

ARK. PUBLIC SERV. COMH.
JAN SANDERS
SECRETARY OF COMH.

ARKANSAS PUBLIC SERVICE COMMISSION

Section XVII

Original Sheet No. 1

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

1. GENERAL

- 1.1. Universal Emergency Number Service is a telephone exchange communication or service whereby a Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls placed by dialing number 911; it includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.
- 1.2. 911 Service is offered subject to the availability of facilities.
- 1.3. The 911 Service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to which authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.

2. RULES AND REGULATIONS

- 2.1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 service will be provided within any government agency's locality.
- 2.2. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of the use of this number and the public safety agencies must subscribe to other telephone service as provided in 2.21. following.
- 2.3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

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- 2.4. 911 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area, except that E911. Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Service Feature (SR) is provided. When E911 Service is furnished to a customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 Service Features which includes the Selective Routing Service Feature at the rates specified in this tariff.
- 2.5. 911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis with E911 Service only.
- 2.6. 911 Service is provided solely for the benefit of the municipal customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- 2.7. The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- 2.8. Any terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be so configured so that it is unable to extract any information from the Data Management System (DMS) other than information relating to a number identified through the Automatic Number Identification (ANI) Service Feature as the source of an in-progress 911 Service call.
- 2.9. Temporary suspension of service is not provided for any part of 911 Service.
- 2.10. 911 Service information consisting of the name, address and telephone numbers of telephone of telephone subscribers whose listings are not

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published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

- 2.11. The 911 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated.
- 2.12. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 Services. When the SR or ANI Service Features are provided, in such circumstances, default routing and/or central office identification will be provided in lieu of selective routine and/or ANI display.
- 2.13. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in this section and other sections of this Tariff.
- 2.14. The rates charges for any 911 Service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- 2.15. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of 911 Service including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from

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the customer until service is restored.

- 2.16. Adjustments for service interruptions experienced by persons calling the PSAP is governed by and limited by terms set forth in the Company's Tariff under Section IV - Rules and Regulations.
- 2.17. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) associated with the E911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this section and in other sections of this Tariff.
- 2.18. 911 Service will be designated by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in its exchanges where 911 Services are offered.
- 2.19. Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices within the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries at the customer's public safety jurisdiction.
- 2.20. Application for 911 Service must be executed in writing by each 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 customer. At least one local law enforcement agency must be included among the participating agencies in any 911 Service request.
- 2.21. In addition to all other terms and conditions, the following applies:

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- 2.21.1. All 911 Service calls will be answered on a 24-hour day, seven-day week basis.
- 2.21.2. The customer has the responsibility for dispatching the appropriate emergency service within the 911 Service Area, or will undertake to transfer all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- 2.21.3. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to 911 Service PSAP by calling parties.
- 2.21.4. The customer will subscribe to a sufficient number of interoffice facilities and 911 exchange lines, as determined by the Telephone Company, to adequately handle incoming calls but in all cases subject to a minimum of two facilities or liens required at any point in the 911 network including the 911 exchange lines terminated at the PSAP. For 911 exchange line groups from an E911 control office to a secondary answering location used for central office transfer purposes only, the line quantity may be determined by the customer and could result in only one line being provided.
- 2.21.5. The customer will subscribe for additional local exchange telephone service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.
- 2.22. When the SR Selective Routing Service Feature is provided with E911, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service within

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various portions of the E911 Service area. An Emergency Service Number (ESN) will be provided by the Telephone Company for each such combination. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 Service area. The ESN's will be carried in the DMS to permit routing of E911 Service calls to the appropriate primary and secondary PSAP's responsible for handling E911 Service calls from each telephone in the E911 Service area.

The customer's responsibility for providing this information is as follows:

- 2.22.1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Telephone Company by the customer on forms supplied by the Telephone Company for that purpose at a mutually agreed upon time prior to the effective date of the service.
- 2.22.2. If the customer established new street names and/or address ranges where they did not previously exist, it shall be the customer's responsibility to notify residents in the affected area(s) of the new street names and/or address ranges. If the customer desires to have the new street names and/or address ranges reflected in the DMS (E911), it shall also be the customer's responsibility to provide the Telephone Company with a cross-reference listing of all residents of the affected area(s), showing old address and new address for each resident.
- 2.22.3. After establishment of service, it is the customer's responsibility to continually verify the accuracy of the routing information contained in the master address file and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of street, changes in police, fire, ambulance or other appropriate agencies' jurisdictions over any

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address, annexations, and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E911 Service calls to the proper PSAP.

