

GENERAL EXCHANGE TARIFF
PSCK NO. 3

CINCINNATI BELL TELEPHONE COMPANY

Section 6
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DIRECTORY LISTINGS

A. GENERAL

1. The rates and regulations specified herein for directory listings apply only to the alphabetical directory.
2. The alphabetical directory is a list of customers, joint users, and others entitled to use a customer's service under the regulations governing such use as specified in Section 2 of this tariff, arranged alphabetically by surname, business, association, institution or other non-residence name. (T)
3. The alphabetical directory is designed for the purpose of informing calling parties of the telephone number of customers and others listed therein. Accordingly, listings are intended solely for purposes of identification and are limited to information which is essential to such identification.
 - a. Special prominence or arrangement of names is not permitted. The listing of a service, commodity or trade name is not permitted except when such service, commodity or trade name is a part of the name under which the listed party conducts his business.
 - b. The Telephone Company may refuse a listing which does not constitute a legally authorized or adopted name, or any listing which in its opinion is likely to mislead or to deceive calling parties as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory, or is more elaborate than is reasonably necessary to identify the listed party. The Telephone Company may, upon notification to the customer, discontinue any listing found to be in violation of the foregoing regulations.
4. Directory listings must conform to the Telephone Company's specifications with respect to its directories.
 - a. The length of any listing is limited by the use of abbreviations, when in the opinion of the Telephone Company, the clearness of the listing and the identification of the listed party is not impaired thereby.
 - b. In connection with nonresidence service, a descriptive term characterizing the listed party's business or purpose in a general way is furnished (in abbreviated form) as a part of the listing, when desired. (T)
When (T)
the character of the listed party's business or purpose is apparent from the name under which it is conducted, a designation is unnecessary and is not furnished. (T)

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By: President, Cincinnati, Ohio

Effective: September 9, 1991
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the Public Service Commission of
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DIRECTORY LISTINGS

A. GENERAL (Continued)

5. Listings are regularly provided in connection with all classes of exchange service except public service. At the request of the customer, the entire listing may be omitted from the directory records (Non-Published and Non-List Service) or the address only may be omitted (Non-Address Service). However, such requests are discouraged by the Telephone Company. Regulations and rates and charges for such services are specified in D., E. and J. following. (C)
6. For the initial service period and for regulations concerning the termination of directory listings, see Section 11 of this tariff. For other general regulations regarding listings and directories, see Section 2 of this tariff. (C)
7. Listings are of two types: Primary listings and additional listings. Supplementary material not regularly provided as part of a primary listing or an additional listing, is classified as extra line matter. (C)
8. To be eligible for any type of additional listing, a customer must pay the appropriate monthly rate, if any, for a primary listing or its equivalent.
9. Both listing types described in Paragraph 7. above are available for Company-provided mobile telephone service. Cellular telephone, pager or voice messaging services may subscribe for additional listings. However, due to the technical nature of these services, the Company may place limitations on, or refuse a listing for cellular, pager or voice messaging services.
10. A cellular telephone number will only be listed upon the request of the cellular carrier assigned that number by the Company. Requests for directory listings by cellular telephone end users will not be honored. A pager or voice messaging number will only be listed at the request of the customer actually assigned that number by the Company.

B. PRIMARY LISTINGS

1. A primary listing is the listing furnished as a part of the exchange service. It includes the name of the customer, a business, purpose, or other nonresidence designation when required, the address (or Post Office Box for residence only), and the telephone number.
2. A dual name primary listing may be provided to a residence or nonresidence customer and it is comprised of a surname, two first names, an address and a telephone number. Titles, middle names, and initials may be associated with the first names. This listing may be provided for two persons who share the same surname and reside or have a business at the same address or for a person known by two first names.

