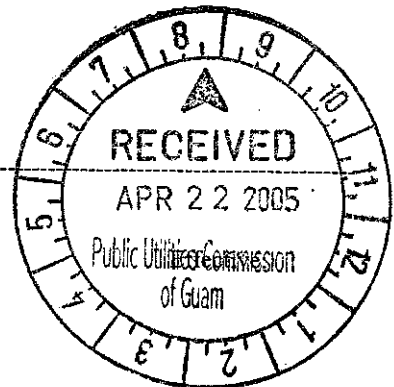
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I. DIRECTORY ASSISTANCE SERVICE

A. General

1. GTA furnishes Directory Assistance Service whereby customers may request assistance in determining directory information.
2. A customer request for directory assistance is any call to a directory assistance attendant.
3. Customers receive a monthly call allowance of three calls per line to the directory assistance attendant on a direct dial basis where only local directory information is requested without additional charge. The monthly call allowance does include calls where Off-Island Listings are requested.
4. The monthly directory assistance call allowance is not transferable between separate accounts of the same customer. No credit will be given for any unused portion of the monthly call allowance, requests for telephone numbers that are non-published or not otherwise found in the telephone directory.
5. A maximum of two listings may be requested per call to a directory assistance attendant. A request for one local listing and one Off-Island Listing will be charged at the applicable Off-Island Listing rate.
6. Charges for Directory Assistance Service are applicable to calls placed from public telephone service. Customers whose physical, visual, mental or reading disability prevents them from using the telephone directory are exempt from Directory Assistance Charges. The method of exempting those disabled customers shall be via completion of an exemption form supplied by GTA and GTA's acceptance of that form.
7. Directory Assistance Automatic Dialing may be requested by a customer after obtaining a telephone number from directory assistance. Directory Assistance Automatic Dialing provides automatic dialing of the requested telephone number after authorization by the customer. The charge for Directory Assistance Automatic Dialing is on a per request basis and may be requested on calls originating from Pay Telephones.

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MISCELLANEOUS SERVICES (cont'd)

I. DIRECTORY ASSISTANCE SERVICE (cont'd)

B. Rates

1. For customer direct dialed calls to a GTA directory assistance attendant when a customer requests Off-Island Listings, a charge of \$1.25 per call is applicable.
2. For customer direct dialed calls to a GTA directory assistance attendant when a customer requests local listings, a charge of \$0.75 per call is applicable when that monthly directory assistance call allowance is exceeded.
3. For each customer request for Directory Assistance Automatic Dialing, an additional charge of \$0.30 is applicable.
4. Designating a listing as "Nonpublished" is \$2.50 per month.

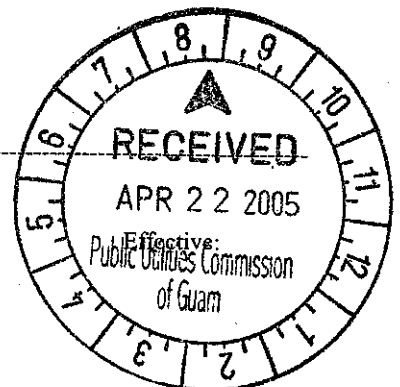
C. Directory Assistance Denial (Blocking) Service

1. Directory Assistance Denial (Blocking) Service is an arrangement whereby a call to a directory assistance attendant originating from a designated access line is blocked. The service is designed to prevent the placement of Directory Assistance calls from that access line to GTA's Directory Assistance Access Code "411"
2. Rates

	Per Line
	<u>Non-Recurring Charge</u>
Directory Assistance Denial Service	\$7.50*

* The Non-Recurring Charge is not applicable on any service order where a line connection charge is applicable.

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MISCELLANEOUS SERVICES (cont'd)

I. DIRECTORY ASSISTANCE SERVICE (cont'd)

D. Sale of Directory (White Page) Listings

Detailed directory listings of customer names, telephone numbers and address which are Published will be provided in hardcopy or computer media form at the rates listed below.

1. GTA accepts no liability for damages or losses claimed by customers who either purchase directory listings or are included, or omitted, or listed in error from the directory listings.

2. Only Published telephone listings which appear in the Directory White Pages will be included in the directory listings, and will contain only the customer name, telephone number, and address, if provided by customer, as the listing appears in GTA's White Page Directory.

3. If a Non-Published number should be released in a directory listing, GTA's liability is limited to a refund of the monthly charges applicable for Non-Published service for a one year period.

