

INTRASTATE - MICHIGAN TARIFF

M.P.S.C. No. 2R      Auxiliary Services and Equipment

STATEMENT: No rates, in part or entirely, are governed by franchises.

The tariff listed above comprises the Rates, Charges and Regulations governing the furnishing of Auxiliary Services and Equipment of Upper Peninsula Telephone Company in the State of Michigan and is on file with the Michigan Public Service Commission.

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Issued: March 5, 1993

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dated December 22, 1992 in Case No. U-10064.

By: L. G. Matthews, President

Carney, Michigan 49812-0086

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By: Calvin E. Matthews, Vice President

Carney, Michigan 49812-0086



Schedule of Rates and Charges

and

Regulations Governing General

**AUXILIARY SERVICES AND EQUIPMENT**

Applying in the exchanges of this company, in Michigan,  
as designated in the Subject Index in  
Tariff M.P.S.C. No. 2R

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AUXILIARY SERVICES AND EQUIPMENT

GENERAL

A. APPLICATION

This tariff applies to general auxiliary services and equipment of Upper Peninsula Telephone Company, hereinafter referred to as the Telephone Company, in exchanges in Michigan as designated in the Table of Contents in Tariff M.P.S.C. 1R.

General regulations, Tariff M.P.S.C. No. 7R, of the Telephone Company applies to the various auxiliary services and equipment in addition to the regulations included in this tariff.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.

(D)

MICHIGAN PUBLIC  
SERVICE COMMISSION  
FEB 22 2002  
FILED

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LOCAL TELEPHONE EXCHANGE SERVICE

INDEX OF EXCHANGES SHOWING INCORPORATED VILLAGES,  
TOWNSHIPS AND COUNTIES WITHIN THE EXCHANGE SERVICE AREA

<u>Exchange</u>	<u>Incorporated Villages</u>	<u>Township</u>	<u>County</u>
Ambie		Winfield Deerfield	Montcalm Mecosta
Carney	Carney	Cedarville Gourley Holmes Nadeau	Menominee Menominee Menominee Menominee
Chester		Otsego Lake Chester Charlton Bagley Lovells	Otsego Otsego Otsego Otsego Crawford
Donken		Adams Elm River Portage Stanton Bohemia Greenland	Houghton Houghton Houghton Houghton Ontonagon Ontonagon
Drummond Island		Drummond Island	Chippewa (C)
Faithorn		Faithorn	Menominee
Felch		Breen Felch Norway Sagola Waucedah West Branch Harris Meyer Spalding	Dickinson Dickinson Dickinson Dickinson Dickinson Dickinson Menominee Menominee Menominee

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Fence River		Covington Spurr Crystal Falls Mansfield	Baraga Baraga Iron Iron
Grace Harbor		Bearinger	Presque Isle
Lake Gogebic		Marenisco Watersmeet Bergland Matchwood	Gogebic Gogebic (C) Ontonagon Ontonagon
Manistee River		Beaver Creek Bear Lake Excelsior Oliver Garfield	Crawford Kalkaska Kalkaska Kalkaska Kalkaska
Marenisco		Bessemer Erwin Marenisco Wakefield	Gogebic Gogebic Gogebic Gogebic
	MICHIGAN PUBLIC SERVICE COMMISSION FEB 22 2002	Bergland	Ontonagon (D)
Michigamme Forest	FILED	Ely Tilden	Marquette Marquette
North Land O'Lakes		Watersmeet	Gogebic
Rexton	MICHIGAN PUBLIC SERVICE COMMISSION FEB 22, 2002 FILED	Hulbert Trout Lake Pentland Garfield Hendricks Hudson	Chippewa Chippewa Luce Mackinac Mackinac Mackinac

Issued: December 20, 2001

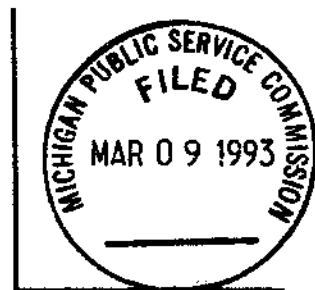
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LOCAL TELEPHONE EXCHANGE SERVICE

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TOWNSHIPS, AND COUNTIES WITHIN THE EXCHANGE SERVICE AREA

<u>Exchange</u>	<u>Incorporated Villages</u>	<u>Township</u>	<u>County</u>
Scott Point		Newton Garfield	Mackinac Mackinac
Smoky Lake		Stambaugh	Iron
Wallace		Cedarville Ingallston Mellen	Menominee Menominee Menominee
Watson		Ewing Forsyth Wells	Marquette Marquette Marquette

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Reserved for future use.

