

INTEGRATED SERVICES DIGITAL NETWORK

Item

470 INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) SERVICE

A. GENERAL

Note: Effective 2005 02 03, Canadian Carriers and registered Resellers see also Competitor Digital Network (CDN) Services in TCI Carrier Access Tariff (CRTC 21462), Item 224, if applicable. N |

1. ISDN-PRI Service provides multiple digital local access channels to the customer's ISDN-compatible terminal equipment from the ISDN-PRI Serving central office. The service is based on the ISDN-PRI standard as developed by the International Telegraph and Telephone Consultative Committee (CCITT). The service consists of a minimum of twenty-three 64 KBPS digital information channels (B channels) and one 64 KBPS signalling channel (D channel) for associated B channel signalling and control.
2. Service is available only from designated ISDN-PRI Serving Areas subject to the availability of suitable equipment and facilities.
3. Multi-point and multi-drop configurations are not available.
4. ISDN-PRI Service provides local channel facilities, consisting of a minimum of twenty-three B Channels and one D-Channel, from the Company's central office to the Network Interface Demarcation Point at the customer's premises.
5. ISDN-PRI access may be connected to customer- or Company-provided equipment.
6. ISDN-PRI Service installation and translation will be performed between the hours of 8:00 a.m. and 5:00 p.m. Monday to Friday excluding Company statutory holidays.
7. ISDN-PRI Service consists of the following components:
  - (a) Access  
Provides the customer with a jack-ended digital local loop from the customer's premises, or other service point, to the serving central office. The minimum access configuration is 23 B channels and 1 D channel. Additional accesses are available in either 23B + D or 24B configurations.
  - (b) Network  
Connection to the Public Switched Telephone Network provides the central office equipment required to connect access B channels with local exchange or interexchange services.
  - (c) Link  
Provides the central office capabilities required to connect the access facility to other services where applicable.
  - (d) Optional Services  
Provides the customer with additional capabilities beyond the basic access arrangement.
8. For the purpose of this Item 470 tariff, an ISDN-PRI System Group means the Primary Rate Interface facilities and access connections to a customer's premises, under the control of one or more D-Channel, operating together as one large system and billed to a single billing telephone number (BTN).

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B. RATES

The following rates and charges apply to ISDN-PRI Service:

1. DS-1 Access, each - each customer, each location (Notes 1,2,3,4, 5 & 8)

BAND	Quantity of DS-1's	Rate Per Month						Service Charge each DS-1	
		Minimum Contract Period						Contracted	Non-Contracted
		Non-Contracted	1 Year	2 Years	3 Years	4 Years	5 Years		
0	initial 4, each (Note 9)	\$ 287.10	\$ 236	\$ 226	\$ 217	\$ 207	\$ 198	\$700	\$3 400
	over 4, each	287.10	189	179	165	156	132	700	3 400
	maximum, each 28	6 966	4 800	4 558	4 243	4 021	3 513	700	3 400
1	initial 4, each (Note 9)	508	350	335	320	310	300	700	3 400
	over 4, each	508	205	195	180	170	150	700	3 400
	maximum, each 28	10 160	4 680	4 460	4 160	3 960	3 600	700	3 400
2	initial 4, each (Note 9)	544.50	400	386	339	330	307	700	3 400
	over 4, each	544.50	231	222	208	193	174	700	3 400
	maximum, each 28	13 576	6 407	6 165	5 667	5 332	4 854	700	3 400
3	initial 4, each (Note 9)	797.50	440	430	420	410	390	700	3 400
	over 4, each	797.50	274	260	245	226	203	700	3 400
	maximum, each 28	19 965	7 433	7 114	6 776	6 359	5 816	700	3 400

  

	Rate per Month	Service Charge
2. Access, each service point, each B channel in excess of a 23B+D or 24B configuration, per DS-0 (Note 6) . . . . .	\$ 60.50	\$ 250.00 (Note 7)

- Notes:
- ISDN-PRI access is only offered on a one, two, three, four or five-year minimum contract period basis.
  - Both DS-1 and DS-3 accesses are available, however, DS-3 is only offered with central office-based DS-3 channelization and in accordance with Digital Network Access (DNA) Tariff, CRTC 21461 Item 500.4.3.3. Where no DS-1 Access is used, a DS-1 DNA Link charge will apply as described in CRTC 21461 Item 500.2 to connect to a DS-3 channelizing feature.
  - The Company will normally provide service to a point at a location mutually acceptable to both the customer and the Company. Provision of service at other points within the same building may require special facilities or the establishment of a separate group of access facilities.
  - Service charge for the initial installation includes two consecutive days (regular working hours) of testing, rearrangements and required translations. Thereafter, time and charges for expenses incurred by the Company are extra.
  - Service Charge Waiver:
    - General
 