4. Rates

- a. Setup Charge for request of master database listing
\$ 500.00
- b. Residential listing, per listing for initial and update request
\$ 0.25
- c. Commercial listing, per listing for initial and update request
\$ 0.27

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II. PAY TELEPHONE SERVICE

A. Public Pay Telephone Service

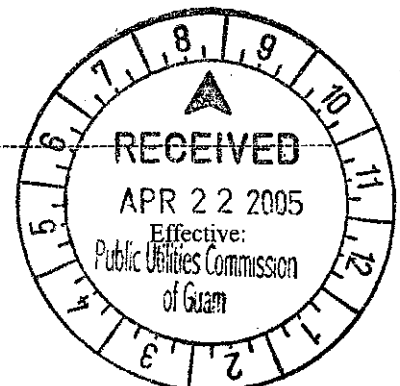
Public Pay Telephone Service (Public Telephone) is a service provided using a telephone instrument equipped with a coin collecting device. Public Telephones are installed for the use of the general public and their use by any occupants of the premises on which are located is only incidental to their principal purpose.

Public Pay Telephone Service is a non-regulated service provided by GTA. Prices, terms and conditions are not subject to regulation by the Guam Public Utilities Commission, but are available from GTA.

B. Public Pay Telephone Line Service

1. Public Pay Telephone Line Service is individual line exchange service for use by public pay telephone service providers (PSP), including Customer Owned Coin Operated Telephone Service (COCOTS) providers and is furnished solely for connection of public or semi public coin or coin-less pay telephone equipment to GTA's network.
2. Public Pay Telephone Line Service:
 - a. Is available in all properly equipped central offices of GTA; foreign exchange service is not available to these lines.
 - b. Non Published Number Service at no charge will be provided to Public Pay Telephone Line customers.
 - c. Public Pay Telephone Lines are standard loop start, two-wire circuits.
 - d. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls and non-sent paid calls.

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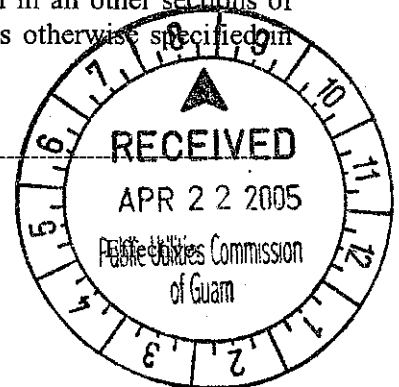
II. PAY TELEPHONE SERVICE (cont'd)

B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

- e. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones to hearing impaired and handicapped persons.
- f. Public Payphone Line Service may be temporarily suspended at the written request of the PSP, provided the PSP certifies in writing that the payphone instrument has been removed. The suspension will be for a minimum of one month, and a maximum of three months. If the suspension is not extended by agreement of the PSP and GTA, or restored at the request of the PSP, service will be terminated. Temporary suspension may begin and end on any day of the month. During the period of temporary suspension, a charge equal to one half of the Public Pay Telephone Line Service rate plus applicable local feature charges will apply. A secondary service order charge will apply for the initiation of the suspension but will not apply when the service is restored.
- g. Pay telephones or any ancillary equipment connected to a Public Pay Telephone Line must be registered in compliance with Part 68 of the F.C.C. Rules and Regulations.
- h. Each pay telephone connected to a Public Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service.
- i. Failure of the subscriber to comply with the provisions of this tariff may result in the suspension or disconnection of the subscriber's service.
- j. GTA will provide Public Pay Telephone Line Service subject to the availability of facilities, where technically feasible.
- k. General terms and conditions as described in all other sections of this tariff apply, where appropriate, unless otherwise specified in this section.

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MISCELLANEOUS SERVICE (cont'd)

II. PAY TELEPHONE SERVICES (cont'd)

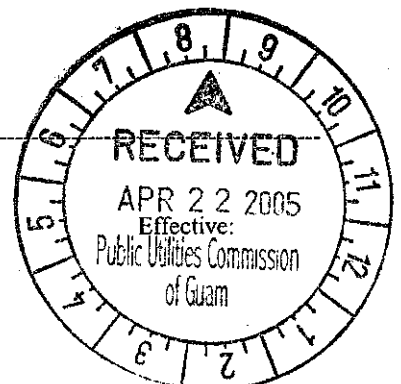
B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

1. Liability

- (a) Unless caused by willful acts or gross negligence by GTA, its employees or agents, the liability of GTA to customers of Public Pay Telephone Line Service for service interruptions or degradations shall be limited as described by Section 1.IV.D.4 and as noted below. An allowance for interruption of service will be made in accordance with the provisions of Section 1.III.G.5. GTA will have no liability for service interruption or degradation caused in whole or in part by the actions, negligence or omissions of the customer or end user. When the facilities of other companies or inside wire owned by a premises owner are used in establishing connections to points not reached by GTA's lines, GTA is not liable for any act or omission of the other company or premises owner. No other liability shall attach to GTA in consideration of service interruptions and GTA will not be responsible for any loss or damage of any kind or nature, including but not limited to consequential or incidental damages, nor for any impairment or failure of the service arising from or in connection with the use of customer owned equipment and not caused solely by the willful acts or gross negligence of GTA.
- (b) GTA shall not be responsible for damage caused to end users of customer provided equipment arising out of the failure or malfunction of any customer owned equipment or facilities which are interconnected with GTA's facilities.