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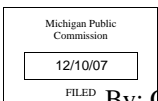
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AUXILIARY SERVICES AND EQUIPMENT  
BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.
2. Blocking Service blocks access to all telephone numbers for which the 900 NPA or the 976 prefix must be dialed.
3. The service is classified as a local exchange telecommunications service.

B. CONDITIONS

1. The company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the company to provide all of the services that may be requested.
2. Blocking Service is available only for blocking access to all 900 NPA and/or 976 prefix telephone numbers from a particular network access line, and not for blocking access to a specific 900 NPA or 976 prefix telephone number.
3. The company shall not terminate telephone service to its subscribers solely for the non-payment of 900 or 976 charges.
4. The company shall remove billed 900 and 976 charges from an end user's bill under the following conditions:
  - a. The company provides billing service to the 900 or 976 provider.
  - b. This is the end user's initial contact with the company disputing 900 or 976 charges.
  - c. The 900 or 976 charges were incurred without the end user's consent or knowledge.
5. When 900 or 976 charges are removed from an end user's bill and where network facilities permit, the company will recommend blocking service to the end user to avoid future unauthorized use of 900 or 976 services.

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AUXILIARY SERVICES AND EQUIPMENT  
BLOCKING SERVICE

B. CONDITIONS (Continued)

6. If the end user refuses Blocking Service, future 900 and 976 charges will not be removed from the end user's bill unless otherwise justifiable.
  - a. If the end user refuses to pay for justified charges and after refusing blocking, the company may initiate mandatory blocking at no charge to the subscriber.
  - b. When mandatory blocking has been imposed, access to 900 or 976 service will be denied until outstanding charges have been paid in full.

C. RATES AND CHARGES

1. Each line blocked is subject to the following charges:

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
900 Blocking Service, per line	No Charge	No Charge
976 Blocking Service, per line	No Charge	No Charge

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AUXILIARY SERVICES AND EQUIPMENT

MAIN AND EXTENSION STATIONS

A. GENERAL

1. Extension stations are normally limited to the same exchange as the associated main station service. Extension stations in a different exchange are provided subject to the availability of facilities and where satisfactory transmission and operation can be provided using normal facilities.
2. Central office lines extended between different switching equipment or between switching equipment and a telephone instrument are classified as extension stations.
3. Separate telephone numbers or other distinctive designations are not assigned to extension stations nor is code ringing permitted. Extension stations are not listed and no additional free listings are allowed in connection with the main station on account of extension stations.
4. Extension stations must be located on the premises of the customer (or of the joint user on business services) and are restricted to his use (and the use of members of his domestic establishment or his employees), except that in the case of individual line subscriber service extensions may be located on another's premises with the understanding that the service is to be used for incoming calls only, and if a separate exchange service is subscribed for at the other premises. (See also Tariff M.P.S.C. No. 7R - Classification and Use of Telephone Services.)
5. Individual line extension stations on premises other than those on which the main station is located (off-premise extensions) are furnished subject to the availability of facilities and only if a satisfactory grade of service can be maintained on all connections.

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AUXILIARY SERVICES AND EQUIPMENT  
MILEAGE CHARGES

A. GENERAL

1. Definitions

- a. The term "same building" refers to a structure on one foundation or structures on separate foundations with abutting walls and ready access between structures by means of doors through such walls.
- b. The term "same block" refers to a parcel of platted land enclosed, but uncrossed, by public thoroughfares other than alleys. Railroad tracks are not considered public thoroughfares.

B. EXCHANGE LINE MILEAGE

- 1. Individual line service furnished outside the base rate area (but within the service area of the exchange) is subject to exchange line mileage charges.
- 2. The mileage measurement is the airline distance from the location of the service to the nearest point on the base rate area boundary.
- 3. Monthly Rates

Per 1/4 Mile  
or fraction

Individual Line Service

\$ .50

C. EXTENSION STATION AND AUXILIARY SIGNAL LINES

Monthly Rates

- 1. Terminals in the same building No Charge
- 2. Terminals in different buildings within the same block and not more than 660 feet airline mileage from main station (per channel) \$ 1.00
- 3. Terminals in different blocks or over 660 feet (per channel)
  - First 1/4 airline mile or fraction \$ 4.00
  - Each additional 1/4 mile or fraction \$ 3.00

