

**LOCAL TERMS OF SERVICE:  
EMBARQ® PRIVATE SWITCH DATABASE SERVICE  
(Indiana and Nevada Customers)**

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 Private Switch Database Service (the “Service”). The local operating company providing the Service is identified in the Agreement.

**1. GENERAL DESCRIPTION.**

**1.1** The Service allows a customer with a multi-line private switch (e.g. private branch exchange) to facilitate reception of either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information by a Public Safety Answering Point (PSAP) for emergency “9-1-1” calls originating from the location served by the customer’s multi-line private switch.

**2. SERVICE RULES AND REGULATIONS.**

**2.1** The customer is responsible for validating address information through Master Street Access Guide (MSAG) and for coordinating with CenturyLink to provide the National Emergency Number Association (NENA) standard format of telephone numbers and address data. CenturyLink will allow the customer to update records no more frequently than on a daily basis. The data may originate from the customer’s private switch (when technically feasible) or from a manually created list.

**2.2** CenturyLink will:

- A.** Be responsible for uploading NENA formatted data file to its ALI database;
- B.** Hold the information in confidence and protect it in accordance with state and federal rules applicable to emergency 911 services; and
- C.** Use the information only in connection with providing emergency services to PSAPs.

**3. LIMITATIONS.**

**3.1** CenturyLink offers no warranty or representation with respect to the accuracy or completeness of the Service. CenturyLink relies on its customers for all private switch information placed in CenturyLink’s database management system.

**3.2** CenturyLink does not warrant or represent that its Database Management System (DBMS) will be compatible with every type of Private Switch equipment. Customers who wish to provide automated updates to CenturyLink’s DBMS are responsible for acquiring their own Private Switch equipment and for testing the compatibility of that equipment with CenturyLink’s DBMS.

**3.3** CenturyLink may immediately terminate Customer’s use of the Service if, in CenturyLink’s sole judgment, Customer falsifies the information provided or fails to comply with any other provisions of this Agreement.

**3.4** CenturyLink will only provide the Service where CenturyLink is the primary 911 database provider for the PSAP serving the customer’s location.

**3.5** When implementing the Service, the customer must contact the Telephone Company’s E-911 representative to negotiate trunking, hardware, and software requirements associated with the Service.

**4. RATES.**

**4.1** CenturyLink will, for a fee, provide a software package that will allow Customer to load the database information in the appropriate NENA format for transmission to CenturyLink’s Data Center.

**4.2** CenturyLink will charge Customer a fee for maintenance of the data in the National ALI database for delivery upon a 911 call to the PSAP.

**4.3** Separate charges are applicable for network connectivity from Customer’s Private Switch to CenturyLink’s central office facilities.