
MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

Effective January 31, 2020, the services in this product guide are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product guide are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

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6. EMERGENCY SERVICES

6.1 Emergency Telephone Services

6.1.1 Enhanced 911 (E911)

Enhanced 911 (E911) allows a telephone user to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the telephone user's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point ("PSAP"). E911 charges are assessed on each access line.

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 Section 2.3.

EFFECTIVE: November 30, 2020

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

6. EMERGENCY SERVICES, (Cont'd)

6.1 Emergency Telephone Services, (Cont'd)

6.1.2 Private Switch / Automatic Location Identification (PS/ALI)

Private Switch / Automatic Location Identification (PS/ALI) is an Enhanced 911 (E911) service offering which allows a private telephone switch, Private Branch Exchange (PBX), or other telephone service switch located on the customer premises to send Automatic Number Identification (ANI) information to the Enhanced 911 database, identifying the individual station line to the appropriate Public Service Answering Point (PSAP). PS/ALI is also available via Centrex and ISDN-PRI.

The PS/ALI service is only available to multi-tenant customers and to customers in a campus environment.

The PS/ALI system enables the Customer to interface with a third party vendor's (Vendor), software, which updates an E911 database. Through the interface, the customer is able to enter and update the specific address and location of each extension or station. Communication between the Customer's computer system running PS/ALI and the Vendor is initiated by the Customer and occurs through the Internet.

6.1.2.1 Restrictions:

Customer must sign a minimum one (1) year term contract. The PS/ALI customer must subscribe to Company's local voice service for which it is requesting a PS/ALI license. PS/ALI is not sold as a stand-alone product. Should the Customer terminate Company's local voice service, PS/ALI shall also be terminated. The Customer shall be subject to early termination penalties.

6.1.2.2 Pricing: Prices below do not include Federal, State or Local Taxes or Surcharges. Customer's initial load file included in installation charge.

	<u>NRC* (Installation)</u>	<u>MRC*</u>	<u>NRC** (Installation)</u>	<u>MRC**</u>
Up to 1,000 station records per Customer.	\$4,375.00	\$210.00 per 1,000 records (or fraction thereof)	\$0.00	\$630.00 per 1,000 records (or fraction thereof)
1,001- 4,000 station records per Customer	\$4,700	\$183.75 per 1,000 records (or fraction thereof)	\$0.00	\$577.50 per 1,000 records (or fraction thereof)
4,001 or more station records per Customer	\$5,400	\$157.50 per 1,000 records (or fraction thereof)	\$0.00	\$525.00 per 1,000 records (or fraction thereof)
License fee for each additional load file.	\$600.00		\$600.00	

* Effective January 1, 2016, these rates will be available only to current customers.

** Effective January 1, 2016, these rates will be available only to new customers.

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6. EMERGENCY SERVICES, (Cont'd)**6.1 Emergency Telephone Services, (Cont'd)****6.1.2 Private Switch / Automatic Location Identification (PS/ALI), (Cont'd)****6.1.2.3 Requirements**

- (a) The Customer must indicate in writing that the Customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.
- (b) Service availability is dependent upon the availability of facilities and the type and configuration of the 911 system in place for the service area.
- (c) The Customer must provide a single point of contact and written documentation to the Company stating that the Customer or its affected PSAPs will:
 - Accept and dispatch calls for those PBX stations,
 - Assign appropriate Emergency Service Numbers, and
 - Provide any Master Street Address Guide additions or modifications that are required.
- (d) Customer will provide full ten-digit ANI for every station or extension within the private switch. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan.
- (e) PBX ANI multifrequency signaling must conform to the Company's and Company's Vendor's specifications for Private Switch/Automatic Location Identification Service Network Interface Specification.
- (f) Customer will create, maintain and forward to the Vendor, current telephone number and address data in the format specified by the Vendor at the time intervals mutually agreed upon by the Vendor and the Customer.
- (g) The Customer is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber premises, the subscriber needs to download a new record with this information).
- (h) Private Switch/Automatic Location Identification Service does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The Customer has the responsibility for reporting all errors, defects and malfunctions to the Company.

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6. EMERGENCY SERVICES, (Cont'd)**6.1 Emergency Telephone Services, (Cont'd)****6.1.2 Private Switch / Automatic Location Identification (PS/ALI), (Cont'd)****6.1.2.3 Requirements, (Cont'd)**

- (i) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the Customer contracting for Private Switch/Automatic Location Identification Service. The provision of Private Switch/Automatic Location Identification Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.
- (j) The Customer must supply the Company's Vendor with the initial telephone number-to-address data as well as periodic updates. The PBX must utilize Direct Inward Dial (DID) numbers.
- (k) The Customer will configure any private switch which it owns or operates so that it connects to at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the private switch. Each system must maintain a P.01 Grade of Service or better for 911 call processing.
- (l) The Customer will develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for any use other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.
- (m) The Customer shall use the required computer hardware and software provided by the Vendor for ongoing customer record update programs and processes.

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