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AUXILIARY SERVICES AND EQUIPMENT

FIRE REPORTING SYSTEM (GROUP ALERTING CONFERENCE EQUIPMENT)  
LIMITED TO EXISTING CUSTOMERS

A. GENERAL

1. This system consists of special equipment installed in the telephone company's central office arranged to simultaneously place a distinctive steady ring on a group of up to twenty existing subscriber lines when an access number is called.
2. As each called number answers, it is cut through to the calling party as a conference connection.
3. If any of the called telephone lines are busy, a ringing tone is applied as a signal, and the equipment "camps on" and rings the line as soon as the line becomes idle.
4. Any connected line can be arranged to hold the connection so that messages can be repeated in case the calling party hangs up.
5. An optional "call-in" feature is available whereby any telephone station may obtain a connection to the conference equipment by dialing a private "fire information" number.
6. No more than twenty existing subscribers can be connected to the system and each must be on a different line. Since removal of the handset from the switch hook of any station on a party line removes the ringing on that line, individual lines are recommended for the maximum benefit from this system.
7. The telephone company will undertake to advise the proper authority in case of the discontinuance of service to any telephone associated with the system.

B. LIABILITY

1. The telephone company assumes no liability in the event of failure of the system, and assumes no responsibility for testing the system.

C. RATES

1. Alerting and Conference Equipment (Includes one directory listing if desired)

	<u>Installation</u>	<u>Monthly</u>
Each system	\$ 75.00	\$30.00
Each associated subscriber line connection	\$ 5.00	None
Hold feature, each line	\$ 5.00	None
"Call-in" feature	\$ 5.00	None

Installation charges are not applicable as covered under Installation, Move and Change Charges in Tariff M.P.S.C. No. 1R.

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AUXILIARY SERVICES AND EQUIPMENT

PAYSTATION SERVICE

A. GENERAL

Paystation service provides telephone service to a customer leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

(D)(N)

B. DEFINITIONS

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For purposes of this tariff, the customer is the Paystation Service Provider.

Network Interface Device - A company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company.

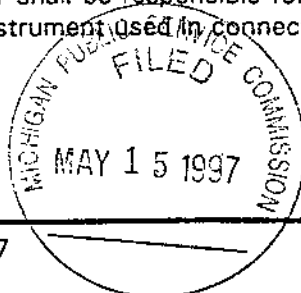
Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator handled-calls, placed over the Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available

C. RULES AND REGULATIONS

1. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
2. Only one paystation instrument may be connected to each Paystation Access Line. Off-Premise Extensions are not permitted.
3. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.



(D)(N)

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AUXILIARY SERVICES AND EQUIPMENT

PAYSTATION SERVICE

C. RULES AND REGULATIONS (Continued)

4. Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
5. Directory listings may be provided under the regulations that govern the furnishing of listings for business customers.
6. Coin-free operator and emergency 911 access must be available from all paystations.
7. One directory will be distributed to the customer without charge for each paystation business exchange line.
8. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
9. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls. The Company shall not be liable for shortages of coins collected and deposited at the customer's paystation instrument.
10. The Company reserves the right to disconnect service when the customer does not comply with the F.C.C. and state rules and regulations related to paystation service and equipment.
11. The Multiline Business Subscriber Line Charge, found in the interstate and intrastate access tariff is applicable to all paystation access lines.
12. All Company owned paystations will comply with the Rules, Regulations and Rates outlined in this Paystation Service tariff.

D. RATES AND CHARGES



	<u>Monthly Rate</u>
1. Paystation Access Line <sup>1</sup>	Business One-Party local rate shall apply
2. Coin Supervision	\$2.21
	<u>Coin Rate<sup>2</sup></u>
3. Each outgoing local message	\$0.25

<sup>1</sup>No measured service rates apply. Installation, move and change charges will be those applicable to business service

<sup>2</sup>This rate is not regulated by the Commission.

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(D)(N)

(D)(N)

### GRANDFATHERED SERVICES

A. GRANDFATHERING

Grandfathered service offerings are continued only for existing customers at existing locations. The rates for grandfathered services are subject to change in the same manner and to the same extent as regular service offerings. No new or additional "grandfathered" services will be furnished. Where a new customer takes over existing telephone service, with or without a change in directory listing, where the customer initiates a change in class of service or where there is a break in the continuity, the "grandfathered" service is no longer available. The renting or leasing of the premises on which the service is provided to someone other than the existing customer voids the furnishing of the grandfathered service, whether or not the telephone service remains in the name of the original customer.

