

Allendale Telephone Company
M.P.S.C. No. 2 (R)

1st Revised Sheet No. 1
Cancels Original Sheet No. 1

ALLENDALE TELEPHONE COMPANY

Schedule of Charges and
Regulations Governing

(C)

AUXILIARY SERVICES

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

AUXILIARY SERVICES

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By: David Schroeder, General Manager

Allendale, Michigan

AUXILIARY SERVICES

GENERAL

A. APPLICATION

This Tariff applies to Auxiliary Services of Allendale 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. No. 1.

General Regulations - Tariff M.P.S.C. No. 7 of the Telephone Company applies to the various Telephone Exchange 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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Allendale, Michigan

AUXILIARY SERVICES
GROUP ALERTING SERVICE

(D)

(D)

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Allendale, Michigan

AUXILIARY SERVICES

DIRECTORY LISTINGS

A. GENERAL

1. Directory Listing regulations and charges apply to listings in the regular alphabetical list of names of customers.
2. A listing in the alphabetical section of an appropriate directory is provided without extra charge to each customer to local telephone exchange service . (N)
3. 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 facilities and the Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate directory service.
4. The length of any listing is limited to one line by the 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.
5. The Telephone Company does not list in the alphabetical section of the telephone directory any name unless it is registered, if and as required by law, and, in any event, unless the customer is actually engaged in business or in a profession under that name or is generally known by that name. It likewise does not so list any name which is likely to mislead or deceive the public as to the identity of the customer, 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 rule.

(D)

(D)

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AUXILIARY SERVICES

DIRECTORY LISTINGS

B. BUSINESS SERVICE LISTINGS

1. Subject to the regulations in A.5 preceding concerning the use of assumed names, a listing must be the actual name of the individual, partnership, association, corporation, or other organization to whom service is furnished, or the name of a member, officer, employee or representative thereof, or the name of another business which the customer represents, controls or owns. (D)
(D)
2. The listing of a service or commodity or of a trade name of either, such as "Oil, 237 W. 6th Street; 346-5376" is not permitted in the alphabetical section of a directory, but such service or commodity may be a part of the name if latter is validly adopted and actually used by the customer. (N)
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. (N)
4. Double name listings or the use of titles such as "Pres.", "V-Pres." etc., as for example, Westgate Supply Co. George Smith, Manager 489-7120, are not permitted.
5. Listings of telephones in churches will not include the in 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, as for example the listing "Masonic Temple" with indented listings for Auditorium, Banquet Room, and Chapter Floor, each with its own telephone number, is provided only if necessary for the efficient use of the service. In that case no additional charge is made for the caption listing. The names of individuals are not inserted under a caption listing, but will be shown in their proper alphabetical sequence in the directory. Indented listings which do not merely advertise the extent of the customer's business are not permitted.
7. Customers having telephone service at business rates at their residence address may be given "ofc & r" or "ofc & res" as a designation.
8. When a customer contracts for more than one individual line at the same location, telephone numbers with mechanical or manual "trunk hunting" will be assigned to such lines wherever possible. In such cases only one listing is provided without additional charge.

If it should be necessary to provide lines without trunk hunting, a listing is allowed without additional charge to indicate the number of each separate, ungrouped line. This listing must be in the same name as the main listing or else a supplementing alternate type listing such as "if line busy, call . . ."

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AUXILIARY SERVICE
DIRECTORY LISTINGS

C. RESIDENCE SERVICE 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 establishment. For combined given name listing see 6.
- 2.
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 the professional degree provided that the listing is not more than an individual name.
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. A combined given name listing consisting of the given names of two individuals who have the same surname and reside at the same address or another given name by which the listed person is known, or the given name of a deceased spouse is permitted.

D. TRUNK LISTINGS

1. Trunk listings for service installed at business locations are furnished under the regulations specified herein for business service listings.

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AUXILIARY SERVICES

TOUCHCALL

A. GENERAL

1. Touchcall Services provides for dialing a telephone by means of push buttons in lieu of a rotary dial.
2. Touchcall Service is included with all classes of basic local exchange service at no additional charge.

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(D)

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AUXILIARY SERVICES
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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Allendale, Michigan

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 uncollectible, and network nonrecurring and recurring installation, maintenance, service and equipment network charges of a service supplier providing 911 service pursuant to PA-32. C

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. C

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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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. (C)
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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AUXILIARY SERVICES AND EQUIPMENT

CENTRAL OFFICE SERVICES

DIRECT INWARD DIALING (DID) SERVICE

CENTRAL OFFICE SERVICE

A. General

1. DID service permits calls incoming to a PBX or other customer premises equipment to reach a specific station line without the assistance of an attendant.
2. The service includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment.
3. DID service is provided only from electronic central offices or from electromechanical offices that are equipped to provide this service.
4. The assignment of telephone numbers for DID service and the sequence of numbers assigned to a customer are made at the discretion of the Company.
5. The customer is responsible for providing intercept of assigned but unused telephone numbers associated with DID service.
6. If a customer uses sets of DID service telephone numbers on different systems, on the same or different premises, each set of number is considered a separate service for the application of rates and charges.
7. One primary listing will be furnished without charge for each separate trunk group.
8. Limitations of Service
 - a. DID is furnished upon condition that the customer contract for adequate facilities to permit the use of the service with out injurious effect upon the general telephone service. Adequate facilities include but are not limited to the following:
 - (1) Central Office trunks - if subscriber line overflows on all of the DID trunks combined exceed the monthly limit specified as follows for two months, and in the opinion of the Company additional trunk lines are needed. The customer will be required to subscribe for such additional trunk line facilities or terminate the existing service: first trunk line in a group - 200 subscriber line overflows per month; each additional trunk line in the same group - 100 additional subscriber line overflows per month.
 - (2) A minimum of two working DID trunks excluding attendant trunks are required per system.
 - (3) For completion of DID calls including call attempts (where the line is busy or no answer) suitable equipment associated with the Company or customer provided system is required, e.g. sufficient quantities of incoming registers or equivalent.
 - b. The Company may refuse to furnish or to continue to furnish service for failure to comply with 8a. above and as covered in General Regulations - Cancellation for Cause in Tariff M.P.S.C. No. 7.

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AUXILIARY SERVICES AND EQUIPMENT
CENTRAL OFFICE SERVICES

DIRECT INWARD DIALING (DID) SERVICE

CENTRAL OFFICE SERVICE

<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
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B. Rates and Charges

1. Direct Inward Dialing (DID) Service

-Service Establishment Charge, for the first group of 20 DID numbers installed	\$ 125.00	\$ 11.00	(C)(R)
-For groups of less than 1500 numbers	250.00	7.50	(C)(R)
-For groups of 1500 numbers or more			
-Subsequent additions, per group of 20 numbers			
-For groups of less than 1500 numbers	25.00	11.00	(C)(R)
-For groups of 1500 numbers or more	25.00	7.50	(C)(R)

2. Additions to Existing Systems and Changes

-To provide DID on an existing PBX System which is equipped for compatible operation			
-For each trunk that changes to DID	25.00		(R)
-After DID is established			
-For a change of an existing DID trunk to a regular trunk	25.00		(C)(R)

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