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MISCELLANEOUS SERVICE (cont'd)

II. PAY TELEPHONE SERVICES (cont'd)

B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

1. LIABILITY (cont'd)

(c) GTA shall not be responsible for calls that cannot be completed as a result of end user action, customer equipment or facilities or GTA equipment or facilities.

d) GTA shall not be liable for shortages of coins collected and deposited at the customer's equipment.

m. PSP's are advised to ensure they comply with the FCC regulations applicable to Pay Telephone Service. These regulations include a requirement for posting dialing instructions, rate information, the identity of the inter-exchange carrier if any to which the line is pre-subscribed, information on consumer complaint procedures and other information which the FCC may, from time to time, require.

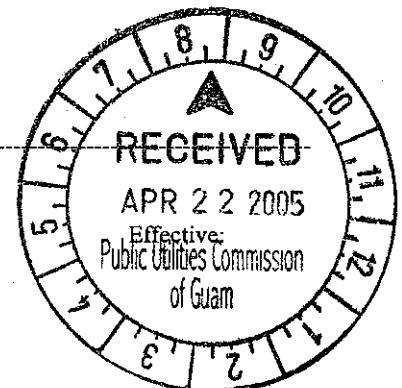
C. REGULATIONS AND RATES

1. Public Pay Telephone Line Service is provided at the pay telephone line rate of \$44.00 per month.

2. The non-recurring primary service order charge for business individual access lines will apply.

3. Directory Assistance charges listed in Section 5.I.B of the tariff apply to Public Pay Telephone Access Lines. No Directory Assistance call allowances are provided for Public Pay Telephone Line Service.

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II. PAY TELEPHONE SERVICES (cont'd)

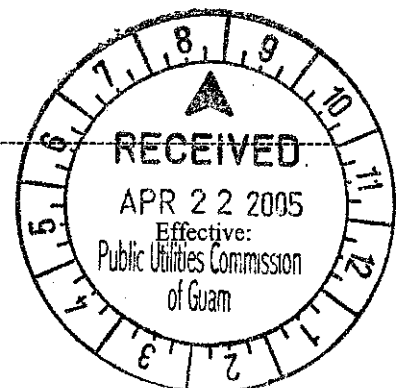
C. REGULATIONS AND RATES (cont'd)

4. Public Pay Telephone Line Service customers will not be charged for non-published or non-listed telephone numbers. However, a non-recurring charge applies for each change of telephone number if required to establish a non-published or non-listed number.
5. In addition to the Public Pay Telephone Line rate, the subscriber will be responsible for paying the multi-line business subscriber line charge as found in F.C.C., NECA Tariff No. 5, Section 17.1.2.(E) and the pay phone specific code verification charges as found in F.C.C. NECA Tariff No. 5, Section 17.4.4(N).
6. Pay Telephone line service customers will also be charged for the E911 service surcharge and any other surcharges lawfully imposed by the Guam Public Utilities Commission.

D. Available Features For Pay Telephone Line Service

1. Optional Call Screening/Blocking/Coin Control/Answer Supervision functions, as listed below are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.
 - a. Incoming Screening - prevents completion of collect or third number calls to the Pay Telephone Line.
 - b. Incoming Blocking - blocks all incoming calls (arranged one-way outgoing calls only).
 - c. Outgoing Blocking - restricts outgoing calls to non-sent paid calls only (coin-less).

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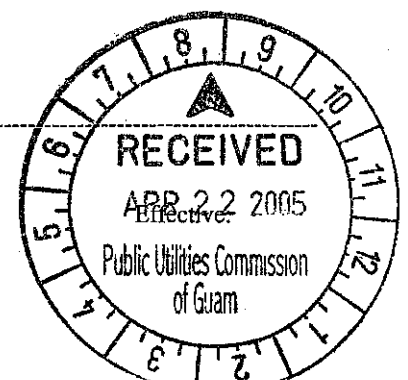
II. PAY TELEPHONE SERVICES (cont'd)

D. Available Features For Pay Telephone Line Service (cont'd)

- d. Answer Supervision - this feature provides the capability of delivering "off-hook" supervisory signals from the subscribers servicing central office to a line interface at the customer premises for local and toll call processed and completed by GTA. These supervisory signals indicate that the called party has answered the incoming call (gone "off hook").
 - (1) Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
 - (2) This feature is only available with line side terminated Pay Telephone Access Lines. It is not available with trunk side terminated access facilities.

