

AUXILIARY SERVICES

Applying in the Exchanges of this Company, in
Michigan, as Designated in the Table of Contents
herein.

AUXILIARY SERVICES
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AUXILIARY SERVICES

APPLICATION AND EXPLANATION OF SYMBOLS

A. APPLICATION

This tariff applies to Auxiliary Services of the Kaleva Telephone Company, hereinafter referred to as the Telephone Company, in Exchanges of the Telephone Company in Michigan.

The provision of service and facilities, as provided herein, is subject to the General Rules and Regulations of the Telephone Company, which General Rules and Regulations as they now exist or as they may be revised, added to or supplemented by superseding issues are hereby made a part of these General Exchange Service Tariffs.

B. EXPLANATION OF SYMBOLS

The nature and extent of revisions of these tariffs is indicated on the right hand margin by the following 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.

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By: Harry L. Cribbs, Jr., President

Kaleva, Michigan

AUXILIARY SIGNALS
TOUCHCALL SERVICE

A. GENERAL

1. Touchcall Service provides for operating a telephone by means of push buttons in lieu of rotary dial.
2. Touchcall Service is offered for all basic classes of service. The service is available where all equipment on the customer's premises is compatible. It is not necessary that all instruments on a line be equipped for Touchcall; however, all lines on the same instrument must be similarly equipped.
3. A trial period of 30 days is allowed for the customer to assess the effectiveness of the service. If during the 30-day trial period the customer requests that this feature be discontinued, neither the monthly rate nor any applicable nonrecurring charge would apply. One 30-day trial period would be offered per customer.

B. RATES

The charges indicated below are in addition to the regular charges (both nonrecurring and monthly) for the class of service or services with which Touchcall Service is associated.

Monthly

	<u>Charge</u>
1. Service	
Per Line	
Business	\$ 2.00
Residence	1.50

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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, 1986 PA 32; MCL 484.1101 et seq. 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) designed 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 PA-32, the service supplier 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 Service (E911).
 - 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 that is selected from the various PSAPs 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.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. Definition of Terms

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.

Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.

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.

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 PSAPs.

Emergency Telephone Service Charge - a charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles, and network nonrecurring and recurring installation, maintenance, service and equipment network charges of a service supplier providing 911 service pursuant to PA-32.

911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

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.

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 services the jurisdictions in which it is located and other participating jurisdictions, if any.

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.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. Definition of Terms (Continued)

Service Supplier - any provider of regulated telephone service to a service user in the state.

Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.

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 offices areas arranged for 911 calling.

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 areas 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. Rates and Charges

1. Appropriate recurring and nonrecurring service charges and rates apply as set forth in the applicable MPSC tariffs of the telephone company or by concurrence with other telephone company tariffs or by special contractual agreements between the telephone company and the appropriate governmental agency.

D. Emergency Telephone Service Charge

1. PA-32 mandates that the 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 co-ordinator 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 1-party unlimited calling service within the 911 service district.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

D. Emergency Telephone Service Charge (Continued)

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 1-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 Michigan 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 service supplier 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.

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. The service supplier shall not be required to provide 911 service to less than an entire central office (switching entity).
3. The service supplier 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 the service supplier shall not be interpreted, construed or regarded as being for the benefit of or creating any service supplier obligation, either expressed or implied, toward any third person or legal entity other than the customer.
8. The service supplier 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.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. Rules and Regulations (Continued)

9. Any terminal equipment (PSAP) used in connection with 911 service, whether such equipment is provided by the service supplier or the customer, shall not be permitted to be used to extract any information from the Data Management System, other than information relating to number identified as the source of an in-progress 911 call.
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. The service supplier'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 the service supplier 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 the service supplier in the event the system is not functioning properly.
14. The service supplier'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 the service supplier or otherwise shall not exceed an 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 that 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 the service supplier from any and all loss, claims, demands, suits or other action, or any liability what-so-ever, other than the service supplier'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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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. Rules and Regulations (Continued)

16. The customer also agrees to release, indemnify, defend and hold harmless the service supplier 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 the service supplier 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 that 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 service supplier service standards will be provided, at the appropriate charges, by the service supplier.
18. Because the service supplier'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 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, the service supplier 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, 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 the service supplier.
 - 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, who will oversee the annual auditing process, and who will negotiate call handling situations where central office overlap situations exist with other agencies or counties.

