

**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9
Index Page 1
Release 2
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9. CENTRAL OFFICE SERVICES

SUBJECT	PAGE	
Basic 911 Service	12	(T)
Emergency Reporting Service	1	
Enhanced Universal Emergency Number Service (E911)	21	(T)
Universal Emergency Number Service - 911	1	

**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 1

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

911 Services provided in this Tariff are based upon the use of the digits 9, 1, 1, as the universal telephone number and are intended only to receive requests for public safety assistance.

A. Definitions

911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The 911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

911 Interoffice Diversity

Provides a second route between the first utility vault outside a central office and the first utility vault outside another central office.

911 Loop Diversity

Provides a second route from the first utility vault outside of the serving central office to the 911 customer premises. The diversity will end at the last terminal prior to the 911 customer's premises unless the 911 customer provides for a separate entrance facility.

911 Service

Related services or components of a 911 system that are offered by the Company to a 911 customer.

911 Service Area

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

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 2

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

911 Transport Diversity

The configuration of the 911 call delivery network using completely separate facilities so as to provide at least two paths (primary and secondary route) over which 911 calls can be transmitted. 911 Transport Diversity is achieved by assignment of circuits to routes that are separated by 25 feet or more.

The 911 Transport Diversity is established on routes between the first utility vault outside of central offices (interoffice diversity) and on routes between the first utility vault outside the serving central office and the customer's premises (loop diversity). Within each route, the circuits are assigned to separate carrier systems (carrier system diversity).

911 Transport Diversity options include 911 Interoffice Diversity and 911 Loop Diversity.

Alternate Routing (AR)

An E911 feature that routes 911 calls to an alternate location when normal routing is not possible due to all dedicated 911 circuits being busy, equipment or circuit malfunctions, PSAP equipment malfunction or other cause that renders the PSAP out of service. Alternate Routing is provided only with the service options of SR or Non-SR.

ALI Data Node

A connection point between the PSAP and ALI database which enables retrieval of ALI records for display at the PSAP.

ALI Database Record

An individual entry in the ALI Database of name, address and responding agencies associated with the number of the telephone or ANI used to dial emergency services and is displayed at the PSAP at the time the call is answered.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

ALI Database Updates

The process by which the E911 ALI database is revised to reflect the changes that result from subscribers receiving new, revised or disconnected telephone service.

ALI Delivery

The process which delivers the ALI information to the PSAP.

Automatic Location Identification (ALI)

An E911 feature by which the name, address and responding agencies associated with the number of the telephone used to dial emergency services is displayed at the PSAP at the time the call is answered.

Automatic Number Identification (ANI)

A B911 or E911 feature by which the number associated with the telephone used to dial emergency services is displayed at the PSAP at the time the call is answered.

Basic 911 (B911) Service

A one-way transmission service terminating 911 calls to a specific PSAP.

Call Hold

A B911 feature whereby it is possible to retain control of a 911 connection regardless of the switchhook status of the calling party.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Channel Performance, VG 32

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a customer interface utilizing a 2-wire connection.

Channel Performance, VG 33

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a Company Control Office; and End Central Office to a SR switch designated by the 911 customer; an End Central Office to a PSAP, a Company Control Office to a PSAP, Company Control Office to SR Switch designated by Customer, SR Switch provided by Customer to Company Control Office or a Company Control Office to Company Control Office.

Channel Performance, VG 36, Data Circuit

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between the PSAP and the ALI Data Node.

Company

Refers to Qwest Corporation.

Control Office, Selective Router

The central office that provides one or more of the following E911 functions:

- selectively or non-selectively routes 911 calls;
- forwards ANI data to the PSAP that receives a 911 call;
- provides speed calling;
- transfers 911 calls as determined by an attendant at a PSAP; and/or
- provides alternate routing functions for the PSAPs.

The Control Office also functions as a line concentrator by allowing calls from numerous End Central Offices and private switches to be consolidated into trunks from the Control Office to a PSAP.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Customer Premises Equipment (CPE)

All telecommunications terminal equipment located on the customer premises and encompasses everything from black telephones to the most advanced data terminals and PBX's.

Data Management System (DMS)

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

Data Provider

An entity which provides, on a routinely maintained database, names, addresses and telephone numbers to be inserted and updated in the E911 DMS. Data providers are defined as local exchange carriers, alternate exchange carriers, wireless carriers, MLTS (Multiline Telephone System) provider subscribing to PS/ALI or an entity authorized to act on behalf of any of the aforementioned entities.

Dedicated 911 Circuits

Circuits used exclusively to transmit 911 calls.

Default Routing

An E911 feature whereby 911 calls are routed to a pre-designated PSAP when the calls cannot be selectively routed because the ANI is not received, is not complete, or complete routing instructions are not available in the Control Office.