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DIRECTORY LISTINGS

B. PRIMARY LISTINGS (Continued)

3. One primary listing is furnished with each of the following services, except that when a customer has two or more nonresidence exchange access hunt lines only one primary listing is provided for the group: (T)

Centrex Service (D)

Private branch exchange system (D)

Residence or nonresidence local exchange service (T)

Payphone Service (T)

Special Reserved Charge Toll Service (D)

(D)

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DIRECTORY LISTINGS

B. PRIMARY LISTINGS (Continued)

4. Rates and Charges

a. Primary Listing, each (See Note 1)

	Price List	
	<u>Nonrecurring Rate</u>	<u>Maximum Rate</u>
1. Basic Local Exchange Service - Primary Line (See Note 2)		
Nonresidence	\$ 12.37	\$ 12.37
Residence	12.37	12.37
2. Nonbasic Service		
Nonresidence	12.37	Not Applicable
Residence	12.37	Not Applicable

Note 1: The monthly rate for primary listings is included in the exchange access line rate and charge.

Note 2: Rates for Basic Local Exchange Service - Primary Line are capped at the maximum rates shown in the table until July 12, 2011. These maximum rates are in accordance with the maximum rates for primary, single, voice grade lines defined in KRS 278.543. (House Bill No. 337, 2006 Regular Session) After July 12, 2011, Basic Local Exchange Service - Primary Line rates may increase above the maximum rates shown in the table, pursuant to the procedures to increase rates for primary, single, voice grade lines in KRS 278.543.

b. Extra line matter furnished as part of a primary listing, per line

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Residence	\$ 12.37	\$4.50 (I)	XLL
Nonresidence	12.37	4.50 (I)	XLL

c. The initial charge applies when establishing or changing the above directory listings except in the following cases.

1. When one or more exchange access lines are established.
2. When changing from non-published service with a monthly rate to listed service.
3. When changing from non-address service with a monthly rate to listed service.
4. When changing from non-list service with a monthly rate to listed service.

Certain material previously appearing on this page now appears on Section 6, 3rd Revised Page 4.

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D. Scott Ringo, Jr., Assistant Secretary, Cincinnati, Ohio

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DIRECTORY LISTINGS

C. ADDITIONAL LISTINGS

Additional listings are listings furnished to a customer in addition to the primary listing. Additional listings are of three general types: Regular Additional Listings, Alternate Listings, and Foreign Listings. (M)
(M)

1. Regular Additional Listings

- a. Regular Additional Listings are listings which are similar to primary listings and furnished in addition thereto at the request of the customer.

Nonresidence

Regular Additional Listings furnished in connection with non-residence service may be:

- (1) The names of partners or members, if the customer or joint user is a partnership.
- (2) The names of officers if the customer or joint user is a corporation or association.
- (3) The names of representatives or employees of the customer or joint user, also the names of individuals and firms which the customer or joint user owns or controls or is duly authorized to represent. An individual or firm is considered to be represented in business by a customer only when the customer furnishes bona fide representation and the relationship is one of principal and agent. Listings are not furnished when the representation is nominal or incidental and the party to be listed essentially is a patron, client or tenant of the customer. The furnishing of answering, secretarial or similar services is not considered to be representation. See Section 12 of this tariff for regulations governing joint user service.
- (4) Obsolete names, colloquial names, abbreviated names, names which are commonly spelled in more than one way, and rearrangement of names when they are not designed to secure preferential position in the directory or for advertising purposes.
- (5) Additional nonresidence listings are not permitted in connection with residence service.

Certain material on this page previously appeared on Section 6, 4th Revised Page 3.1.

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DIRECTORY LISTINGS

C. ADDITIONAL LISTINGS (Continued)

1. Regular Additional Listings (Continued)

- a. Regular additional listings are listings which are similar to primary listings and furnished in addition thereto at the request of the customer. (Continued)

Residence

- (1) Regular additional listings furnished in connection with residence service may be the names of members of the family, or others, residing in and part of the customer's household. Additional residence listings also are furnished for permanent guests residing in hotels, clubs, institutional, aged or rest homes and with Centrex residence service
- (2) A dual name additional listing may be provided to the customer subject to the same terms and conditions as specified in B.2. preceding.

b. Rates and Charges

The monthly rate for a regular additional listing begins when the information records are posted. Information records are posted when the listing is accepted or when the directory in which it will appear is issued, at the option of the customer.