- e. Coin control supervision - consist of coin timing and signaling. Coin signaling is used to control the disposition of the coins held in the Pay Telephone, and consist of coin collect and coin return.

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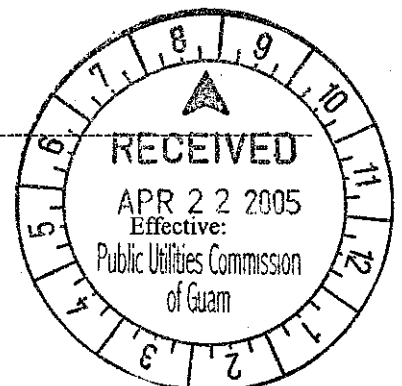
MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES

A. General

1. **Call Forwarding, No Answer and Busy Line** - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered in a specified number of rings or encounters a busy signal.
2. **Three Way Calling** - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not meet normal standards.
3. **Speed Calling** - Enables a customer to place calls to other telephone numbers by dialing a one or two-digit code rather than the complete telephone number. A customer may subscribe to only one of either the 8-code or 30-code capacity on the same line.
4. Custom Calling Services can be provided in connection with individual line residence and business service. PBX trunk groups must have all lines in the group equipped. Public Pay Service is excluded from this service.
5. Call Waiting cannot be used in connection with Call Forwarding, No Answer and Busy Line Service.
6. **Custom Local Area Signaling Services (CLASS)** Features permit a customer to more effectively manage incoming and outgoing calls to their residence or business local exchange access line. For incoming calls, CLASS functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. For outgoing calls, CLASS functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the service. All central offices maintained by GTA on Guam are equipped with CLASS functions.

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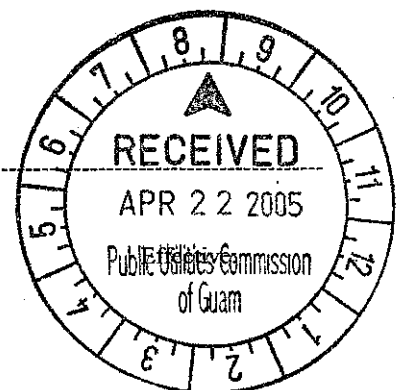
MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

7. Custom Calling Services are optional telephone services arrangements which are provided from central office equipped to provide one or more of the following custom calling features:
 - a. **Call Waiting** — By means of a tone signal a customer who is using a telephone is alerted when another calling is trying to reach that telephone number. This service enables a customer to place the first call on hold so that a second call can be answered. Cancel call waiting is provided on a per-call basis as part of the call waiting feature.
 - b. **Call Forwarding** — Permits a customer to transfer all incoming calls to another dial-able telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a line in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.
 - c. **Call Forwarding, No Answer** — Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.
 - d. **Call Forwarding, Busy** — Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination encounters a busy signal.

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MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- a. **Call Return** - Permits the customer to automatically redial the telephone number of the most recently completed or attempted incoming local call. If the redialed number is busy, the customer may dial an activation code and GTA's equipment will monitor the redialed number every forty-five (45) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. This feature will not operate when the calling party's (redialed) number has been Call Forwarded.

- b. **Priority Ringing (1)** - Permits the customer to preselect a maximum of ten (10) telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting (2) tone. A customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and provide the appropriate signal, ring or tone for those numbers that appear on the customer's list.
 - (1) Some customer premises equipment may not be compatible with Priority Call Service.
 - (2) A customer may subscribe to both Priority Ringing and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

- c. **Repeat Dialing** - Permits the customer to automatically redial the last outgoing telephone number dialed. If the redialed number is busy, the customer may dial an activation code, and GTA's equipment will monitor the redialed number every forty-five (45) seconds for a maximum of thirty (30) minutes in an attempt to establish the call.

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MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- d. **Select Call Forwarding** - Permits a customer to forward incoming calls from a maximum of ten (10) specified telephone numbers within the local calling scope or on the Long Distance Telecommunications Network (where facilities permit). A customer may create, by dialing an activation code, the list of telephone numbers to be forwarded. GTA's equipment will screen incoming calls and forward only those calls from numbers that appear on the customer's list. The customer is responsible for the payment of each toll call between his local call access line equipped with Select Call Forwarding and the distant exchange access line to which the call was transferred.
- e. **Call Forwarding, Busy and No Answer Fixed** — Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy or is not answered.
- f. **Long Distance Alerting (LDA) Enhancements** — LDS encourages the completion of toll calls by providing a distinctive call waiting tone (if off-hook) or distinctive ringing cadence (if on-hook) that alerts the subscriber to an incoming long distance call.
- g. **Caller I.D.** — Enables the customer to receive the calling party's telephone number on incoming calls. A customer that subscribes to Caller I.D. is required to provide a display device, located at the customer's premises, to which the calling party's telephone number is delivered. The display device is considered customer premises equipment (CPE); therefore, the installation, repair, and technical capability of that CPE to function in conjunction with Caller I.D. service is the responsibility of the customer. GTA assumes no liability and will be held harmless if the customer's CPE is incompatible with GTA's equipment and fails to conform satisfactorily with Caller I.D. service.

