

Schedule of Rate and Charges and
Regulations Governing General

AUXILIARY SERVICES

Applying in the Exchanges of this Company, in
Michigan, as Designated in the Table of Contents
in Tariff M.P.S.C. No. 1

AUXILIARY SERVICES

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Baraga, Michigan

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Baraga, Michigan

AUXILIARY SERVICES

GENERAL

A. APPLICATION

This Tariff applies to general Auxiliary Service of Baraga Telephone Company - hereinafter referred to as the Telephone Company - in exchanges in Michigan, as designated in the Table of Contents in Tariff Michigan Public Service Commission No. 1.

General Regulations - Tariff M.P.S.C. No. 7 - of the Telephone Company applies to the various Auxiliary Services, 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 increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rate.

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By: A. W. Stark, General Manager

Baraga, Michigan

AUXILIARY SERVICES
SPECIAL EQUIPMENT AND ARRANGEMENTS

GENERAL

1. Special facilities not ordinarily provided are furnished wherever practicable, if not detrimental to any of the services furnished by the Telephone Company, at charges equivalent to the estimated cost of furnishing such facilities.
2. Estimated cost consists of an estimate of the following items to the extent that they are applicable.
 - a. Cost of maintenance.
 - b. Cost of operation.
 - c. Depreciation of the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - d. Administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items.
 - e. Any other specific items of expense associated with the particular situation.
 - f. A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

Estimated cost installed as mentioned in (c) and (f) above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and any other items which are chargeable to the capital accounts.
3. In particular cases where warranted by the circumstances, the charge may be in the form of a non recurring charge only, or a monthly charge only, or both a non recurring and a monthly charge may apply.

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AUXILIARY SERVICES

TOUCHCALL SERVICE

A. GENERAL

1. Touchcall Service provides for operating a telephone set by means of push buttons in addition to rotary dial. (N)(D)
2. Touchcall Service is mandatory for all classes of service. (D)

B. RATES

The charge for touchcall is included in the basic local service rate.

(N)(D)

(D)

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Baraga, Michigan

AUXILIARY SERVICES
MULTILINE VARIETY PACKAGE (MVP)

A. GENERAL

1. MVP is available for business and residence customers.
2. Business and Residence one-party exchange line rates and charges as specified in Tariff M.P.S.C. No. 1 apply.
3. Service is furnished subject to the availability of facilities.
4. The minimum number of lines that may be provided with this service is 2; the maximum is 6.
5. Message Toll Service calls, established by using the Conference Service or Call Forwarding will be charged for at the appropriate rates.
6. MVP is not available on WATS access lines, PBX, semi-public or party-line service.
7. Exchange lines terminating at different locations of the customer may be combined into a single MVP service arrangement; however, all exchange lines terminating in the MVP group must be served by the same central office.
8. The quality of transmission for calls using the MVP Conference Service or Call Forwarding feature may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.
9. Some services, as determined by the Company, are not compatible in combination with other services and will therefore be limited. Other equipment and services that are compatible with MVP service will be furnished at rates and charges specified elsewhere in this Company's tariffs.

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AUXILIARY SERVICES
MULTILINE VARIETY PACKAGE (MVP)

B. SERVICE OFFERINGS

1. Description

- a. Multiline Variety Package (MVP) service provides a complement of electronic central office features that allows a residential or small business service customer to integrate two to six one-party exchange access lines into a single, flexible communications system without special premises equipment.
- b. The service enables line users connected to the electronic switching equipment to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any line in the MVP group.
- c. Basic MVP features are offered to customers in a single package. Optional features are available separately on a per feature basis. These features are described in C. following.

2. Basic Features

- a. Touch Calling Service
- b. Abbreviated Dialing Within the Line Group
- c. Conference Service
- d. Call Transfer
- e. Call Pickup
- f. Call Hold
- g. Call Forwarding - Busy

3. Optional Features

Two types of optional features are available with the MVP: line and system. Line features are available on an individual line basis. The system feature applies to all lines in the MVP group, such as speed calling.