When the following eligibility is met, the DS-1 Access Service Charge in B.1, and PRI Port and Signalling Service Charge in B.3.(a) on the provision of ISDN-PRI Service may be waived:

      - The full applicable service charge may be waived for eligible customers signing a three (3), four (4) or five (5) year ISDN-PRI Service contract.
      - Fifty per cent of the applicable service charge may be waived for eligible customers signing a one (1) or two (2) year ISDN-PRI Service contract
    - Eligibility
      - Customers subscribing to ISDN-PRI Service the first time.
      - Customers migrating from other Company provided services such as Business Multi-lines or Centrex to ISDN-PRI Service are eligible for the Service Charge Waiver.
      - Customers migrating to the Company from an alternate provider of local service.
  - Customer must pay the applicable ISDN-PRI Port and Signalling charge for the DS-1 access required.
  - Service charge does not apply if provided at the time of initial installation.

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B. RATES (Continued)

Notes: (Continued)

8. Customers located in non-serving areas pay the rates of Band 3, in addition to the N  
expense incurred or TCI Special Facilities Tariff (CRTC 21463) rates, if applicable, |  
whichever apply, to subscribe to DS-1 access. |
9. Applies to the initial 28 DS-1's only. |

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See Page 41 for explanation of symbols.

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B. RATES (Continued)

3. PRI Port and Signalling (Note 1)

Provides the connecting port between a DS-1 Access and the switch, plus required call control and signalling for the ISDN-PRI B-Channels. It is charged on a per DS-1 access basis.

	<u>Contract Rates Per Month</u>				
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>4 Year</u>	<u>5 Year</u>
	\$ 215.00	\$ 215.00	\$ 160.00	\$ 160.00	\$ 140.00
			<u>Rate Per</u>		<u>Service</u>
			<u>Month</u>		<u>Charge</u>
(a) Initial D-Channel Installation . . . . .			--		\$ 500.00
(b) Additional Active D-Channel Installation. . . . .			--		270.00

4. PSTN Connectivity

This charge is applied to each connection to the Public Switched Telephone Network (Notes 2, 3 and 4).

<u>Rate Band</u>	<u>Contract Rates Per Month</u>					<u>Service Charge</u>
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>4 Year</u>	<u>5 Year</u>	
A1	N/A	N/A	N/A	N/A	N/A	--
B1	N/A	N/A	N/A	N/A	N/A	--
B2	N/A	N/A	N/A	N/A	N/A	--
B3	N/A	N/A	N/A	N/A	N/A	--
B4	N/A	N/A	N/A	N/A	N/A	--
B5	N/A	N/A	N/A	N/A	N/A	--
B6	N/A	N/A	N/A	N/A	N/A	--
B7	N/A	N/A	N/A	N/A	N/A	--
B8	N/A	N/A	N/A	N/A	N/A	--
C	N/A	N/A	N/A	N/A	N/A	--
D1	35.00	35.00	30.00	30.00	29.00	--
D2	37.00	37.00	32.00	32.00	29.00	--
D4	35.00	35.00	30.00	30.00	29.00	--
E1	35.00	35.00	30.00	30.00	29.00	--
E2	37.00	37.00	32.00	32.00	29.00	--
E3	38.00	38.00	32.00	32.00	27.00	--
E4	35.00	35.00	30.00	30.00	29.00	--
F1	35.00	35.00	30.00	30.00	29.00	--
F2	37.00	37.00	32.00	32.00	29.00	--
F3	N/A	N/A	N/A	N/A	N/A	--
F4	35.00	35.00	30.00	30.00	29.00	--
G1	35.00	35.00	30.00	30.00	29.00	--
G2	37.00	37.00	32.00	32.00	29.00	--
G3	38.00	38.00	32.00	32.00	27.00	--
G4	35.00	35.00	30.00	30.00	29.00	--

Notes: 1. Service Charge Waiver:

(a) General

When the following eligibility is met, the DS-1 Access Service Charge as specified in B.1 and PRI Port and Signalling Service Charge in B.3.(a) on the provision of ISDN-PRI Service may be waived:

(i) The full applicable service charge may be waived for eligible customers signing a three (3), four (4) or five (5) year ISDN-PRI Service contract.