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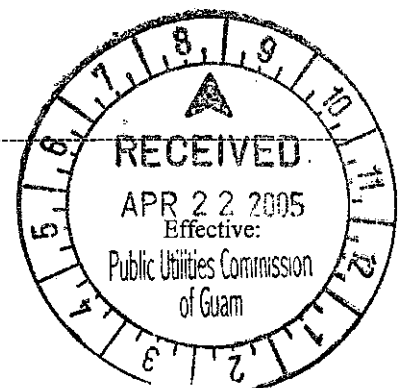
III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

Displayed telephone numbers are restricted as follows:

- 1) Telephone numbers are not displayed for operator assisted calls or calls marked private by the originator. Operator assisted and calls from central offices not equipped to forward the calling party's telephone number will result in an "out of area" indication to the customer's display unit. Telephone numbers suppressed by the calling party result in a "private" indication to the customer's display unit.
- 2) Telephone numbers may not be delivered to a customer's display unit for calls originated from pay telephones. Display of telephone numbers from pay telephones is dependent upon the technical limitations of the affected central office.
- 3) The Main PBX number is delivered to a customer's display unit when the incoming call is made from a station served by a PBX.
- 4) The main number of a multi-line hunt group is delivered to a customer's display unit when the incoming call originates from any station within the group.
- 5) GTA will make available to all of its residence and business customers outgoing per-call blocking of number delivery. Outgoing per-call blocking provides a subscriber the capacity to prevent the transmission of number identification information identifying the originating line and telephone number. Per-call blocking cannot be used to deny outgoing number identification to E-911. Call Trace can be activated for call received from parties blocking delivery of the number. Telephone numbers are not displayed on calls that originate from telephone lines that have activated the blocking feature on a per-call basis.
- 6) Caller I.D. will be disabled for agencies requiring the guarantee of caller anonymity, such as law enforcement or social agencies.

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MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- h. **Incoming Call Block** -- Permits the customer to block an incoming call and/or calls from a maximum of ten (10) specified telephone numbers. A customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and blocked those numbers that appear on the customer's list. Blocked telephone numbers are directed to a GTA recorded announcement. If a customer receives an unwanted call from an unknown telephone number, the customer may dial an activation code and block future calls from that unknown number. Standard call completion will occur if a call originates from a central office that is not equipped for CLASS functions.
- i. **Anonymous Call Block** -- Permits the customer to block incoming calls from parties who have activated the Caller I.D. Blocking feature. Blocked calls are directed to a GTA recorded announcement.
- j. **Incoming Call Acceptance** -- Permits the customer to accept incoming calls for a maximum of ten (10) specific telephone numbers a customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and accept those numbers that appear on the customer's list. Standard call completion will access if a call originates from a central office that is not equipped for CLASS functions.

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MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated.

Column A (must select minimum of two)

Call Waiting
Call Forwarding
Call Forwarding - No Answer
Call Forwarding - Busy
Call Forwarding - No Answer and Busy
Call Forwarding, Busy, No Answer Fixed
Three way calling
Speed Dialing
Incoming Call Acceptance (1)

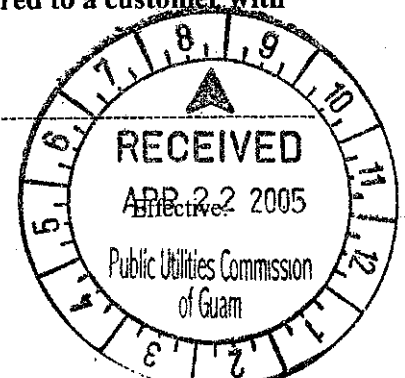
Column B

Call Return
Priority Ringing
Repeat Dialing
Select Call Forwarding
Long Distance Alert
Caller I.D.
Incoming Call Block (1)
Anonymous Call Block (1)

Monthly Rates	<u>Residence</u>	<u>Business</u>
2 Column A Features	\$2.50	\$4.50
1 Column B Feature	\$2.50	\$4.00

Combination of Features will be priced on an individual case basis but in no case will exceed the lower of 1) the sum of the costs of features ordered individually; or 2) the cost of the features ordered in the prior tariff of the Guam Telephone Authority that was approved by the Commission and effective July 1, 2003. Feature Packages may be bundled with other services. Services will be offered on a nondiscriminatory basis and customers will be automatically switched to a lower rate if a lower rate is offered to a customer with the identical bundled package of features and services.

