
MISCELLANEOUS SERVICES, PLANS AND ARRANGEMENTS

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 is routed to the emergency report center for the telephone from which the number is dialed. No charge applies for calls to the 911 number.

2. Terms and Conditions

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the Company operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report central shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to handle adequately the incoming calls.
- f. Sufficient personnel should be provided by the subscriber to handle adequately the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.

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A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

2. Terms and Conditions (Cont'd)

- h. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate service agency.
- i. One monthly bill shall be rendered for the service to the subscriber. The bill will not be prorated among participating agencies.

3. Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Part A, Section 1. D.2. of this Product Guide.

4. Rates and Charges

Lines between emergency report center and central office which is the last switching point for 911 service, each

Product Guide rates and charges for business message rate auxiliary lines or additional trunks.

The subscriber is also responsible for the payment of applicable charges for answering equipment at the emergency report center.

B. 811 DIALING SERVICE

1. General

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a subscriber-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call delivery to established 811 subscribers. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the relevant 811 subscriber that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This Product Guide covers calls originating on lines terminating in a Verizon switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls).

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B. 811 DIALING SERVICE

2. Conditions

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the subscriber must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The subscriber shall provide Verizon with this number in advance so that Verizon may properly translate its central office switches. If charges are required to re-route the call to the terminating number, they will be cared for by the use of a subscriber-provided toll-free number. Verizon is not responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The subscriber shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Verizon's network.

Verizon's offering of 811 to the subscriber also is conditioned on the subscriber's representation that it has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Verizon, and that the subscriber has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The Company reserves the right to discontinue the service, without notice, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Verizon's personnel, facilities or services.

811 is not available for resale.

3. Limitations On Liability

The Company shall be indemnified and saved harmless by the subscriber against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the subscriber, authorized user, sharer of service, or any other person for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment. The Company is not responsible to the subscriber, authorized user, sharer of service, or any other person for injuries or damages to persons or property arising from the existence of subscriber-provided power supply.

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C. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (ENHANCED 911)

1. General

- a. Enhanced Universal Emergency Telephone Number Service (Enhanced 911) provides for all subscribers served by a Public Safety Answering Point (PSAP), the capability of dialing the PSAP by means of an abbreviated dial code "911". Such service directs "911" calls to appropriate public safety answering points by means of selective routing based on the geographical location from which the call originated. The network service includes the capability for automatic number identification, automatic location identification and the facilities necessary to deliver and, when necessary, transfer calls received at the PSAP.
- b. Enhanced 911 service is offered in accordance with the State of Connecticut Public Act Number 84-416. There are no rates and charges associated with Enhanced 911 network services.

2. Features

Automatic Location Identification (ALI): When a call is made to 911, the name and address associated with the calling party's telephone number is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): When a call is made to 911, the calling party's telephone number is forwarded to the PSAP and displayed at the answering position.

Fixed Transfer: A feature which enables a PSAP attendant to transfer incoming Enhanced 911 calls to specific secondary PSAPs by use of specifically assigned buttons on the Display and Transfer Unit.

Manual Transfer: A feature which enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a seven or ten-digit telephone number or a two-digit Speed Dialing code. Manual Transfer is associated with the Enhanced 911 trunk unit.

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C. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (ENHANCED 911)
(Cont'd)

2. Features (Cont'd)

Selective Routing (SR): A feature that routes an Enhanced 911 call from a central office to the designated primary PSAP based upon the identified telephone number of the calling party.

Selective Transfer: A feature providing the PSAP attendant the ability to transfer an incoming call to another agency by depressing a single button associated with the type of agency, e.g., "Fire," on the Display and Transfer Unit.

Dedicated facilities from the control office to a secondary PSAP will be provided as required for call transfers to a secondary dispatch PSAP that is operational on a twenty-four (24) hour basis.