- (1) Regular additional listing, each

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Nonresidence Listing	\$ 12.37	\$ 4.50 (I)	CLT
Residence Listing	12.37	4.50 (I)	RLT
Mobile Telephone	12.37	4.50 (I)	MSZ
Cellular Telephone	12.37	4.50 (I)	CLH
Pager	12.37	4.50 (I)	PS6
Voice Messaging	12.37	4.50 (I)	VS5

- (2) Extra line matter furnished as a part of regular additional listing at the request of the customer per line:

	<u>Monthly Rate</u>	<u>USOC</u>
Nonresidence	\$ 4.50 (I)	Y6V
Residence	4.50 (I)	Y6V

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DIRECTORY LISTINGS

C. ADDITIONAL LISTINGS (Continued)

2. Alternate Listings

a. Alternate listings are supplementary listings which usually follow a primary or regular additional listing and refer a calling party to other telephone numbers under certain conditions. The alternate telephone numbers may be those of other customers, subject to their consent.

b. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Alternate listings, per line			
Residence	\$ 12.37	\$ 4.50 (I)	FNA, LLT, NSH
Nonresidence	12.37	4.50 (I)	FNA, LLT, NSH
Mobile Telephone	12.37	4.50 (I)	FNA, LLT, NSH
Cellular Telephone	12.37	4.50 (I)	FNA, LLT, NSH
Pager	12.37	4.50 (I)	FNA, LLT, NSH
Voice Messaging	12.37	4.50 (I)	FNA, LLT, NSH

3. Foreign Listings

a. Foreign listings are listings in an alphabetical directory of an exchange other than that in which the listed service is furnished. Foreign listings are similar to regular additional listings, except that extra line matter is sometimes required to direct the calling party in placing the call when the number cannot be dialed.

b. Rates and Charges

	<u>USOC</u>
Same as for regular additional listings	FAL

4. The initial charge applies to listings included in paragraphs C.1, 2, and 3 above when establishing or changing these listings.

D. NON-PUBLISHED SERVICE

1. General

a. The Telephone Company undertakes without guarantee not to list the telephone numbers of non-published service in the alphabetical directories or information records available to the public. The name and address, but not the telephone number, appear on information records available to the general public.

b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-Published Service to the extent that the telephone number associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis or in the database information furnished to stand alone E911 providers, except as described in Section 45 Paragraph C.19.b. of this tariff, for the purpose of responding to emergency calls.

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DIRECTORY LISTINGS

D. NON-PUBLISHED SERVICE (Continued)

2. Regulations

- a. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. Reserved
- c. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the disclosure of the number of a non-published service to any person.
- d. Providing the telephone number of a non-published service customer to another communications common carrier with whom the customer elects to do or does business does not constitute publication or disclosure of the number under this tariff and no liability for damages will attach to the Company as a result thereof.

3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Non-Published Service, each			
Nonresidence	\$ 12.37	\$ 3.92 (I)	NPU
Residence	12.37	3.92 (I)	NPU

The initial charge applies when establishing or changing the listing except as follows:

- a. When one or more exchange access lines are established.
- b. Where assistance is requested in stopping harassing or obscene calls and non-published service is provided for a temporary period of 30 days or less to discourage the caller.

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DIRECTORY LISTINGS

D. NON-PUBLISHED SERVICE (Continued)

3. Rates and Charges (Continued)

(T)

(T)

The foregoing monthly rate does not apply:

(T)

a. To public service.

(T)

b. To special reversed charge service.

(T)

c. To foreign exchange service where the customer is also furnished exchange service from the normal exchange.

(T)

d. To additional service furnished to the same customer at the same address.

(T)

e. Where the customer has other service listed in the same name in the alphabetical directory for the territory in which the customer is located, provided that (a) both services are of the same class or (b) the services are of different classes, and arrangements have been made that calls to the listed number will be answered at all times.

(T)

f. Where a customer is a permanent guest residing in a hotel or club and has an additional listing showing (T) the telephone number included with the Primary Directory Listing furnished the hotel or club.

g. Where service is installed for a temporary period.

(T)

h. Where assistance is requested in stopping harassing or obscene calls and non-published service is provided for a temporary period of 30 days or less to discourage the caller.