(N)

B. RATES OR SERVICES NO LONGER OFFERED FOR NEW INSTALLATIONS

(N)

– COMBINATION MAIN ACCESS LINE SERVICE

1. GENERAL

- a. Combination Main Access Line Service applies to cases where a customer wishes to contract for an access line at each of two separate locations (ordinarily each line will be assigned a separate telephone number) within the same exchange, so as to be able to answer calls for one access line at the other access line location or both access lines at either location.
- b. Combination Main Access Line Service is provided only in connection with individual lines and is furnished subject to the ability of the telephone company to provide satisfactory transmission and signaling arrangements and to the rate treatment outlined herein.
- c. Combination Main Access Line Service may be employed where one line is at a business location and the other at a residence or where both lines are at either business or residence locations, but only in connection with services contracted for and used by the same customer.
- d. Combination Main Access Line Service is grandfathered through October 31, 2000; as of November 1, 2000, grandfathered Combination Main Access Line Service shall be discontinued.

(C)

RATES

Each access line is charged for at the established individual line business or residence rate, according to the classification of the service at each premises as to business or residence character.

(D)



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AUXILIARY SERVICES AND EQUIPMENT  
DIRECTORY LISTINGS

A. GENERAL

1. Directories are furnished as an aid to the use of the telephone service. The telephone company reserves the right to refuse to insert any listings in its directories which do not facilitate directory service.
2. A standard listing in the alphabetical section of the serving exchange is provided each customer without charge under the conditions set forth in this tariff.

B. LIMITATIONS

1. Standard listings are limited to information which is essential to identification and shall include the name of the customer to whom service is rendered, the address at which the service is rendered and the telephone number. Terms such as "office," "residence," "farm," and "cottage" are permitted with the standard listing without additional monthly charges.
2. The length of a listing may be shortened or abbreviated when the clearness of the listing and identification of the customer is not impaired thereby. When more than one line is necessary to properly list the customer, no additional charge is made.
3. A listing must be in the actual name of the customer to whom service is rendered, or the name of a member, officer, employee or representative thereof, or the name of another business which the customer represents, controls or owns. Listings other than those specified herein are available only in connection with Joint User Service.
4. The following listings are not acceptable and will not be published in the telephone directory:
  - a. An assumed name unless it is registered as required by law.
  - b. A name which is likely to mislead or deceive the public or which is inserted for advertising purposes.
  - c. A commodity or trade name.
  - d. Double name listings such as XYZ Manufacturing Company, John Doe, Manager.
  - e. Symbols, as they cannot be properly placed alphabetically.
5. When PBX trunk or rotary line users are served by central office equipment which permits the selection of an idle facility in the customer's group, only one listing is provided at no charge. Additional listings may be provided for other lines in the customer's group at the additional listing rate.

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AUXILIARY SERVICES AND EQUIPMENT  
DIRECTORY LISTINGS

B. LIMITATIONS (Continued)

6. In order to assist in locating a listing where the surname may be spelled in more than one way, the telephone company may insert, alphabetically, a cross reference listing showing the other spelling of the name.
7. Residence listings may include the standard abbreviation for military titles or professional degrees or titles earned by a customer which are an aid to the general public. Standard abbreviations for titles or degrees earned that are of commercial value may be included in the customer's business listing.

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AUXILIARY SERVICES AND EQUIPMENT  
JOINT USER SERVICE

A. GENERAL

1. Joint User Service is an arrangement whereby a person or firm - designated a joint user - is permitted to use the service of a customer. To facilitate this use, a directory listing is provided for each joint user.
2. Joint User Service is provided only in connection with individual line business service and private branch exchange business service.
3. The joint user must be located in the same office or suite of offices as the customer, or in an office immediately adjacent thereto and connected therewith by passageways other than public passageways.
4. Joint User Service is not furnished in association with the service of a customer who is engaged primarily in performing service of a secretarial nature or who is in the business of renting space to transient or permanent tenants.
5. No separate ring numbers or distinctive designations are assigned for the purpose of signaling joint users.
6. Joint User Service must be contracted for by the original customer who is required to assume responsibility for all charges incurred by the joint user.
7. Extension stations, extra listings, miscellaneous equipment and other facilities and service will be furnished to the joint user upon request of the original customer.
8. Charges for Joint User Service date from the day the service is first rendered. The minimum charge for Joint User Service, however, is the charge for the period of one month.
9. After the listing of a joint user has been inserted in the directory, such Joint User Service shall not be discontinued during the life of the directory - but not to exceed one year - unless:
  - a. The main station service is also discontinued.
  - b. The joint user moves from the premises in which the main station is located.
  - c. The joint user established main station service on the same premises.