EM Circuits (From the Control Office to the PSAP)

Dedicated E911 circuits used to deliver 911 calls that connect a Control Office to a PSAP. EM circuits include the local facility to the PSAP location.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 6

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Emergency Service Number (ESN)

A number assigned to a specific geographic area within which all E911 calls are routed to one specific PSAP and the residents of the area are served by the same police, fire, and emergency medical agencies.

Emergency Service Zone (ESZ)

The geographic area within which all E911 calls are routed to one specific PSAP and the residents of the area are served by the same police, fire, and emergency medical agencies.

Emergency Serving Central Office (ESCO) Code

An E911 code that identifies the End Central Office of a 911 call.

End Central Office

The central office(s) from which 911 calls originate.

Enhanced 911 (E911) Service

An exchange service whereby one or more 911 customer-designated PSAP(s), may receive calls dialed to the number 9, 1, 1. E911 includes the features option; ANI, ALI and SR.

Facility/Facilities

Includes, but is not limited to, all equipment, cable, wiring, poles and conduits which are used to provide service to a customer's premises.

Fixed Transfer

An E911 feature by which it is possible to transfer an incoming 911 call by use of a single button on a display and transfer unit.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Forced Disconnect

An inherent B911 or E911 feature whereby the 911 central office trunk circuit will release a connection even though the calling party has not ended the call.

Idle Tone Application

An inherent B911 feature in which a distinct tone is presented to the PSAP attendant if the caller terminates a 911 call before the call is answered. If the caller is still on the line but does not speak, no tone is heard.

Incoming Trunk Port

The incoming point of connection at the Company Control Office which receives the 911 call with from an End Central Office and forwards the call through the Control Office to the outgoing trunk termination with ultimate termination at the PSAP. The incoming trunk port unit will accept incoming ANI and forward to the outgoing trunk at the central office.

Line Concentration

An E911 feature whereby the Control Office is used to consolidate incoming 911 ES circuits to minimize the number of EM circuits needed to connect the 911 Control Office to the PSAP.

Manual Transfer

An E911 feature that enables the PSAP attendant to transfer an incoming 911 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. Manual transfer is only available with SR or Non-SR.

Master Street Address Guide (MSAG)

Listings of all street names in each emergency service zone, house number ranges for each street, and other information as necessary to provide ALI and SR.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Mobile Switching Center (MSC)[1]

A Wireless Carriers switch that manages facilities used to provide wireless two-way telecommunications services.

Network Access Channel, 2-Wire

A 911 transport transmission termination between an End Central Office and a 911 customer demarcation point utilizing a 2-wire connection.

Network Access Channel, 4-Wire

A 911 Transport transmission termination between an End Central Office and a 911 customer's demarcation point utilizing a 4-wire connection.

Non-Company

Companies other than Qwest Corporation.

Non-Selective Routing (Non-SR)

An E911 feature whereby Control Office routes 911 calls to one PSAP on the basis of the ESCO number assigned to the incoming trunk group from each end office.

Outgoing Trunk Port

The outgoing point of connection at the Company Control Office which receives the 911 call from the Control Office incoming trunk port and forwards the call to the PSAP. The outgoing trunk port will accept incoming ANI and forward to the PSAP.

P.01 Grade of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a privately owned switch to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

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(D)
(N)

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 9

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Psuedo ANI (PANI)

A unique ten digit non-dialable number used to route a wireless 9-1-1 call.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive calls directly from the public; Secondary PSAPs receive calls only on a transfer basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Ring Back

A B911 feature whereby the PSAP attendant may ring the line used to place a 911 call after the calling party has hung up.

Selective Routing (SR)

An E911 feature whereby 911 calls are routed to a designated PSAP on the basis of the identified ANI number of the telephone which was used to place the call.

Selective Routing Database

The E911 database that is used by the Control Office to determine routing of 911 calls to the designated PSAP.

Selective Transfer

An E911 feature that enables a PSAP attendant to transfer an incoming 911 call to another agency by depressing a button on the customer provided equipment, labeled with the type of agency; e.g., "Fire."

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Serving Central Office

The central office that provides telephone service to an end user.

Shell Record

A record in the ALI Database with limited information to be used with wireless E911. This record is populated at the time of the call by the Wireless Carrier.

Speed Calling

An E911 feature, available only with SR or Non-SR, whereby local or long distance calls can be placed by dialing an abbreviated code.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 11

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Street Address Guide

A Company file consisting of listings of street names, house number ranges and other information as necessary to provide telecommunications service within Company's exchange boundaries.

Subscriber Records

Subscriber telephone number, name and service address information from the Company subscriber database.