(T)

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DIRECTORY LISTINGS

E. NON-ADDRESS SERVICE

1. General

- a. Non-Address Service is a directory listing option available to residence and nonresidence service customers who choose to list their name and telephone number in the alphabetical directory and/or information records available to the general public, but choose not to, or who are unable (i.e. voice mail customers) to list the address where telephone service is located.
- b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-Address Service to the extent that the address associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis for the purpose of responding to emergency calls.

(C)
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(C)

2. Regulations

- a. The acceptance by the Company of the customer's request to refrain from publishing the customer's address in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the address of Non-Address Service in the directory or disclosing said address to any person shall attach to the Company, and where such an address is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made under 3. following for such non-address service.
- c. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the address of a non-address service or the disclosing of said address to any person.
- d. Providing the address of a Non-Address Service customer to another communications common carrier with whom the customer elects to do or does business does not constitute publication or disclosure of the address under this tariff and no liability for damages will attach to the Company as a result thereof.

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DIRECTORY LISTINGS

E. NON-ADDRESS SERVICE (Continued)

3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Non-Address Service, each			
Residence	\$ 12.37	None (R)	NP4
Nonresidence	12.37	None (R)	NP4

The initial charge applies when establishing or changing the listing information associated with the address. (C)

The initial charge does not apply when the Non-Address Service is set-up at the same time that the primary listing associated with the access is established. (C)

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DIRECTORY LISTINGS

F. SECRETARIAL LISTINGS

1. Regulations

- a. The secretarial answering service may subscribe for secretarial listings on its administrative service or on its direct inward dialing service for those patrons who do not have a requirement for local exchange service.
- b. Secretarial listings must have the same address as the secretarial answering service.
- c. The secretarial answering service subscribing to secretarial listings for its patrons shall not provide telephone facilities, other than public telephone service, for the use of its patrons nor shall the patrons be permitted to use the secretarial answering service's administrative telephone service.
- d. The secretarial answering service subscribing to secretarial listings shall be responsible for all charges, including toll, applied to the telephone number listed for the patron.
- e. Secretarial listing regulations are not intended to prohibit bona fide joint user service provided for in this tariff.
- f. (Reserved)

2. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Secretarial Listing, each	\$ 12.37	\$ 3.50 (I)	9FK
b. Extra line matter, per line (Note)	--	2.00 (I)	Y6V

Note: Furnished as a part of the secretarial listing at the request of the customer.

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DIRECTORY LISTINGS

G. RESERVED

(On-Line Listing Information Service has been withdrawn effective July 18, 2004.)

(T)
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(T)

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DIRECTORY LISTINGS

G. RESERVED (Continued)

(On-Line Listing Information Service has been withdrawn effective July 18, 2004.)

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(T)

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DIRECTORY LISTINGS

G. RESERVED (Continued)

(On-Line Listing Information Service has been withdrawn effective July 18, 2004.)

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(T)

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DIRECTORY LISTINGS

H. LOGO LISTINGS

(N)

1. General

Logo Listings are special listing arrangements that allow residential service customers to make their listing in the White Page Alpha-numeric Directory distinctive. The listings are made distinctive by captioning their listing in a logo that depicts their hobby, interest or school.

2. Regulations

- a. Only residential service customers may subscribe to Logo Listings.
- b. Subscribers must select from the list of logos provided by the Company. Customers are not allowed to create their own logos.
- c. Logo Listings can be purchased for primary and additional listings.
- d. Logo Listings are for the entire directory period (generally one- year). Customers requesting cancellation and/or discontinuation of the Logo Listing after the directory close deadline will be charged the rates listed In Paragraph 3. below until the new directory comes out which does not have the Logo Listing included.

3. Rates and Charges

- a. Subscribers will be billed a \$ 12.37 nonrecurring charge to establish the Logo Listing Service.
- b. Subscribers will also be billed a monthly charge of \$ 4.00 per Logo Listing. Subscribers may also pay for the service up front by paying \$48.00 per year. No refunds will be given in the event that the subscribers does not continue service at that address or telephone number for the total directory period.

(N)

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DIRECTORY LISTINGS

I. MISCELLANEOUS ELECTRONIC ADDRESS LISTINGS

1. General

Miscellaneous Electronic Address Listings provide listing information associated with the subscriber to the service such that the subscriber may be contacted via electronic (computer) access. Such listings include but are not limited to Uniform Resource Locator (URL) and E-Mail addresses.

