
INTRASTATE COMMUNICATIONS SERVICES

CONTACTING THE COMPANY WITH A COMPLAINT

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- By Email: regulatory.safetyservices@intrado.com
- By Phone: 720-494-5800
- By Mail:
Intrado Safety Communications, Inc.
Attn: Director, Regulatory
1601 Dry Creek Drive
Longmont, CO 80503

CONTACTING THE NEW YORK STATE COMMISSION OF PUBLIC SERVICE
WITH A COMPLAINT

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York PSC by phone, online or by mail.

- Online: <http://www.PSC.ny.gov/complaints>
- By Phone:
Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00 pm) or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
- By Mail:
NYS Commission of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350

INTRASTATE COMMUNICATIONS SERVICES

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

D. Billing of the Customer by the Company will begin on the first day following the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use.

E. Late Payment Fee

If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.

F. Return Check Charge

The Customer will be assessed a charge of twenty dollars (\$20.00) for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor.

G. If service is disconnected by the Company and later restored, restoration of service will be subject to all applicable installation charges.

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SECTION 2 - REGULATIONS (CONT'D.)

2.13 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

2.13.2 TSP Request Process

A. Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.

National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of National Economic Posture

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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SECTION 2 - REGULATIONS (CONT'D.)

2.13 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

2.13.2 TSP Request Process (Cont'd.)

B. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2.13.2.A above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.13.2.A.1 above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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SECTION 5 – EMERGENCY SERVICES (CONT'D)

5.1 9-1-1 Emergency Services (Cont'd.)

5.1.2 9-1-1 Routing Service Features

A. Automatic Number Identification (ANI)

ANI is the feature by which the telephone number or other related routing (pANI) number associated with an inbound 9-1-1 caller is received by the Company's 9-1-1 Emergency Services and passed on to the proper PSAP. The ANI is also used to determine the proper PSAP to receive the inbound call.

B. 9-1-1 Routing Options

Selective Routing

The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller. Selective Routing is typically accomplished by mapping the ANI to an ESN that has been derived based on the caller's location. The ESN maps to a specific routing rule that identifies the PSAP and possible alternative destinations.

Trunk Only Routing

Inbound trunks, typically from a given telecommunications carrier, can be designated to route all calls to a given destination, usually a specific PSAP. If Trunk Only Routing is not specified, the system will attempt to perform Selective Routing.

Default Routing

When an incoming 9-1-1 call cannot be selectively routed due to the reception of an ANI number that is either not stored in the selective router data base, unintelligible ANI or when no ANI number is passed, a predetermined call route will be chosen and the caller will be terminated to the PSAP based upon the incoming trunk facility the call is passed over.

PSAP Abandonment Routing

If a situation arises where a PSAP must be closed or evacuated, this feature provides specific routing instructions for delivery of calls to recovery locations.

INTRASTATE COMMUNICATIONS SERVICES

SECTION 5 – EMERGENCY SERVICES (CONT'D)

5.1 9-1-1 Emergency Services (Cont'd.)

5.1.3 9-1-1 ALI Services (Cont'd.)

- G. Misroute Resolution
An ANI/ALI misroute occurs when a 9-1-1 call is delivered to the incorrect PSAP. Intrado Safety investigates ANI/ALI misroute reports and refers each misroute report to the TSP for resolution.
- H. No Record Found (NRF) Resolution
An NRF occurs when the ANI provided does not exist in the ALI database and/or when NRF is displayed at the PSAP. Intrado Safety will resolve or refer each NRF to the respective TSP for resolution.
- I. Local Number Portability (LNP) Processing
Intrado Safety supports LNP, which allows subscribers to switch from one TSP to another without changing their phone numbers.
- J. ALI Delivery
ALI Delivery provides location information via the ALI Data Access Connections to a PSAP during a 9-1-1 call.
- K. Data Support of Wireless and VoIP E9-1-1
Intrado Safety's database management systems support both Phase I and Phase II wireless and VoIP E9-1-1 call processing. This includes the E2 interface used by wireless service providers to communicate 9-1-1 caller location information to the ALI database.
- L. ALI Metrics Reporting
Intrado Safety provides access to reports that provide details on data transactions, the number of records processed, and the number of errors.

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SECTION 6 – SUPPLEMENTAL SERVICES (CONT'D.)

6.1 Critical Facilities Administration Service (Cont'd.)¹

6.1.4 Delivery of Path Information and Availability

- A. After execution of the required confidentiality agreement and submitting a written request for physical path information for one or more Subscribing Circuits, the CFA Subscriber will be provided with hardcopy documentation containing a description of the physical path of the Subscribing Circuits, including street level detail of said path, where available ("Path Documentation"). The Company will negotiate an acceptable timeframe with the CFA Subscriber for delivery of the Path Documentation, subject to availability of suitable facilities, resources and personnel.
- B. In the event of a major outage, provision of CFA Service as to any area directly or indirectly impacted by the outage may be suspended at the sole discretion of the Company. In such circumstances, Path Documentation, reflecting the restoration, if applicable, will be provided in response to a written request within ninety (90) days after the restoration of service. This interval is subject to change if information from a third party is required. The Company will negotiate an acceptable timeframe with the CFA Subscriber for delivery of the Path Documentation, subject to the availability of suitable facilities, resources and personnel.
- C. The Path Documentation provided to CFA Subscribers represents the data available at the time of the Customer's written request. Since the data is subject to changes or rearrangements, updates will be provided only upon subsequent written request of the Customer. Any additional requests or updates are also subject to rates specified below.

6.1.5 Rates

Service Order Charge per Circuit: Individual Case Basis (ICB)

¹ Issued in compliance with Orders of the Public Service Commission dated July 28, 2004 and October 26, 2004 in Case 03-C-0922.

INTRASTATE COMMUNICATIONS SERVICES

CURRENT RATES

Section 2 – Regulations

1. Telephone Surcharges

Gross Revenue and MTA Tax Surcharges

A. Local Service:

1. Gross Revenue Tax Surcharges

| Period | Services Provided For Resale* | IntraLATA Toll & RCP Service | All Other Services |
|------------|-------------------------------|------------------------------|--------------------|
| 7/1/2000 + | .3764% | 2.8273% | 2.9405% |

2. MTA Tax Surcharges

| Period | Services Provided For Resale* | IntraLATA Toll & RCP Service | All Other Services |
|------------|-------------------------------|------------------------------|--------------------|
| 10/1/1998+ | .1277% | .6890% | .73% |

B. Toll Service:

1. Gross Revenue Tax Surcharges*

| Period | Surcharge |
|------------|-----------|
| 1/1/2000 + | 2.5641% |

2. MTA Tax Surcharges*

| Period | Surcharge |
|-------------|-----------|
| 10/1/1998 + | .5986% |

* These surcharges are not applicable to services provided for resale to telecommunications companies possessing a Certificate of Public Convenience and Necessity issued by the New York State Commission of Public Service.