(ii) Fifty per cent of the applicable service charge may be waived for eligible customers signing a one (1) or two (2) year ISDN-PRI Service contract.

(b) Eligibility

(i) Customers subscribing to ISDN-PRI Service the first time.

(ii) Customers migrating from other Company provided services such as Business Multi-lines or Centrex to ISDN-PRI Service are eligible for the Service Charge Waiver.

(iii) Customers migrating to the Company from an alternate provider of local service.

1. The number of PSTN connectivity monthly charges cannot exceed the total number of B channels that the customer subscribes to.

3. PSTN Connectivity Contract Rates Per Month are based on the contract term of ISDN-PRI Accesses.

4. The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

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B. RATES (Continued)

	<u>Rate Per Month</u>	<u>Service Charge</u>
5. Other Service Charges		
(a) Translation changes (Notes 1&2).....	---	\$250.00
(b) Move and rearrangement (Note 3).....	---	Item 111
6. Links to Other Services (Note 9)		
(a) Translation changes (Note 4).....	---	250.00 (Notes 5&6)
(b) Type A Link Provides the software, translations and other switched resources needed to route calls in both directions between a ISDN-PRI Access and one or more DS-0 channels associated with the connected service(s). The DS-0 channels must be equipped with Common Channel Signalling #7. Type A Link, each link.....	\$ 8.00	25.00 (Note 7)
7. Optional Features, each PSTN Connection		
(a) Calling Line Identification .....	3.00	250.00 (Notes 5&6)
(b) Inward Number, each .....	4.15 R (Note 8)	(Note 10)
(c) Back-up D-Channel (Note 11).....	25.00	270.00

- Notes:
1. Service charge does not apply to translations performed for the initial installation. For each subsequent service order the service charge applies once, per ISDN-PRI System Group, for all translation changes specified on the same service order. An ISDN-PRI is defined as one or more DS-1 accesses, under the control of a single D-channel in a (23B+D) + n(24B) configuration or of multiple D-channels in a (23B+D) configuration, served by the same central office switch and operating together as an internal system terminating at the same address with a minimum of one working telephone number and billed to a single billing telephone number.
  2. Additional labor charges for installation or special translation performed outside regular working hours are based on the hourly rates, terms and conditions specified in Item 111.
  3. Any moves and/or rearrangements of access terminations within a building will be charged in accordance with the hourly rates specified in Item 111.
  4. Customers subscribing to Link Connections are subject to the rates, charges, terms and conditions of the network or services provided.
  5. Service charge does not apply if the feature is provided at the same time as the installation of an access (i.e., 23B+D, 24B or B).
  6. Service charge applies on a per request basis.
  7. The maximum service charge per customer request for the installation or physical move of any number of Type A Links at the same location for the same due date is \$575.00.
  8. There will be no charge for the pilot number (1st number). Each additional number will be charged for at a rate of \$4.15 per month.
  9. The Company's applicable non-tariffed long distance toll free service rates and charges shall apply.
  10. No charge if initial installation. For subsequent order(s), \$35.00 per number (up to a maximum \$250.00) applies.
  11. Back-up D-Channel is only available in a single D-channel controlled multi-DS-1 configuration.

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See Page 41 for explanation of symbols.

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B. RATES (Continued)

	Rate Per Month				Service Charge
	Non-Contracted	1 Year	Contracted 3 Year	5 Year	

7. **Optional Features, each PSTN Connection** (continued)

(d) **Name Display** (Note 6)

Provides Name Display feature for incoming calls on the Public Switch Telephone Network (PSTN), Toll-free Service, 900 Service, and Type A Link connections **-All Rate Bands**

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				(Notes 5,8&9)

8. **Optional Features, each ISDN-PRI System Group**

(a) **Station Level Billing (SLB)**  
(Notes 1-4)

Provides the use of the Calling Line Identification supplied by the Private Branch Exchange for billing purposes. SLB allows the billing of the originating station for 411, 900 service, long distance directory assistance, and long distance toll services

\$150.00	65.00	55.00	45.00	250.00
				(Notes 5&7)

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(b) **2B Channel Transfer (2BCT)**  
(Notes 1-4)