2. Regulations

- a. The rates and regulations specified herein apply only to listings in the White-page alphabetical directory.
- b. Listings must conform to the Telephone Company's specifications with respect to its directories. The Telephone Company reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of Telephone Company records and its directories, confuse individuals using the directory, or when the subscriber cannot provide satisfactory evidence that he/she is authorized to do business as requested.
- c. Miscellaneous Electronic Address Listings may or may not be associated with a primary or regular additional listing which consists of the listed name, telephone number and address where the telephone service is located.
- d. Miscellaneous Electronic Listings will be accepted for parties who do not subscribe to the Telephone Company for their local telephone service. Listings for parties whose local telephone service is not provided by the Telephone Company must pay for their listing on an annual basis and prior to the listing appearing in the directory. (T)

3. Service Options

a. E-Mail Address

E-Mail Address is the domain based address through which a user is defined. For example: username@somewhere.com. A user's e-mail address may also be referred to as an "internet address".

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DIRECTORY LISTINGS

I. MISCELLANEOUS ELECTRONIC ADDRESS LISTINGS (Continued)

(N)

3. Service Options (Continued)

b. Uniform Resource Locator

Uniform Resource Locator (URL) is the technical name of a World Wide Web page address. URL addresses include both the address of the Web server and the specific directory structure that leads to an individual Web page or Web server. For example: <http://www.research.digit.com>.

4. Rates and Charges

a. Subscribers will be billed a \$ 12.37 nonrecurring charge to establish or change a listing.

b. Subscribers will also be billed a monthly charge per listing (See note below). The charge will be:

<u>Monthly Charge</u>	<u>Residence Service</u>	<u>Nonresidence Service</u>
(1) E-Mail Address, Per Listing	\$ 3.00	\$ 5.00
(2) Uniform Resource Locator (URL), Per Listing	3.00	5.00
(3) E-Mail & URL, Per Combination Listing	6.00	8.00

Note: Parties subscribing to this service whose local telephone service is not provided by Cincinnati Bell Telephone Company must pay for the service in advance to the listing appearing in the directory. They will be billed the nonrecurring charge plus the monthly rate for 12 months.

(N)

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DIRECTORY LISTINGS

J. NON-LIST SERVICE

(N)

1. General

- a. Non-List Service is a directory listing option available to residence and nonresidence customers who choose to exclude their name, address, and telephone number from appearing in the Telephone Company's alphabetical directories. However, their name, address, and telephone number will appear in the Directory Assistance information database and will be furnished to the calling party when requested through Directory Assistance.
- b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-List Service to the extent that the name, address and telephone number associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis for the purpose of responding to emergency calls.

2. Regulations

- a. The acceptance by the Company of the customer's request to refrain from publishing the customer's name, address and telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the name, address or telephone number of a Non-List Service subscriber in the directory will attach to the Company, and where such name, address, and telephone number are published in the directory, the Company's liability will be limited to and satisfied by a refund of any monthly charges which the Company may have made under paragraph J.3. following for Non-List service. For additional liability information, see Section 2, paragraph B.3.
- c. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the name, address and telephone number of a Non-List Service subscriber. For additional liability information, see Section 2, paragraph B.3.

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DIRECTORY LISTINGS

J. NON-LIST SERVICE (Continued)

(N)

2. Regulations (Continued)

- d. Providing the name, address and telephone number of a Non-List Service customer for billing purposes only, to the customer's primary interexchange carrier, does not constitute publication or disclosure of the address under this tariff.
- e. Interexchange Carriers must not release the name, address and telephone number of any Non-List Service customer without the written consent of the Telephone Company and the customer, except when the address is used for the purpose of rendering the interexchange carrier's bill to the customer.

3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Non-List Service, each			
Residence	\$ 12.37	\$ 1.96	NLT
Nonresidence	12.37	1.96	NLT

The initial charge applies when establishing or changing the listing information associated with the address. The initial charge does not apply when the Non-List Service is set-up at the same time that the primary listing associated with the access line is established.