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AUXILIARY SERVICES
MULTILINE VARIETY PACKAGE (MVP)

C. DESCRIPTION OF FEATURES

1. Basic Features

- a. Abbreviated Dialing Within the Line Group - allows the customer to call any other lines in the same MVP group by dialing an access code followed by a single digit.
- b. Conference Service - allows the customer to place an existing call on hold and originate a call to another party with the party on hold being excluded from the conversation (conversation hold). The customer can add the held party to the talking connection at any time after the third-party dialing is completed.
- c. Call Transfer - allows the customer to transfer an established call to another line within the customer's MVP group.
- d. Call Pickup - allows the customer to answer any call within the MVP group by dialing a code. If more than one station within the pickup group has an unanswered incoming call, the call picked up is the one that has been ringing the longest time.
- e. Call Hold - allows the customer to place an established call on hold by flashing the switchhook and dialing a "call hold" code. This allows the line to originate another call, use Call Pickup, or return to a previously held call.
- f. Call Forwarding - Busy - automatically transfers incoming calls that encounter a busy condition on the user line to an alternative MVP line. This feature cannot be activated or deactivated by the customer. Intercom calls that encounter a busy condition are not forwarded.

D. RATES AND CHARGES

	Monthly Rate	Non-recurring Charge
Multiline Variety Package, per line	\$ 4.25	*

Customers who discontinue MVP Service may continue any or all of the following features without payment of a nonrecurring charge:

- Touch Calling Service
- Conference Service (Three Way Calling)
- Optional Custom Calling Service Features

* See Service Charges in Tariff M.P.S.C. No. 1.

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AUXILIARY SERVICES

DEDICATED LINE AND OPX CHARGES

(C)

A. CHANNEL CHARGES

1. General

a. Definitions

- (1) The term "OPX" refers to an extension from an establishment with basic local exchange service (except semi public) to another establishment within the same exchange using the facilities of the telephone company. An appropriately equipped phone at the second location will ring on incoming calls and can place outgoing calls. (D)(N)
- (2) The term "Dedicated" refers to a dedicated facility between two establishments in the same exchange. This service is not connected to the switched network and dial tone is not provided to either end. (N)
- (3) 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. (C)
- (4) The term "Same Continuous Property" refers to an uninterrupted plot of land occupied by one customer within a single block. (C)

b. Satisfactory local and toll transmission and supervision is furnished, by means of facilities ordinarily provided, at the channel charges specified.

c. Availability to offer OPX is dependent on engineering concerns.

d. Distance is measured by the airline miles between the two locations the OPX/dedicated pair is ordered. (N)

e. An installation charge applies along with the service order charge listed in Tariff No. 1.

2. Rates

	Per Channel Recurring	(N)
a.		
b. Terminals in different buildings within the same block and not more than 660 feet airline mileage from main station (per channel):		(D)
Two wire	\$ 2.50	(I)
Four wire	4.50	(I)
c. Terminals in different blocks or in same block over 660 feet (per channel):		
First 1/4 airline mile or fraction:		
Two wire	6.25	(I)
Four wire	10.00	(I)
Each additional 1/4 mile or fraction:		
Two wire	.75	(I)
Four wire	1.25	(I)

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AUXILIARY SERVICES
FIRE REPORTING SYSTEM
(GROUP ALERTING CONFERENCE EQUIPMENT)

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 thirty existing subscriber lines within that same exchange when an access number is called. (C)
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. No more than thirty (30) existing subscribers can be connected to the system and each must be on a different line. (C)
(D)
6. The Telephone Company will not advise the proper authority in case of the discontinuance of service to any telephone associated with the system. (D)
(C)

B. LIABILITY

The Telephone Company assumes no liability in the event of failure of the system, and assumes no responsibility for testing the system.

C. RATES

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

	Installation	Monthly	
Each system	\$ 150.00	\$ 24.00	(I)
Each associated subscriber line connection above 30	3.00	1.00	(I)(C)

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AUXILIARY SERVICES
PAYSTATION SERVICE

(D)(N)

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.

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.
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.

(D)(N)

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AUXILIARY SERVICES
PAYSTATION SERVICE

(D) (N)

C. RULES AND REGULATIONS (Continued)

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 ¹	Business One-Party Local Rate shall apply
2. Coin Supervision	\$2.21
	<u>Coin Rate²</u>
3. Each outgoing local message	\$.25

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

²This rate will be detariffed effective October 6, 1997.

(D) (N)

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DIRECTORY LISTINGS

A. GENERAL

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

B. LIMITATIONS

1. Listings are limited to information which is essential to identification.,
2. The length of the 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.
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

(D)

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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, supercede 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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AUXILIARY SERVICES

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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AUXILIARY SERVICES

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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AUXILIARY SERVICES

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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AUXILIARY SERVICES

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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By: A.W. Stark, General Manager

Baraga, Michigan

AUXILIARY SERVICES
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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