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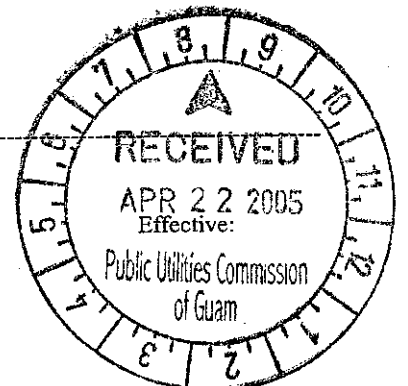
III. VERTICAL CALLING SERVICES (cont'd)

B. Rates and Charges (cont'd)

Non-recurring Charge \$7.50 (2)

- (1) Service not available to new customers
- (2) The Nonrecurring Charge is not applicable on any service order where a line connection charge is applicable. In addition, GTA has the option of waiving the installation charge for promotional and/or marketing purposes. Only one Nonrecurring Charge is applies when multiple services are ordered at the same time.

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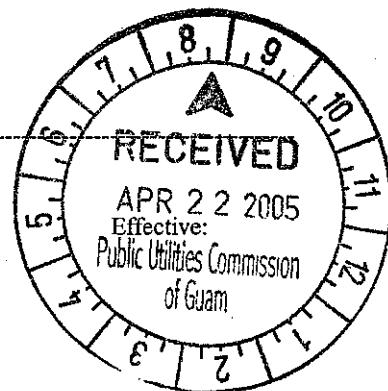
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IV. SAFETY LINK SERVICE

A. General

1. Safety Link service is an optional service that provides that a preselected number will ring whenever the subscribing customer's telephone is off the hook for a minimum number of seconds.
2. The preselected number is programmed in the central office by a GTA employee. If the customer wishes to change the preselected number, service charges are applicable as provided in Section 3.II.A.
3. GTA or its officers or employees may not be liable for any claim, damage or loss arising from the provision of Service unless it is proven that the act or omission proximately causing the claim, damage or loss constitutes gross negligence, recklessness or intentional misconduct.

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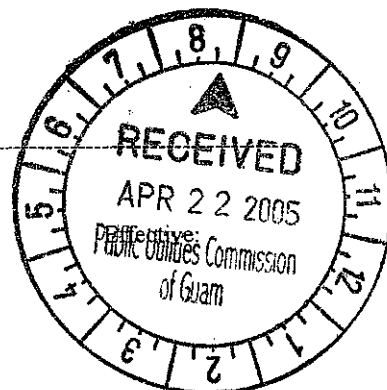
MISCELLANEOUS SERVICES (cont'd)

B. Rates and Charges

	<u>Monthly Rates</u>		<u>Non-Recurring Charge (1)</u>
	<u>Residence</u>	<u>Business</u>	
Safety Link Service	\$1.00	\$3.00	\$7.50

- (1) GTA has the option of waiving the installation charge for promotional and/or marketing purposes. The nonrecurring charge will not apply on a service order where a line connection or other nonrecurring charge is applicable.

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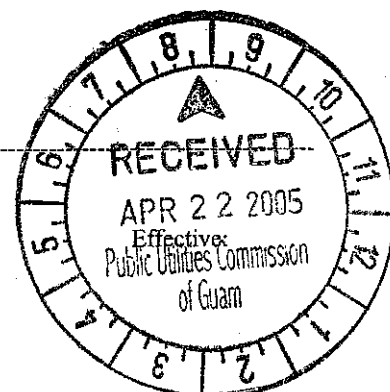
MISCELLANEOUS SERVICES (cont'd)

V. DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.
2. The provision of DID Service is subject to the availability and capability of GTA facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between GTA-provided connecting arrangements and customer-provided switching equipment must conform to GTA specifications.
5. GTA shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of GTA render any customer-provided facilities obsolete require modification of or otherwise affect the use or performance of such facilities.
6. GTA will provide directory listings for PBX listed number trunks.
7. Customer premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. The rates and charges for this service contemplate the use of standard GTA equipment and serving arrangements.
9. DID telephone services are normally provided on a consecutive number basis but may be provided on a nonconsecutive basis if it is within the normal capabilities of the serving office. GTA retains its rights to the telephone numbers used in DID Service as provided in Section 1.IV.C.8 of this tariff.

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MISCELLANEOUS SERVICES (cont'd)

V. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

B. Rates

The following rates are applicable only to in service DID customers subscribing to this service prior to July 1, 1994.