(N)

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DIRECTORY LISTINGS

K. RESERVED

(Internet Directory Assistance Service is withdrawn beginning with the effective date of this tariff page.)

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K. RESERVED (Continued)

(Internet Directory Assistance Service is withdrawn beginning with the effective date of this tariff page.)

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K. RESERVED (Continued)

(Internet Directory Assistance Service is withdrawn beginning with the effective date of this tariff page.)

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DIRECTORY LISTINGS

RESERVED

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DIRECTORY LISTINGS

M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS)

(N)

1. General

- a. The Company will provide Emergency Service Provider Database Service (ESPDS) to the customer (city, county, or municipality) solely for the purpose of delivering or assisting in the delivery of emergency notification. Customers ordering this service are required to provide written certification to the Company showing that they have the capability and authority to provide the service for which the data is intended.
- b. The extract will include published, non-published, listed, and non-listed information including listed information of Competitive Local Exchange Carriers (CLECs), if present. The extract will consist of listed name, listed address (if present) and ten-digit telephone number.
- c. ESPDS is available by, and must be ordered by, one of the following primary criteria:
 1. City/Municipality Name and State
 2. County Name and State

Customers may specify incorporated municipalities, unincorporated municipalities, or both. The information contained in all extract files will be sorted by telephone number in ascending sequence. Extracts will only be provided for the customer's jurisdictional area for which emergency services or emergency support services are authorized. Foreign listings, Foreign Exchange, Foreign Central Office, and Multiple Listings will be excluded from the extract.

- d. The information provided by ESPDS may not be used, in whole or part, to provide Basic 911 or E911 Service. Misuse of the data provided pursuant to this tariff or failure to comply with any other provisions of this tariff will be cause for immediate suspension of the service provided hereunder.
- e. Any information shared between the Company and the ESPDS customer is considered confidential and proprietary.
- f. The information provided by ESPDS is available to customers utilizing one of the following data storage methods 1) CD-ROM or 2) e-mail dependent on file size constraints. Customers must specify the storage method when ESPDS is ordered.

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DIRECTORY LISTINGS

M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

2. Definitions

EMERGENCY

Presence of actual or imminent conditions which present either:

- an immediate danger to the health or safety of people or
- a likelihood of severe irreparable damage to property.

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EMERGENCY NOTIFICATION SERVICES

Emergency Notification Services are services that notify the public of an emergency.

EMERGENCY SERVICES

Emergency services include 911 emergency services (incoming calls to PSAP) and emergency notification services.

EMERGENCY SUPPORT SERVICES

Information or database management services used in support of emergency services.

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DIRECTORY LISTINGS

M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

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3. Regulations

- a. Emergency services providers and emergency support services providers requesting this service must meet the current network standards and must cooperate with the Company's network operations center (NOC) to avoid network problems associated with the use of data obtained through this service.

Geographically focused calling patterns that result from the use of data provided hereunder may cause problems, including congestion, in the Company's network. One or more of the following must be used by the ESPDS customer to prevent network congestion problems:

1. The ESPDS customer's calling platforms should be equipped within reorder tone (RO) and "No Circuit Available" (NCA) announcement detection capability. Each platform should provide the capability to automatically throttle back call origination when a threshold of RO and NCA is reached. The throttling algorithm should allow for reduction call origination to the point where 99 percent of call origination reaches neither NCA nor RO.
 2. The ESPDS customer's calling platforms should be designed with a call gapping mechanism to allow specification of, at most, one originating call per a specified time interval to any specific NPA-NXX code. The gaps should be capable of any time interval between 0 and 10 seconds. This is intended to give the ESPDS subscriber the capability of preventing excessive simultaneous call origination.
 3. If the Company's NOC center determines that the call volume is having a negative impact on the Company's network, the NOC will request the ESPDS customer to throttle the outgoing calls generated by the event to a specified number of simultaneous calls. The ESPDS customer must implement each request within ten minutes of receipt from the Company's NOC center.
- b. The Company's NOC center must be notified of the target location and size of the event at the launch of an emergency call origination exceeding 1000 calls. The Company will provide a contact number to the ESPDS customer for this purpose. The subscriber will also provide the name (s) of the carrier(s), which will be utilized by the customer for the emergency call origination and the number of simultaneous calls.
- c. Each ESPDS customer must provide Company's NOC center up-to-date contact information for 7 days per week, 24 hours per day, and contact information for three levels of management escalation.
- d. The ESPDS customer agrees to work cooperatively with the Company's NOC in order to avoid network congestion than may affect the ability of customers to call out of an affected area. This includes implementation of call gaps on the calling platform at intervals recommended by Company's NOC.