- 2.22.4. The Telephone Company will provide to the customer, upon request, complete listings contained in the master address file to permit customer verification of the accuracy of the police, fire and ambulance PSAP routing designations.
- 2.22.5. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted as they occur. These changes, deletions and additions should be submitted on forms supplied by the Telephone Company.
- 2.23. Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total non-recurring charges.
- 2.24. Each customer agrees to release, indemnify, defend and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- 2.25. The customer also agrees to release, indemnify and hold the Company harmless 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, by the installation, operation, failure to operate, maintenance, removal, presence, conditions, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in

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connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its used, agencies or municipalities, or the employees or agents of any one of them.

- 2.26. In E911 Installations, when the customer subscribes to any combination of E911 Service features that includes the use of Automatic Location Identification (ALI), only Company provided PSAP equipment, as specified in appropriate sections of this Tariff may be used. In instances where ALI is not required, compatible customer provided E911 PSAP may be used in accordance with the provisions of "connections of Terminal Equipment and Communications System" section of this Tariff.
- 2.27. The use of Automatic Location Identification (ALI) on anything less than a total E911 System basis is not permitted.
- 2.28. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies will be required to subscribe to business exchange telephone service in addition to receiving 911 services.
- 2.29. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 2.30. Method of Applying Rates - E911
- 2.30.1. Interoffice Channel
- 2.30.1.A. Intraexchange - When control office and/or end office locations of an intraexchange E911 service are located in different serving office areas, interoffice mileage charges apply. Charges are based on the V&H distance between

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the serving offices.¹

2.30.1.B. Interexchange - When control office and/or end office locations of an interexchange E911 service is located in an area served by a serving office that is not also the primary serving office, interoffice mileage charges apply. Charges are based on the V & H distance between the primary serving office and the serving office.¹

2.30.2. Channel Terminals

2.30.2.A. Channel Terminal charges apply at (1) each termination of an interexchange channel and (2) each termination of an interoffice channel.

2.30.3. Interexchange Channel

2.30.3.A. When control office and/or end office locations of an E911 service are located in different exchanges or metropolitan exchanges, interexchange mileage charges apply.

2.30.3.B. Each exchange and each zone of a Metropolitan Exchange has one primary serving office. Charges are based on the V&H distance between primary serving offices.²

2.30.3.C. Interexchange mileage between a Telephone Company primary serving office and a point of connection with the facilities of another telephone company shall be the V&H

¹ Fractional V & H miles are to be considered whole V & H miles.

² Fractional V & H miles are to be considered whole V & H miles.

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distance between the Telephone Company primary serving office and the point of connection with the facility provided by the other telephone company.

2.30.4. Exceptions

2.30.4.A. In those cases where an interexchange E911 service has control and/or end offices in Arkansas and another state, the method of applying rates in 2.30.1., 2.30.2., and 2.30.3., preceding, are modified to apply the charges for that portion of the E911 service located in the other state and shall be pursuant to that state's tariff.

3. EXPLANATION OF TERMS

- 3.1. B911 - A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.
- 3.2. C911 - A service which provides the B911 feature as well as Called Park Hold, Swithook Status, Forced Disconnect, Idle Tone and Emergency Ringback.
- 3.3. D911 - A service which provides the B911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.
- 3.4. E911 - An expanded service that provided features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 Service Area. E911 has other standard and optional features which may or may not be available with B911.
- 3.5. Additional Service Exchange Line - An additional line terminating at a PSAP that may be ordered by the customer as an optional feature.
- 3.6. Alternate Routing - A standard feature which allows E911 Service calls to be routed automatically to a designated alternate location if all E911 Service lines to a primary PSAP are busy, or a primary PSAP closes down for a period

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(night service).