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DIRECTORY LISTINGS

A. GENERAL

1. Directory Listing regulations apply to listings in the regular alphabetical list of names of customers, commonly referred to as "white pages".
2. A listing in the alphabetical section is provided to a customer without extra charge. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service and the Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate directory service.
3. The length of any listing is limited to one line by use of abbreviations when the clearness of the listing and the identification of the customer are not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.
4. The Telephone Company will refuse to list in the alphabetical section of the telephone directory any listing which does not constitute a legally authorized and adopted name and/or name which is likely to mislead or deceive the public as to the identity of the customer, consisting of figures and symbols, or which is inserted for advertising purposes, or which is more elaborate than is reasonably necessary to identify the customer. The Telephone Company will withdraw any listing which is found to violate the above rules.
5. When a customer contracts for more than one individual line of the same class and at the same location, consecutive telephone numbers may be assigned to such lines and in such cases the use of more than one listing is unnecessary for the efficient handling of the service. Therefore, only one listing is provided at no charge.
6. Upon written request, a customer's listing may be omitted from the directory. Connections with such nonpublished stations are completed only when requested by telephone number.

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DIRECTORY LISTINGS (Continued)

B. BUSINESS LISTINGS

1. A listing must be the name of the individual, partnership, corporation, firm, association, institution, etc., to whom service is furnished; or the name of a member, officer, employee or representative thereof; or the name of another business house which the customer represents; controls or owns. Listings other than those specified herein are available only in connection with Joint User Service.
2. The listing of a service, commodity, or trade name - such as "Oil; 317 Michigan Street; 437-6720" - appearing in sequence alphabetical names is not permitted.
3. When a customer is engaged in more than one line of business, only the business by which he is best known will ordinarily be included in the business designation.
4. Double name listings or the use of titles such as "Pres.", "V-Pres.", "Mgr," etc., are not permitted - for example, "Harley Retail Co., John Smith, Manager; 647-3862".
5. Listings of telephones in churches will not include the same listing the name of the church and also that of its pastor or of organizations or societies associated therewith.
6. A caption listing - for example, the listing Masonic Temple under which is indented Auditorium, Banquet Room, Chapter Floor, each with telephone number - is provided only if necessary for the efficient use of the service; no additional charge is made for the caption listing. The caption must be an essential part of the listings which follow. The name of individuals are not inserted under a caption, but will be shown in their proper alphabetical sequence in the directory. Indented listings which do not materially add to the information contained in the caption or which are designed to advertise the extent of the customer's business are not permitted.

C. RESIDENCE LISTINGS

1. A listing must be the name of the customer to whom service is furnished or the name of a member of the customer's domestic establishment.
2. A listing for residence service may appear as an indented listing. In such cases, the designation "res.", or "residence", "cottage", or "farm" will appear before the customer's address or telephone number.
3. The listing of a telephone in the residence of a professional person such as a physician, dentist, veterinary surgeon, osteopathic physician, doctor of divinity, etc., may include his or her professional degree provided, however, that the listing of only an individual name is desired.
4. The listing of a telephone in the residence of a nurse may include the word "nurse".
5. The listing of a telephone in a clergyman's residence or church study may include the abbreviation "Rev." following the clergyman's name, except that when the listing includes the professional degree "DD", the abbreviation "Rev." is not shown.
6. Dual listings are available for residential customers whereby the given names of two persons which the same surname and same address are included in one listing without additional charge.

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CHANNEL CHARGES

A. MILEAGE CHARGES

1. Exchange Line Mileage

- a. Service furnished outside the Base Rate Area, but within the service area of the Kaleva and Wellston exchanges is subject to Exchange Line Mileage Charges.
- b. The mileage measurement is the airline distance from the location of the service to the nearest point on the Base Rate Area Boundary.
- c. Monthly Rates:

	<u>Per 1/4 Mile or Fraction</u>
Individual Line, Each	\$1.00
Four-party Line, Each	.50

B. MONTHLY RATES

	<u>Per 1/4 Mile or Fraction</u>
1. Terminals in the same building	No Charge
2. Terminals in different buildings within the same block & not more than 660 feet airline mileage from main station (per channel)	.80
3. Terminals in different blocks or 660 feet (per channel):	
First 1/4 airline mile or fraction	3.00
Each additional 1/4 mile or fraction	1.00

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