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M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

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3. Regulations (Continued)

- e. The Company's NOC will utilize protective controls including those outlined in Section 2.1.11 of the Company's Intrastate Access Service Tariff, in order to minimize congestion and to allow the customers the ability to call out of an affected area. The traffic originated based upon the ESPDS customer's use of the data provided hereunder may be affected by these controls. The Company will not be liable for the intentional or unintentional blockage of any traffic in any way related to the ESPDS customer's use or the use by its agents or contractors of the data provided hereunder.
- f. The Company does not guarantee the completion of mass calling on its network.
- g. With respect to the database extract file provided by this service, the ESPDS customers, providers of emergency services, providers of emergency support services, and their employees shall:
 - 1. Hold the information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information.
 - 2. Restrict disclosure of the information solely to those employees with a need to know and not disclose it to any other parties.
 - 3. Be responsible for determining the information it will use from the data provided by this service
 - 4. Use the information only in connection with delivering or assisting in the delivery of emergency services and
 - 5. Notify the Company immediately if there is confirmed or suspected misuse of the data by any party or parties.
- h. Any published, listed, or non-published number or any information provided by the Company shall be used only by an ESPDS customer for the sole purpose of delivering or assisting in the delivery of emergency services. Any use involving the reproduction, publishing, reselling, disclosing, tampering with, or providing access to information in the database for any purpose other than the provision of emergency support services is strictly prohibited and any known violations must be reported to the Company immediately. Information obtained by the ESPDS customer pursuant to this tariff may be provided to the ESPDS customer's client(s) as a part of the call attempts/completions reports only upon execution by the ESPDS customer's client(s) of a written agreement limiting use of the information and providing for its protection in the same manner as is set forth in this tariff regarding use and protection of the information by the ESPDS customer. The Company does not transfer right, title or interest (including intellectual property rights), if any, which it may have in and to ESPDS.

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DIRECTORY LISTINGS

M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

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3. Regulations (Continued)

- i. The data shall be secured by the ESPDS customer from unauthorized usage.
- j. The company shall not be required to modify its network operations or protocols to accommodate any emergency services providers' or emergency support providers' equipment, systems or data processors.
- k. Emergency Service Providers Data service may not be used for any purpose which violates federal or state laws, statutes, regulatory orders or tariffs.
- l. The emergency services provider or emergency support services provider agrees to hold harmless and indemnify the Company, its employees, directors, officers, agents, and subcontractors from and against any and all claims or suits which arise out of or result from the provision of the database extract file, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omission in the file or the use of such information by the ESPDS customer, emergency services providers, or the emergency support services providers.
- m. Each emergency services provider or emergency support services provider agrees to release, defend, indemnify and hold harmless the Company, its agents and subcontractors from any and all losses, claims, demands, suits, and other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: 1) for any personal injury to or death of any person or persons, or any loss, damage or destruction of any property, whether owned by the customer or others, and which arises out of the negligence or other wrongdoing act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or 2) for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, but the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of the service and the equipment associated therewith, including, but not limited to, the identification for the telephone number, service address or name associated with the telephone number used by the party or parties utilizing the service hereunder, or 3) arising out of any action or omission of the customer, in the course of using services provided pursuant to this Tariff.
- n. In the event the data is enhanced, modified, and/or merged with data obtained from other sources by the ESPDS customer, all restrictions, regulations, and limitations contained in this tariff remain applicable to the ESPDS customer.

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DIRECTORY LISTINGS

M. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

4. Rates and Charges

Rates

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Initial Data Extract	\$ 300.00 (R)	EPDSI
Subsequent Data Extract	108.00 (R)	EPDSS