On DS-1 trunks allows Customer Premise Equipment to more efficiently use DS-1 Trunk connections for ISDN calling traffic. The feature drops channels when calls are forwarded or transferred thus making the channels available for future calls

\$150.00	60.00	50.00	45.00	250.00
				(Note 5)

**NOTES:**

- SLB and 2BCT are provided on a per ISDN-PRI System Group and on a monthly basis, and on a one (1), three (3), or a five (5) year contract term.
- In the event of termination of all or part of a SLB or 2BCT arrangement prior to the expiry of the contracted period, the customer shall pay all outstanding charges due for the service(s) plus a termination charge equal to 50 percent of the feature charges applicable to the unexpired portion of the contract period.
- A customer has the option to either subscribe to any SLB or 2BCT contract term or to the remaining term of the existing ISDN-PRI service contract but must renew when the ISDN-PRI service contract expires.
- Termination charges will be waived when:
  - The SLB and 2BCT contract and the main ISDN-PRI service contract are renewed at the same time and are of the same or longer contract term, and the number of ISDN-PRI services is at least at the current or higher level.
  - The customer chooses to renew the existing contract for a longer term for either or both SLB and 2BCT features.
- The service charge for the installation of the feature on the initial DS-1 (access) or a group of DS-1's, is \$250.00 per ISDN-PRI System Group. Installation of each or a group of subsequent DS-1's with the feature is \$250.00. This service charge is not applicable if the feature is being installed in conjunction with the initial installation of each ISDN-PRI System Group.
- Name display feature is only available to ISDN-PRI service customers subscribing to Calling Line Identification feature.
- The service charge for updating the outbound name display for a DID/Inward number provisioned with Station Level Billing is \$25.00 per change.
- Only one service charge is applied if the Name Display feature is being installed in conjunction with the activation of the Calling Line Identification feature.
- The charge applies on a per ISDN-PRI System Group basis when the feature is not activated in conjunction with the original installation of the ISDN-PRI System Group. Customers adding Calling Line Identification and Name Display on the same order will only be assessed service charges once.

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See Page 41 for explanation of symbols.

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B. RATES (Continued)

9. Service Extension

- (a) The provision of ISDN-PRI Service from a central office other than the customer's serving central office is referred to as ISDN-PRI Service Extension. This may be provided either on an intraexchange basis or on a foreign exchange basis.
- (b) Service Extension is provided at the Company's discretion, within or between exchanges, subject to the availability of suitable facilities.
- (c) Customers may subscribe to ISDN-PRI Service from more than one central office. However, each ISDN-PRI Service is distinct from the other both from a rating perspective and a service perspective. For each ISDN-PRI Service, the customer's local calling area, telephone number(s), ISDN-PRI access rates, PSTN connectivity rates and message toll rates are associated with the central office that provides the service.
- (d) Overflow of incoming calls from one ISDN-PRI Service to another is not permitted.
- (e) Rates
  - (i) In addition to the charges for ISDN-PRI Service, customers must lease, at tariffed rates, intraexchange and/or interexchange digital facilities between their serving central office and alternative central office or rate center from which service is requested.
  - (ii) The rates consist of Link Charges, Network Connection Charges, Intraexchange and/or Interexchange Channel Charges, as appropriate.
  - (iii) As an exception to the usual rating of digital channels, the ISDN-PRI Access rate includes the Link Charges at the originating end of the digital channel.

10. Access Diversity

- (a) Access Diversity provides for the routing of ISDN-PRI Services via an alternative path to the customer's serving central office or to an alternative central office.
- (b) Access Diversity is available only where sufficient and diverse facilities exist.
- (c) Access Diversity is provided from a single building entrance duct. Separate entrances may be provided at the customer's request, based on the expenses incurred by the Company.
- (d) Rates
  - (i) The rates and charges for Access Diversity on ISDN-PRI Service are the same as for Digital Network Services Access Special Routing as specified in Item 448 C. Customers who subscribe to both Access Diversity and Access Special Routing, from the same customer location, are charged the rate only once.
  - (ii) In addition to the Access Diversity charge specified in (d) i), the rates for ISDN-PRI Service, including Service Extension where applicable, apply for each ISDN-PRI Service along each path.