Switchhook Status

A B911 feature that provides the PSAP attendant audible and visual signals indicating whether a 911 call that was put on hold is still on hold or has disconnected. This feature requires a specialized CPE visual lamp indicator and requires end to end copper facilities.

Transport Mileage

The rate element utilized by the Company to reflect the length of the various dedicated transport facilities serving the 911 customer. Mileage rate elements are expressed using both fixed and per mile components.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 12

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (CONT'D)

B. Basic 911 Service

1. Description

- a. 911 Emergency Communication System is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the 911 customer may receive calls dialed to the telephone number 911.
- b. 911 Service provides for routing all 911 calls originated by a telephone with given central office prefix codes to a single PSAP via the switched network to dedicated or non-dedicated access lines. The service arrangement is the choice of the 911 customer, subject to availability of facilities.
- c. The 911 Code feature permits the public to dial 911 and have the central office route the call to a PSAP.
- d. The dedicated access line option provides a circuit from the originating end office to the PSAP which may incorporate the following features, operating conditions permitting:

(1) Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 911 call regardless of the action of the calling party. Forced disconnect allows the PSAP attendant to release a connected call even though the calling party has not hung up. This prevents blockage of the incoming 911 exchange lines serving the PSAP. After the PSAP attendant releases from a 911 call, the dedicated 911 trunk or line facility to the PSAP is automatically released and made available for other 911 calls. Forced disconnect may be used to disconnect any established 911 call connection to a PSAP.

(2) Idle Tone

A reorder tone at 120 interrupts per minute is a tone that is given to alert the PSAP attendant that the originating party has gone on-hook after the 911 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 13

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.1.d (Cont'd)

(3) Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the 911 customer's terminal equipment, to allow the PSAP attendant to know whether a 911 call put on hold is still on hold or has disconnected. Additionally, a control circuit is required in connection with the visual lamp indicator provided by the 911 customer.

(4) Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 911 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. Actions by the calling party will not affect the connection being held. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

(5) Emergency Ringback

Allows the PSAP attendant to ring back a calling station whether the station is on or off-hook.

- e. The non-dedicated access line option forwards the call from an originating end office over the message network to the PSAP. No additional features are available with this option.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 14

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911

B. Basic 911 Service (Cont'd)

2. Terms and Conditions

- a. The 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The 911 customer must be legally authorized to subscribe to the service and respond to public emergency calls from the central office service areas arranged for 911 calling.
- b. If Company facilities are not available to provide 911 Service, modifications may be made to our facilities as necessary on an individual case basis. The actual cost of these modifications will be charged to the 911 customer in addition to the filed rates in this Tariff.
- c. In a dedicated access line arrangement, the 911 customer will be required to purchase exchange lines from the originating end office to the PSAP and when necessary, applicable mileage rates (as shown in B.3.b.2, following) from the originating end office to the serving central office, to allow the direct routing of end office calls over those lines.
- d. For the non-dedicated access line option, the 911 customer must purchase exchange lines from the serving central office, as noted below, for receipt of calls forwarded from each remote end office.
 - A combination of dedicated and non-dedicated lines may be provided to one PSAP, operating conditions permitting, but only one option is available per originating end office.
 - The 911 customer must subscribe to enough lines at the PSAP to receive 911 calls on lines other than its administrative lines.
- e. In no case shall there be less than two 911 lines per originating end office.
- f. All General Terms and Conditions contained in this Tariff apply, as appropriate, to the provision of 911 Emergency Service.
- g. 9, 1, 1 are the only digits which may be used as an abbreviated emergency telephone number.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 15

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- h. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number.
- i. The service is furnished to the 911 customer only for the purpose of receiving reports of emergencies by the public.
- j. 911 Service is classified as business service and is arranged for one-way incoming service to the appropriate PSAP.
- k. 911 Service will not be suspended or disconnected for nonpayment without a ninety day written notification to the 911 customer and the Company.
- l. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to respond to such calls.
- m. The Company shall not be responsible for providing 911 Service to less than an entire central office.
- n. The rates charged for 911 Transport Services do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make operational tests to determine whether the system is functioning properly for its use. The 911 customer shall promptly notify the Company in the event the system is not functioning properly.
- o. In any central office where 911 Service has been activated, the Company will provide the same level of reliability and quality as it provides for all other telephone services in that central office.
- p. For liability terms and conditions, see General Regulations found in C.4.b.2.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 16