B. RATES

1. Joint User Service, including one listing in the directory, is furnished at an additional 50% of the charge for one individual business line per month.

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Carney, Michigan 49812-0086



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**AUXILIARY SERVICES AND EQUIPMENT**

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CALLER ID – BLOCKING AND DELIVERY

A. SERVICE

**Caller ID – Delivery Blocking** allows you to temporarily label your telephone number as private and restrict availability of your name and number to the party called on a per-call basis. To activate the Caller ID – Delivery Blocking feature, dial \*67 on a touch tone phone or 1167 on a rotary phone before the call is placed. You will receive a confirmation tone followed by a dial tone. This is a “per-call” feature and will automatically terminate when the call is ended.

**Caller ID – Delivery** If you have a private telephone number and want to make your name and number public for one call, dial the Delivery code, or \*82 on a touch tone phone or 1182 on a rotary phone. This is a “per-call” feature and will automatically terminate when the call is ended.

B. RATES AND CHARGES

	<u>Per Call Rate</u>	<u>Non-Recurring Charge</u>
Caller ID – Delivery Blocking	No Charge	No Charge
Caller ID – Delivery	No Charge	No Charge

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

A. GENERAL

1. This tariff provides for Universal Emergency Number Service (911) as provided under the conditions set forth in the Emergency Telephone Service Act, Act No. 32, Public Acts of 1986 (PA-32). The provisions of PA-32, as enacted or amended, supersede this tariff.
2. Universal Emergency Number Service (911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911 from service users within a 911 service district.
3. Under the provisions of PA-32, the county is the agency that is empowered to establish an emergency telephone district or a 911 service district. The county, upon adoption of the resolution, must act on behalf of the public agencies located within the 911 service district.
4. As soon as it is feasible after receipt of a written application from a county requesting 911 service within a 911 service district described in a final 911 service plan, adopted pursuant to this act, Upper Peninsula Telephone Company will make the central office facilities available to provide 911 service and options.
5. Two types of 911 service are offered, Basic 911 (B911) and Enhanced 911 (E911) Service.
  - a. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
  - b. Enhanced 911 Service provides additional features such as selective routing of 911 calls to a specific PSAP which is selected from the various PSAP's serving customers within that central office area, E911 trunks, Automatic Number Identification, and PSAP Data Base Establishment and Update Service.
6. Pursuant to PA-32, the 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

B. DEFINITIONS

1. Automatic Location Identification (ALI): An E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. DEFINITIONS (Continued)

2. Automatic Number Identification (ANI): Provides for the telephone number of the calling party to be forwarded to the PSAP.
3. 911 Trunks: Trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 trunk.
4. Emergency Service Number (ESN): An ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAP's.
5. Emergency Telephone Service Charge: A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectible and network nonrecurring and recurring installation, maintenance, service, and equipment network charges of Upper Peninsula Telephone Company providing 911 service pursuant to PA-32
6. 911 Service Area: The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.
7. PSAP Data Base Establishment and Update Service: Provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers and addresses for ALI.
8. Public Safety Answering Point (PSAP): A communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
9. Selective Routing Service: A feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.
10. Service Supplier: Any provider of regulated telephone service to a service user in the state.
11. Serving Central Office: The central office from which a PSAP, either primary or secondary, is served.

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. DEFINITIONS (Continued)

12. Universal Emergency Number Service: A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central office's area arranged for 911 calling.
13. Universal Emergency Number Service Customer (Customer): The Board of County Commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service, but the agent is not the customer.