11. ISDN-PRI Volume Discount Offer 250+

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- (a) ISDN-PRI Volume Discount Offer 250+ provides discounted rates for PIC'd and Non-PIC'd Customers who commit to a minimum of 250 ISDN-PRI services for at least a 5-year contract term. The discount % applicable to the offer is as follows:

PIC'd	13%
Non-PIC'd	10%
- (b) ISDN-PRI Volume Discount Offer 250+ is restricted to the billed revenues generated by only three (3) ISDN-PRI components, PRI Access, PRI Port & Signaling, and PSTN Connectivity.
- (c) Volume Discount will be dependent on the current and future rate changes in the three (3) eligible ISDN-PRI components, PRI Access, PRI Port & Signaling, and PSTN Connectivity.

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Approved in Telecom Order CRTC 2004-172, 2004 05 27





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B. RATES (Continued)

14. Automatic Blocking is available subject to the rates, terms and conditions as specified in TELUS Communications Inc. General Tariff (CRTC 21461) Item 300, Call Management Services. Automatic Blocking is charged on a per PSTN Connectivity basis.
15. Per Line Blocking is available subject to the rates, terms and conditions as specified in TELUS Communications Inc. General Tariff (CRTC 21461) Item 300, Call Management Services.
16. ISDN-PRI Starter Bundle
  - (a) ISDN-PRI Starter Bundle provides customer with one (1) DS-1 access, one (1) PRI Port & Signalling, ten PSTN Connectivity and ten (10) Direct-in-Dial (DID) numbers.
  - (b) ISDN-PRI Starter Bundle is available only from designated ISDN-PRI Serving Areas subject to the availability of suitable equipment and facilities
  - (c) A customer cannot have more than one ISDN-PRI Starter Bundle at any specific service location.
  - (d) ISDN-PRI Starter Bundle is available on one (1), three (3) and five (5) year contracted term. The Service Charges for the provisioning and installation of DS-1 Access and PRI Port and Signalling apply.
  - (e) With the exception of Type A Link, ISDN-PRI Gold Plan and ISDN-PRI Volume Discount Offer 250+, all other ISDN-PRI optional features included in this tariff are available to ISDN-PRI Starter Bundle, subject to the conditions and rates specified in this tariff.
  - (f) Additional PSTN Connectivity can be installed to an ISDN-PRI Starter Bundle. The monthly rate for additional PSTN Connectivity, in excess of the ten (10) provided as part of the Bundle, is \$38.00 per connectivity regardless of rate band and contract term.
  - (g) A \$250 one time service charge per bundle is applicable when adding additional PSTN Connectivity to an ISDN-PRI Starter Bundle. This service charge may be waived when the additional PSTN Connectivity is installed at the same time as the ISDN-PRI Starter Bundle.
  - (h) A \$250 one time service charge per bundle is applicable when customer migrates from an existing regular ISDN-PRI Service to ISDN-PRI Starter Bundle.
  - (i) Additional DID numbers, if required, can be subscribed pursuant to CRTC 21461 Item 215 Direct-In-Dial (DID) Service.
  - (j) All conditions in Item 470.C apply to ISDN-PRI Starter Bundle.
  - (k) Rates:

Rate Band	Contracted Rate Per Month (per Bundle) \$		
	1 Year	3 Year	5 Year
A1	N/A	N/A	N/A
B1	N/A	N/A	N/A
B2	N/A	N/A	N/A
B3	N/A	N/A	N/A
B4	N/A	N/A	N/A
B5	N/A	N/A	N/A
B6	N/A	N/A	N/A
B7	N/A	N/A	N/A
B8	N/A	N/A	N/A
C	N/A	N/A	N/A
D1	\$975.00	\$836.00	\$763.00
D2	\$995.00	\$855.00	\$763.00
D4	\$975.00	\$836.00	\$763.00
E1	\$975.00	\$836.00	\$763.00
E2	\$995.00	\$855.00	\$763.00
E3	\$1,004.00	\$855.00	\$744.00
E4	\$975.00	\$836.00	\$763.00
F1	\$975.00	\$836.00	\$763.00
F2	\$995.00	\$855.00	\$763.00
F3	N/A	N/A	N/A
F4	\$975.00	\$836.00	\$763.00
G1	\$975.00	\$836.00	\$763.00
G2	\$995.00	\$855.00	\$763.00
G3	\$1,004.00	\$855.00	\$744.00
G4	\$975.00	\$836.00	\$763.00

