

**LOCAL TERMS OF SERVICE:  
EMBARQ® 911 CALL PATH ROUTING SERVICES ANNEX  
(Indiana, Nevada, Ohio, and Tennessee Local Terms)**

The applicable cover agreement, if any, and the Local Terms of Service, which include the Standard Terms and Conditions for Communications Service and these service-specific terms (collectively, the “Agreement”), govern the 911 Call Path routing service feature (“Service”). The Service is provided by the local operating company serving Customer’s location. The local operating company providing the Service is identified in the Agreement.

**1. GENERAL DESCRIPTION.**

**1.1** CenturyLink provides the Service to route an E911 call from a CenturyLink central office to the designated Public Safety Answering Point (“PSAP”) based upon the identified number of the calling party.

**2. SERVICE RULES AND REGULATIONS.**

**2.1** When the Service is provided, Customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (“ESN”) will be provided for each unique combination by CenturyLink. Customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Base Management System (“DBMS”) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define Customer's responsibility in providing this information.

- A.** Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria shall be furnished by Customer to CenturyLink prior to the effective date of Service.
- B.** After establishment of Service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise CenturyLink of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
- C.** CenturyLink will provide to Customer on request a complete written copy of the master address file to permit Customer to verify the accuracy of the police, fire and ambulance PSAP routing designations.
- D.** Changes, deletions, and additions which Customer desires to have made in the master address file should be submitted on an "as occurred" basis.
- E.** CenturyLink will furnish a written copy to Customer for verification showing each change, deletion, and addition to the master address file.
- F.** Emergency Service Numbers (ESNs) are only available as part of the 911 Call Path Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to 911 Call Path Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this agreement, a responding agency is defined as a municipality’s police, fire, emergency medical service, or other appropriate agency. ESNs will not be used to route calls to specific police precincts, fire stations, emergency medical zones, etc.

**2.2** When the 911 Call Path Routing feature is provided, and there is more than one Selective Router provider, CenturyLink will have primary routing responsibility for CenturyLink end users. In addition, CenturyLink may also have primary routing responsibility for other companies’ central offices when CenturyLink is the designated primary service provider.

- 2.3** Each E9-1-1 jurisdiction's monthly charge is rounded up to the nearest billing increment based upon DBMS Records. This count is based upon the maximum number of the stated DBMS Records in service during the most current twelve month period at the time service is established. This count will be adjusted at the end of each calendar year to update customer billing, with the applicable twelve month period being the twelve months ending each calendar year. For each service feature, where the count of DBMS Records has been adjusted upward, only monthly recurring rates apply for each increment of DBMS Records so adjusted (after rounding).

**3. EXPLANATION OF TERMS.**

- 3.1** Database Management System (“DBMS”). A system of manual procedures and computer programs used to create, store, and update the data required to provide the Service and/or Automatic Location Identification for E9-1-1 systems. DBMS also provides for an initial information load for the data base stored in Customer provided equipment, as well as the equipment of other 911 Service Providers and for periodic updates to this information.
- 3.2** Emergency Service Number (“ESN”)/Emergency Service Zone. An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency/agencies.
- 3.3** E911. An expanded service that provides delivery of ANI and ALI to a PSAP within the 911 service area.
- 3.4** End User. The person placing the 9-1-1 call.
- 3.5** Public Safety Answering Point (“PSAP”). A facility equipped and staffed to receive 9-1-1 calls.