C. EMERGENCY TELEPHONE SERVICE CHARGE

1. PA-32 mandates that Upper Peninsula Telephone Company be permitted to recover costs incurred for providing 911 service through the Emergency Telephone Service Charge.
2. For any Emergency Telephone District (911 Service) wishing to recover costs pursuant to PA-32, the following shall apply:
  - a. The Emergency Telephone Service Charge shall be determined by the designated coordinator of the 911 service district based on the costs and charges submitted by the service suppliers.
    1. The amount of the Emergency Service Charge payable monthly by a service user for recurring costs and charges shall not exceed the amount authorized by PA-32 based on the highest monthly local service rate charged by the service suppliers for a residential one-party unlimited calling service within the 911 service district.
    2. The amount of the Emergency Telephone Service Charge payable monthly by a service user for nonrecurring costs and charges shall not exceed the amount authorized by PA-32, based on the highest monthly service rate charged by the service suppliers for a residential one-party unlimited calling service within the 911 service district. This portion of the Emergency Telephone Service Charge shall be amortized over a period authorized by PA-32, as approved by the public service commission, and shall be billed and collected from all service users only until such amounts are fully recovered by the service suppliers.
  - b. Because the Upper Peninsula Telephone Company's serving boundaries and political subdivisions and 911 service district boundaries may not coincide, the Emergency Telephone Service Charge will be payable by all service users served by a central office providing 911 service.

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

D. RATES AND CHARGES

1. Appropriate recurring and nonrecurring service charges and rates apply as set forth in the applicable M.P.S.C. tariffs of Upper Peninsula Telephone Company or by concurrence with other telephone company tariffs or by special contractual agreements between Upper Peninsula Telephone Company and the appropriate governmental agency.

E. RULES AND REGULATIONS

1. This service is limited to the use of central office telephone number 911 as the Universal Emergency Telephone Number.
2. Upper Peninsula Telephone Company shall not be required to provide 911 service to less than an entire central office (switching entity).
3. Upper Peninsula Telephone Company will not provide both Basic 911 and Enhanced 911 Service within a given central office (switching entity).
4. 911 Service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
5. Intercept service for the seven-digit emergency numbers replaced by 911 will be provided, upon request, for up to one year or until the next customer directory issuance, whichever is longer, at no charge.
6. 911 Service lines are arranged for one-way incoming service to the appropriate PSAP. These lines cannot be used to originate calls from a PSAP.
7. 911 Service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by Upper Peninsula Telephone Company shall not be interpreted, construed, or regarded as being for the benefit of, or creating any obligation, either expressed or implied, toward any third person or legal entity other than the customer.
8. The Upper Peninsula Telephone Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.
9. Any terminal equipment (PSAP) used in connection with 911 Service, whether such equipment is provided by the Upper Peninsula Telephone Company or the customer, shall not be permitted to be used to extract any information from the Data Management System other than information relating to a number identified as the source of an in-progress 911 call.

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

10. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose.
11. ANI/ALI may not be displayed on calls placed over party lines.
12. Upper Peninsula Telephone Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this and other tariffs.
13. The rates charged for 911 Service do not include the monitoring of facilities to discover errors, defects and malfunctions in the service, nor does Upper Peninsula Telephone Company undertake such responsibility. The customer shall be responsible for making such operational 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 Upper Peninsula Telephone Company in the event the system is not functioning properly.
14. Upper Peninsula Telephone Company's liability to the customer, the 911 calling party, or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or malfunctions of this service or any part thereof, whether caused by the negligence of Upper Peninsula Telephone Company or otherwise, shall not exceed the amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits which may be given for an out-of-service condition.
15. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless Upper Peninsula Telephone Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than Upper Peninsula Telephone Company's sole negligence, arising out of the customer's use of 911 Service, 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; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.

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AUXILIARY SERVICES AND EQUIPMENT  
UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. RULES AND REGULATIONS (Continued)

16. The customer agrees to release, indemnify, defend, and hold harmless Upper Peninsula Telephone Company from any infringement or invasion of the right of privacy or confidentiality 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, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by Upper Peninsula Telephone Company in 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 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user agencies, or municipalities, or the employees or agents of any one of them.
17. The installation of initial or subsequent 911 exchange lines to maintain applicable Upper Peninsula Telephone Company standards will be provided, at the appropriate charges, by Upper Peninsula Telephone Company.
18. Because Upper Peninsula Telephone Company's telephone exchange boundaries and political subdivisions and 911 Service District boundaries may not coincide, as a condition of 911 Service, the customer must handle or make arrangements to handle all 911 calls that originate from telephones served by the central offices in the local service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
19. Application for 911 Service must be made in writing by the customer. If application for service is made by an agent, Upper Peninsula Telephone Company must be provided with satisfactory written proof of authority of the agent by the customer.
20. The customer shall:
  - a. Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving non-911 calls, and for operator forwarded calls.
  - b. Subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by Upper Peninsula Telephone Company.
  - c. Appoint a coordinator who will be responsible for the implementation of the final 911 Service plan and the determination of the Emergency Telephone Service Charge, and will oversee the annual auditing process, and negotiate call handling situations where central office overlap situations exist with other agencies or counties.

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