\$ The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

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C. CONDITIONS

1. The Company will provide a standard service interface jack located at the Network Interface Demarcation Point at the customer's premises. The Company will provision one service interface jack for each access installed or part thereof.
2. Customer premises equipment used in conjunction with ISDN-PRI Service must be connected as specified under the terms and conditions in Items 170 and 200. C
3. The customer is responsible for the installation, operation and maintenance of customer-provided terminal equipment.
4. The customer will provide, at their own expense, the power supply required by all customer premises equipment and devices.
5. Access channels offered by this service are provisioned on an unprotected basis.
6. Customers who subscribe to Calling Line identification will not receive the caller's telephone number when:
  - (a) calls to the customer are placed via local operator-assisted dialing; and
  - (b) calls to the customer originate from lines equipped with means to prevent display of an originating telephone number.
7. Should it be necessary to incur any unusual expense to meet special requirements, an extra charge may be made based on the cost of the equipment or service provided.
8. Termination Charge:
  - (a) Termination charges apply as specified in TCI CRTC 21461, General Terms of Service. C
  - (b) Termination charges are waived if the entire ISDN-PRI contract is migrated to another Company contracted Network Access service of equal or greater value than the unexpired portion of the ISDN-PRI contract. C
9. Mass Calling Restrictions and Requirements:
  - (a) Links to services prone to triggering mass calling events are provided subject to the availability of suitable facilities.
  - (b) The customer and the Company determine the number of PSTN connectivities and/or links and if a dedicated peripheral unit is required.
  - (c) When a dedicated peripheral unit is required, an additional charge applies for each idle DS-1 port on the peripheral.
10. Resale and Sharing of ISDN-PRI Service is permitted in accordance with the provision of Item 24. C
11. A customer with an expiring five-year contract may elect to extend the term of his contract for a one-time fixed two-year period beyond the original contract expiration date. Rates continue to be applied based on the applicable ISDN-PRI Service five-year contract rates. C

See Page 41 for explanation of symbols.

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C. CONDITIONS (Continued)

12. Automatic Renewal of ISDN-PRI Contracts

Upon expiration of the contract period and subject to the following condition, the customer will be deemed to have agreed to commit to another immediately succeeding contract period of equal duration, and for an equal minimum monthly commitment level unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated.

- (i) All ISDN-PRI Customers will be notified by the Company, either on their monthly bill or by letter, at least sixty (60) days before the end of the current ISDN-PRI contract, as to when automatic renewal will take place, absent any indication by the Customer to the contrary;

13. When a call is forwarded through ISDN-PRI Service, an originating number of a location other than the service location of the ISDN-PRI can be designated by the Customer as the Calling Line Identification and delivered into the network.

14. In the situation described in Item 470.C.13., the Customer shall pay the Translation Charge, pursuant to Item 470.B.5.(a), for such delivery.

- 15. a. In regard to a call to the emergency telephone number 9-1-1, use of ISDN-PRI Service results in Calling Line Identification being delivered into the Company's network.
- b. The use of Calling Line Identification in association with ISDN-PRI Service could result in calls originating from a location other than the location associated by the Company with the Calling Line Identification for that number.
- c. If, in dispatching emergency services in response to a call to 9-1-1, reliance is placed on information associated with the Calling Line Identification received by the Company's network in conjunction with the call to 9-1-1, emergency services may not be routed to the location from which the call to 9-1-1 originated.
- d. In regard to a call to 9-1-1, the Customer, or any person using ISDN-PRI Service or any services used in conjunction with ISDN-PRI Service, is responsible to provide complete and accurate information relating to the actual location of the emergency situation to the emergency service call operator.
- e. Without restricting any indemnities in the Company's General Terms of Service, the Customer is responsible and shall indemnify the Company for, and save the Company harmless from and against all charges, losses, costs, liabilities and damages of any kind whatsoever related to emergency services being dispatched to a location other than the location from which the call to 9-1-1 originated as a result of (a) any use by the Customer of ISDN-PRI Service that results in the location associated by the Company with a Calling Line Identification being a location other than the location from which the call to 9-1-1 originated; and (b) the failure by the Customer or any person using ISDN-PRI Service or any services used in conjunction with ISDN-PRI Service to respond, or provide complete or accurate information, to a 9-1-1 or emergency call operator requesting a response or information in order to properly dispatch emergency services.

See Page 41 for explanation of symbols.

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Item 470, D. PROMOTIONS - Cancelled.  
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