3. Terms and Conditions

- a. This service is limited to the central office number 911 and is furnished to Public Safety Agencies, Municipalities and certain Private Safety Agencies (the customer or subscriber) as defined in Public Act Number 84-416 only for the purpose of receiving emergency calls from the public. Outgoing calls may be made only on a transfer basis.
- b. The Company will not provide a mix of Universal Telephone Emergency Number Service (911) and Enhanced Universal Emergency Telephone Number Service (Enhanced 911) within a given central office.
- c. The Enhanced 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. The public safety agencies will subscribe to other exchange telephone service as provided in Tariff State of Connecticut No. 7 -- Telephone.
- d. The Company does not undertake to answer and forward Enhanced 911 calls, but furnishes the use of its facilities to enable the public safety agencies and certain private safety agencies' personnel to respond to such calls.
- e. Any terminal equipment used in conjunction with Enhanced 911 Service shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.
- f. Enhanced 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The Enhanced 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, and address associated with the originating station location are furnished to the PSAP.
- g. Enhanced 911 Service involves the furnishing of the telephone number, address and name associated with the originating line to the PSAP regardless of whether the calling party subscribes to non-listed or non-published service.

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C. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (ENHANCED 911)
(Cont'd)

3. Terms and Conditions (Cont'd)

- h. This Product Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Public Safety Agency or Private Safety Agency shall make such operational tests as, in the judgment of the Public Safety Agency or Private Safety Agency, are required to determine whether the system is functioning properly for its use. The Public Safety Agency or Private Safety Agency shall promptly notify the Company in the event the system is not functioning properly.
- i. The Company's liability to any person who uses the Enhanced 911 Service is as set forth in Section 28-28a of the Connecticut General Statutes. In conjunction with, and without limiting the applicability of Section 28-28a, the Company's liability is as follows:
 - (1) The liability of the Company to the customer for any damage caused by failures, delays, or interruptions in transmission, or for any other damages arising out of the use or provision of Enhanced 911 service shall be limited to the allowance for interruption of service as specified in Part A, Section 1.D of this Product Guide.
 - (2) Enhanced 911 service is provided by the Company solely for the benefit of the customer operating the PSAP, and it is not intended that any direct benefit shall be conveyed upon any user of the service, either as a third party beneficiary or otherwise, and the Company shall have no liability to any such user for damages occasioned by interruptions, delays, or failures in transmission, or in any manner arising out of the use of said service, no matter how caused. If, contrary to the intent of this Product Guide, liability should be imposed upon the Company as a consequence of damage suffered by a user of said service, such liability shall be assumed by, and be the responsibility of, the customer.

MISCELLANEOUS SERVICES, PLANS AND ARRANGEMENTS

C. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (ENHANCED 911)
(Cont'd)

3. Terms and Conditions (Cont'd)

- j. For the Selective Routing feature, the Public Safety Agency or Private Safety Agency is responsible for identifying primary and, if applicable, 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 Enhanced 911 serving area. The Company will provide an Emergency Service Number (ESN) to define each of these unique combinations. The Public Safety Agency or Private Safety Agency will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the Enhanced 911 serving area. These ESNs permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the Enhanced 911 serving area. Enhanced 911 calls from PBX and Centrex stations at primary or secondary locations will be forwarded to the PSAP serving the main or listed telephone number of the primary PBX or Centrex location. Enhanced 911 calls originating on foreign exchange lines shall be routed to the PSAP serving the listed address of the foreign exchange line. These calls will terminate in the PSAP E911 equipment or on a seven digit administrative number with or without ALI and ANI information. The following terms define the customer's responsibility in providing this information.
 - (1) Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the Public Safety Agency or Private Safety Agency to the Company prior to the effective date of service. A file, referred to as a Master Street Address Guide (MSAG), will contain the street names, corresponding house number ranges, community names and ESNs.
 - (2) After establishment of service, it is the Public Safety Agency or Private Safety Agency's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Company of any changes in street names, establishment of new streets, changes as they occur in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal boundaries, incorporation of new cities or any other matter that will affect the routing of Enhanced 911 calls to the proper PSAP.
 - (3) Should a town alter their emergency service zones, the charge to redesign data in the MSAG will be developed on an individual case basis.
- k. The Company shall provide and maintain a data management system composed of two (2) redundant processors for the storage and forwarding of ALI information to every PSAP.
- l. The Company will make every reasonable effort to update the Selective Routing and ALI data bases on a daily basis and process the Selective Routing record within three days and an ALI record within two days of receipt.
- m. The Company will provide a minimum of two Enhanced 911 lines to each primary PSAP.