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- q. The 911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the 911 customer's public safety jurisdiction.
- r. Application for 911 Service must be executed in writing by each 911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 911 customer.
- s. The 911 customer must furnish the Company its agreement in writing to the following terms and conditions.
- Answer all 911 calls on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - Process all calls that are received from the central office whether or not the calling party is outside the answering 911 customer's jurisdiction.
 - Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - Provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines.
 - Maintain an adequate number of circuits to handle the traffic volume.
- t. The calling party will not be charged for calls placed to the 911 number. Any appropriate toll charges associated with 911 calls will be billed to the 911 customer.
- u. Neither the calling party nor the 911 customer is billed for message unit charges associated with measured service or calls placed from a pay telephone.
- v. When switched to non-dedicated access line originating end office emergency Call Forwarding is requested, it will be provided by central office translation services when available. If translation services are not available, central office diverting equipment will be substituted, provided that particular central office is able to accommodate that equipment.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 17

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- w. It is the 911 customer's obligation to ensure that any 911 customer-furnished terminal equipment is compatible with 911 Service and features.
- x. Trunk conditioning charges may apply under certain circumstances. For example, if there is a PSAP installed to back up the primary PSAP, the charges could apply, on an individual case basis.
- y. The Company will provide one type of 911 Service per End Central Office, either basic or enhanced, but not both.
- z. The 911 customer may take advantage of network consolidation in a host/remote type switch configuration by using the host as the originating End Central Office. All mileage under this configuration would be calculated from the host.
- aa. Features other than those described in B.1, preceding, may be provided on an individual case basis, under the terms and conditions of a written contract.
- ab. Company or 911 customer-furnished equipment may be used to terminate 911 facilities at any PSAP.
- ac. When 911 customer-furnished terminal equipment is used at a PSAP, it will be furnished in accordance with the Regulations set forth in the Federal Communications Commission Rules and Regulations, CFR Part 68. When 911 customer-furnished terminal equipment is used, it must be compatible with the technical requirements and features of 911 Service, i.e., lines must be loop start.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 18

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. Basic 911 Service (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. 911 Service Features			
(1) Basic 911 Code Recognition			
• End Office trunk termination, per line[1]	98H	—	—
(2) Optional Features			
• Feature Package[2]			
Includes Switchhook Status, Emergency Ringback and Called Party Hold, per Basic 911 exchange line equipped	B92	\$758.75	\$10.10

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[1] Basic 911 is only offered in central offices equipped with digital or electronic switches.

(N)

[2] Can have Basic with features or ANI, but not both.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 19

Release 2

State of South Dakota
Issued: 2-1-2006

Effective: 6-1-2006

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Basic 911 Transport			
(1) 911 Provisioning	91L	[1]	[1]
(2) Per mileage band[2]			
Mileage Bands			
• Over 0 to 8			
- Fixed	FQYX1	\$60.27	\$24.54
- Per mile	3LBXA	-	0.18
• Over 8 to 25			
- Fixed	FQYX2	60.27	24.54
- Per mile	3LBXB	-	0.18
• Over 25 to 50			
- Fixed	FQYX3	60.27	24.54
- Per mile	3LBXC	-	0.18
• Over 50			
- Fixed	FQYX4	60.27	24.54
- Per mile	3LBXD	-	0.18

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[1] Apply same rates and charges for simple flat business as shown in the 5.2.4. Hunting service rate is not included in the simple flat business rate. The hunting rate will be applied as an additional rate. (See 5.2.5, Hunting in the Exchange and Network Services Catalog No. 1.)

(N)

[2] Transport mileage charges apply to interexchange dedicated circuits and are in addition to the local channel charges.

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**Qwest Corporation
Exchange and Network
Services Tariff No. 1**

SECTION 9

Page 20

Release 2

State of South Dakota
Issued: 2-1-2006

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.3.b. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
(3) Qwest Corporation charges for other connecting company exchanges[1,2]				
• From originating end office to Meet Point	N/A	[3]	[3]	
• From Meet Point to the Public Safety Answering Point Serving Central Office	N/A	[4]	[4]	
c. 911 Transport Non-dedicated[5]				
• Originating end office Emergency Call Forwarding	9R1	[6]	[6]	

(T)
(D)
(N)

[1] The monthly mileage rates apply to the airline distance measured between the central offices through which the service is provided.

(N)

[2] Basic 911 is only offered in central offices equipped with digital or electronic switches.

[3] Apply same rates and charges for 911 Code Recognition and fixed transport mileage per mileage band, and if requested, rates and charges for Automatic Number Identification.

[4] Apply same rates and charges for 911 provisioning and fixed transport mileage per mileage band.

[5] One exchange line is required at the Public Safety Answering Point for each originating end office emergency Call Forwarding feature to allow answering of calls forwarded.

[6] Apply same rates and charges as shown in 5.4.4, *MARKET EXPANSION LINE* Service, in the Exchange and Network Services Catalog No. 1. The USOC 9R1 has no rate and is used for internal tracking purposes only.

(N)