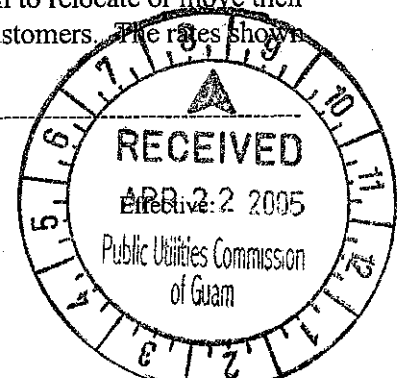
	<u>Monthly Rate</u>	<u>Installation Charge</u>
DID Service to Customer Premises Switching Systems		
DID Trunk Charge	\$ 52.50	\$45.00
Each 100 DID Number Block assigned (minimum charge)	\$200.00	\$ 55.00
Each DID Number Activated		\$ 10.00

The following rates are applicable to new DID Service as of July 1, 1994 and are in addition to the applicable trunk rate for local exchange service as provided in Section 2.III and any applicable service charges as provided in Section 3.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
DID Service to Customer Premises Switching Systems		
First 100 DID numbers assigned, minimum charge	\$200.00	\$200.00
Each additional 100 DID numbers assigned over the first 100	\$100.00	\$100.00

- (1) Existing DID customers may rearrange or add to their DID service at the rates listed for existing DID customers. However, if existing DID customers wish to relocate or move their DID service, they will no longer be considered as existing DID customers. The rates shown for new DID Service will apply.

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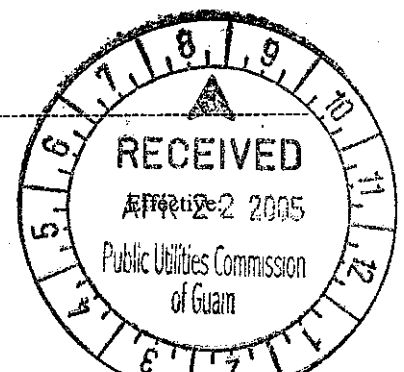
MISCELLANEOUS SERVICES (cont'd)

VI. DIRECT OUTWARD DIALING (DOD) SERVICE

A. General

1. Direct Outward Dialing Service consists of the central office switching equipment necessary to provide direct outward dialing to the local exchange and long distance telecommunications network from stations and attendant positions associated with customer premises switching systems. The service includes the central office equipment necessary for identification of outgoing long distance message telecommunications service by trunk group.
2. The provision of DOD Service is subject to the availability of GTA's facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DOD Service must be provided on all lines in a trunk or access line group. Where the service is requested and provided on more than one trunk or access line group, each such group will be considered a separate service in determining charges.
4. The operational characteristics of interface signals between GTA provided connecting arrangements and customer-provided switching equipment must conform to GTA's specifications.
5. GTA shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of GTA render any customer-provided facilities obsolete, require modification of or otherwise affect the use or performance of such facilities.
6. The rates and charges for this service contemplate the use of standard GTA equipment and serving arrangements.

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MISCELLANEOUS SERVICES (cont'd)

VI. DIRECT OUTWARD DIALING (DOD) SERVICE (cont'd)

A. General (cont'd)

7. GTA retains its rights to the telephone numbers used in DOD Service as provided in Section 1.IV.C.8 of this tariff.

B. Rates

See Section 2.III.B for DOD rates.

VII. RESERVED NUMBER SERVICE

A customer may request that GTA reserve a telephone number for future use, or request an unusual telephone number grouping from GTA that prohibits the use of certain telephone numbers by other customers at the rate listed below. This service and rate does not apply to DID Service customers. GTA may limit the time a number or number grouping is reserved.

	<u>Monthly Rate</u>
Reserved Number Service, per telephone number	\$5.00

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES

A. DEFINITIONS

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location.

Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature designed to permit display of information regarding the location of the calling party and of the Emergency Response Agencies (ERAs) responsible for that location on a terminal screen at a PSAP when a 9-1-1 call is received.

Automatic Number Identification (ANI)

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

Caller

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

Customer

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

Emergency Response Agency (ERA)

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

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

A. DEFINITIONS (cont'd)

Emergency Service Number (ESN)

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

End User

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller. Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

9-1-1 Service Line

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

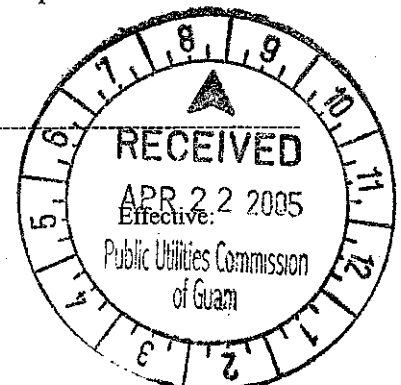
Nonpublished

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

Public Safety Answering Point (PSAP) - Primary

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

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

A. DEFINITIONS (cont'd)

Public Safety Answering Point (PSAP) - Secondary

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

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI.

Selective Routing Database

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

Subscriber

A person or business that orders access line service from the Telephone Company.