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C. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (ENHANCED 911)
(Cont'd)

3. Terms and Conditions (Cont'd)

n. Ancillary Information:

Ancillary information will be limited to handicap information. Limited handicap information can appear at a customer's request on the ALI screen. The indicators are limited to the following:

SD	-	Speech Disabled
HD	-	Hearing Disabled
NA	-	Non-Ambulatory
LSS	-	Life Support System
TDD	-	Telecommunications Device for the Deaf
B	-	Blind

This information remains as part of the subscriber's ALI record until such time as the subscriber requests a change or removal of an indicator.

Entry, change or removal of this data from a subscriber's ALI record will be through written forms provided by the Company. The Company will be held harmless with regard to entry, change or removal of this information.

MISCELLANEOUS SERVICES, PLANS AND ARRANGEMENTS

D. CUSTOMER SATISFACTION GUARANTEE

1. General

The Customer Satisfaction Guarantee will be offered to customers who subscribe to any of the services specified following, and if not satisfied with the service(s), shall be entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnection, if the customer notifies the Company within sixty (60) days of installation that the customer wishes to disconnect the service.

The Customer Satisfaction Guarantee applies to the following services:

Custom Calling Services

Call Forwarding
Call Waiting
Speed Dialing
Threeway Calling
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Busy Line Don't Answer

Voice Messaging Service

Call Answering - Standard and Multiple

Distinctive Ring

PhoneSmart Services

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Caller ID – Number Only
Busy Redial

2. Terms and Conditions

- a. The customer is responsible for notifying the Company to disconnect on or before the expiration of the 60-day period. When the expiration of the 60-day period falls on a weekend or legal holiday, the customer must notify the Company on the first business day following the weekend or legal holiday. In such event, the customer will be entitled to a credit for any charges directly associated with the establishment of service and the monthly charges billed through the date the service(s) is disconnected.
- b. The refund of any charges directly associated with the establishment of the above services and/or monthly charges will be applied as a credit on the customer's bill.
- c. The Customer Satisfaction Guarantee applies to all customers who subscribe to these services.
- d. Each customer will be entitled to the credit one time per service.
- e. The Customer Satisfaction Guarantee does not apply to services offered under a separately negotiated contract.
- f. The Customer Satisfaction Guarantee does not apply to telephone equipment.

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E. INDIVIDUAL CASE BILLING ARRANGEMENTS

a. Contracts in Force

1. Customer No. ICB-118

Service Description: ISDN PRI Service

ISDN-PRI Service from the customer's normal serving wire center to the customer's location(s).

Rates and Charges:

\$262.17 per month with Corporate Rewards, \$342.17 per month w/o
Corporate Rewards for ISDN Primary Port Volume II,
\$362.17 per month with Corporate Rewards, \$442.17 w/o Corporate Rewards
for ISDN Primary Port Term and Volume II and Digital Transport Facility
(DTF) Term and Volume II
\$18.70 Redirecting Number
\$37.39 Features Package 1
\$37.39 Intercom Capability
\$28.70 Calling Line Identification with Name

Length of Agreement: 60 months

2. Customer No. ICB-122

Service Description: ISDN PRI Service

ISDN-PRI Service from the customer's normal serving wire center to the customer's location(s).

Rates and Charges:

ISDN Primary Port Volume II
\$291.67 per month with Corporate Rewards,
\$345.80 per month w/o Corporate Rewards
Primary Port Term and Volume II and Digital Transport Facility (DTF) Term and
Volume II
\$391.08 per month with Corporate Rewards
\$445.21 w/o Corporate Rewards for ISDN
\$40.00 Redirecting Number
\$65.00 Features Package 1
\$90.00 Intercom Capability
\$36.00 Calling Line Identification with Name

Length of Agreement: - 12 months

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E. INDIVIDUAL CASE BILLING ARRANGEMENTS

a. Contracts in Force

1

Customer No. ICB 2018-1

Service Description: ISDN PRI Service

ISDN-PRI Service from the customer's normal serving wire center to the customer's location(s).

Rates and Charges:

ISDN Primary Port Volume II

\$291.67 per month with Corporate Rewards,

\$345.80 per month w/o Corporate Rewards

(N)

Primary Port Term and Volume II and Digital Transport Facility (DTF) Term and Volume II

\$391.08 per month with Corporate Rewards

\$445.21 w/o Corporate Rewards for ISDN

PRI Optional Features

\$40.00 Redirecting Number

\$65.00 Features Package 1

\$90.00 Intercom Capability

\$36.00 Calling Line Identification with Name

Length of Agreement: - 12 months

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