- 3.7. **Automatic Location Identification (ALI)** - An E911 Service Feature by which the address (and name of business account only) associated with the calling party's telephone number (identified by ANI) is forwarded to a primary or secondary PSAP for display. The address displayed on calls placed from additional telephones with the same telephone number at another address or location will be that of the main service location.
- 3.8. **Automatic Number Identification (ANI)** - An E911 Service Feature by which the calling party's ANI telephone number is forwarded to a primary or secondary PSAP for display.
- 3.9. **Called Party Hold (CPH)** - A feature of C911 Service that enables a PSAP attendant to retain control of an incoming 911 call connection, even if the calling party hangs up.
- 3.10. **Central Office Call Transfer Services** - A standard feature available for each PSAP which provides the capability for an established E911 Service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the three types of call transfer services which may be used with E911 Service.
 - 3.10.1. **Fixed transfer** enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to a predesignated location by depressing a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out a Speed calling code associated with the desired agency. If the call is transferred to a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also.
 - 3.10.2. **Manual transfer** enables a primary or secondary PSAP attendant to transfer incoming E911 Service calls over exchange facilities to another telephone number by depressing a flash button on the

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Display and Transfer Unit or the switchhook on an answering key set and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling code.

3.10.3. **Selective transfer** enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to another agency (associated through the DMS with the calling party's ANI telephone number) by depressing a single button, e.g. "Fire" on the Display and Transfer Unit. If the desired destination is a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also. This type of transfer is only available when the SR Service Feature is provided.

3.11. **Data Management System (DMS)** - A system of manual procedures and computer programs used to create, store and update the data required for the SR and ALI Service Feature (E911 Service).

3.12. **Default Routing** - A standard feature which provides the capability of automatically routing an E911 Service call to a predesignated PSAP or other location either when the SR Service Feature is not provided or when the SR Service Feature is provided but a particular E911 Service call cannot be selectively routed for any reason.

3.13. **Display and Transfer Unit** - A selector console and associated common equipment for displaying ANI telephone numbers at a PSAP attendant position and used by an attendant to activate fixed, manual and/or selective call transfer service.

3.14. **Display Unit** - The display unit and associated common equipment for displaying ALI address or location information at a PSAP attendant position. The display unit and associated common equipment are available only with E911 Service.

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- 3.15. **End Office** - A central office in the 911 Service area which receives 911 Service calls.
 - 3.16. **Enhanced 911 (E911) Service Control Office** - The office providing tandem switching capabilities for E911 Service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the SR Service Feature, Speed Calling features, call transfer services and certain maintenance functions for each PSAP.
 - 3.17. **Exchange Access Arrangement** - A telephone facility between a customer's premises and the telephone exchange network point. The number of exchange access arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations and dispatching terminals), PBX trunks, Centrex main stations, selected Direct Inward Dialing stations and other applicable main telephones as are included in the official Telephone Company Reports for the service area of such end office.
 - 3.18. **Forced Disconnect** - A standard feature E911 which enables a PSAP attendant to release a connection even though the calling party has not hung up. This helps prevent blocking of the 911 Service lines at a PSAP location.
 - 3.19. **Idle Tone Applicator** - A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. No tone is heard if the caller is on the line but unable to speak. This feature is only available with E911 Service.
4. **911 SERVICE FEATURE**
 - 4.1. **Enhanced 911 (E911)**
 - 4.1.1. E911 is provided with the following standard features: Forced Disconnect; Idle Tone Applications; Manual Transfer; Alternate Routing (Night Service); Speed Calling; Touch-Tone Service Lines; Selective

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Transfer.

4.1.2. E911 is provided with the following optional features: Automatic Number Identification (ANI); Automatic Location Identification (ALI); Selective Routing (SR); Fixed Transfer. Default Ringing is a feature of Selective Routing.

4.2. 911 Service Rates and Charges

4.2.1. Messages

4.2.1.A. No charge will be applied by the Company to the calling party for calls placed to the 911 telephone number.

4.2.1.B. Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving central office.

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4.2.2. Service

	Monthly Rate	Non-Recurring Charge
End Office Locations Outgoing trunk unit, each ³ (E90)	82.00	40.00
Interexchange Channel per V&H mile, or fraction thereof	4.70	
E911 Control Office		
Incoming trunk unit, each ³ (E9N)	36.00	40.00
Common Equipment each (one per Control office) (E9C)	30.50	25,800.00
Outgoing trunk unit, each ³ (E9T/E9V)	46.50	40.00
Outgoing trunk unit, Selective Routing ³	49.50	40.00
Automatic Number Identification Feature (No charge, ANI is provided as a feature of the Display and Transfer System at the PSAP location.)		
Update to Data Base - Per Access Line Served (Based on the average Service Order Activity)	.06	

³ A service and Equipment Charge of \$8.50 applies when provided subsequent to the initial installation of the E911 system.

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