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

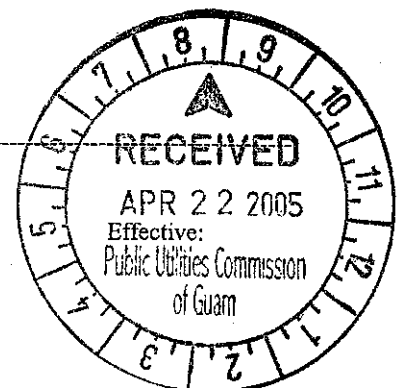
B. DESCRIPTION

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other 9-1-1 Emergency Telephone Services.

9-1-1 Emergency Telephone Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Emergency Telephone Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. 9-1-1 Emergency Telephone Service may be provided as B9-1-1 (or Basic 9-1-1) Service or as E9-1-1 (or Enhanced 9-1-1) Service.

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

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

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

a. E9-1-1 provides Basic 9-1-1 Service plus:

1. Automatic Number Identification (ANI)

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

2. Automatic Location Identification (ALI)

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

3. Selective Routing

An optional service that routes calls to the correct PSAP based on the caller's ANI.

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

2. E9-1-1 (Enhanced 9-1-1 Service) (cont'd)

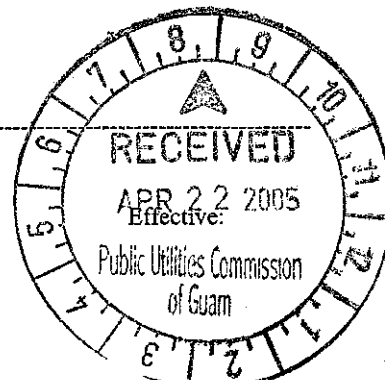
b. The following features are provided with E9-1-1:

1. Automatic Location Identification (ALI) Database

An E9-1-1 database that contains subscriber names, telephone numbers, addresses, and Emergency Service Numbers (ESNs), and is normally updated by the Company within three working days of service order completion. The ALI database must be established in order to create the Selective Routing Database. The customer is responsible for the following:

- a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address.
- b) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Company of any changes to the existing MSAG, including municipal boundaries, incorporation of new cities or any other matter that will affect 9-1-1 call routing.

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

2. E9-1-1 (Enhanced 9-1-1 Service) (cont'd)

c. Selective Routing

Selective Routing Service is an optional service that routes calls to the correct PSAP based on the caller's ANI. This service is available when an E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary. Only the selective router's service is provided; the selective router remains the property of the Company and will be located by the Company on Company premises. The customer is responsible for the following:

- 1) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. Each ESN must be assigned to a PSAP.
- 2) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- 3) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

3. Optional Features

a. Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

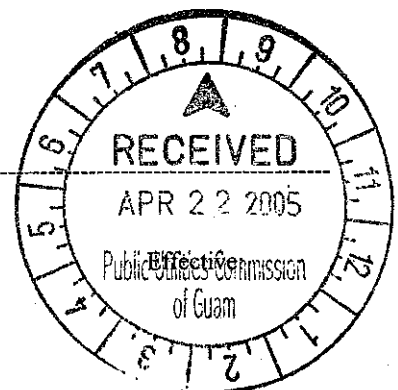
C. REGULATIONS

In addition to the General Regulations in P.U.C. Tariff No. 1, the following regulations will apply.

1. General

- a. 9-1-1 Emergency Telephone Service is provided in two major areas of responsibility:
 1. The Telephone Company is responsible for network, including selective routing, PSAP and terminal equipment and ALI database provisioning.
 2. The customer is responsible for customer-premises equipment, other than the Telephone Company provided PSAP and terminal equipment, that they will own and operate. This equipment must meet network compatibility requirements.
- b. 9-1-1 Emergency Telephone Service is restricted to one-way incoming emergency service only.
- c. The Company shall not be required to provide 9-1-1 Emergency Telephone Service to less than the entire central office. The Company does not undertake to answer or forward 9-1-1 Emergency Telephone Service calls as a provider of emergency services, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- d. 9-1-1 Emergency Telephone Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one category of 9-1-1 Emergency Telephone Service will be provided within any telephone exchange.

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MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

1. General (cont'd)

- e. 9-1-1 Emergency Telephone Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with nonpublished numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by nonpublished service upon placing a 9-1-1 call.
- h. In order that phone calls that are not of an emergency nature can reach the PSAP, the main directory listing for the PSAP must be a seven-digit local exchange administrative telephone number of an emergency agency listed in the telephone directory. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing amount among agencies of the same governmental entity jointly subscribing to 9-1-1 Emergency Telephone Service.
- j. Because there is no provision for receiving ANI that will identify a station behind a PBX, the Company will provide only the location of the pilot number to the PSAP for 9-1-1 calls originated from nonregulated telecommunications service providers (e.g., Private Branch Exchange).

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