

19812 Underwood Road
Foley, AL 36535



November 30, 2010



Walter Thomas, Secretary
Alabama Public Service Commission
100 North Union Street
Montgomery, AL 36104

**RE: CenturyTel of Northern Alabama d/b/a CenturyLink - General Subscriber Services
Tariff**

Dear Mr. Thomas:

CenturyTel of Northern Alabama d/b/a CenturyLink ("CenturyLink") hereby issues the accompanying tariff materials for review and approval by the Alabama Public Service Commission ("APSC").

This filing reflects the deregulation of basic telephone service and optional telephone features effective January 1, 2011, in accordance with ALA. CODE § 37-2A-8 (1975, as amended) (Communications Reform Act of 2005, as amended or the "Act").

This filing proposes revisions to all pages of the General Subscriber Services Tariff ("GSST").

In accordance with the Act, the proposed effective date for this tariff filing is January 1, 2011.

If you have any questions concerning this filing, you may contact me by e-mail at kevin.grimes@centurylink.com or by telephone at (251) 952-5384.

Sincerely,

Kevin Grimes
Government Relations Manager

GENERAL SUBSCRIBER SERVICES TARIFF

CenturyTel of Northern Alabama d/b/a CenturyLink

Original Title Sheet

ISSUED: NOVEMBER 30, 2010
BY: Director, Tariffs
Monroe, Louisiana

EFFECTIVE: JANUARY 1, 2011

GENERAL SUBSCRIBER SERVICES TARIFF

FOR THE

STATE OF ALABAMA

This tariff is on file with the Alabama Public Service Commission and is applicable to those exchanges identified herein.

EXPLANATION OF SYMBOLS

When changes are made on any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) Denotes a change in: listing, general regulations, or condition, which may affect a rate or charge.
- (D) Denotes discontinued material including: listing, general regulation, condition, rate or charge.
- (I) Denotes increase in rate or charge.
- (L) Denotes material relocated from or to another part of the tariff, with no change in text, regulation, rate or condition.
- (N) Denotes new material including: listing, general regulation, rate, charge or condition.
- (R) Denotes a reduction in either rate or charge.
- (T) Denotes a change in wording of text, but no change in: listing, general regulation, condition, rate or charge.

Note: The above symbols are standard indications which may be used to denote revisions or additions to general regulations, listings, rates or charges after initial filing of the tariff.

GENERAL SUBSCRIBER SERVICES TARIFF

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Section 1
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DEFINITIONS

ACCESS LINE - A circuit directly connecting the central office switching equipment with the subscriber's termination point.

ACCESS LINE WORK CHARGE - The charge for work associated on the circuit between the serving central office up to and including the protector on the customer's premises or on an outside circuit between premises or between locations on the same premises.

ALABAMA RELAY CENTER - The Alabama Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

AUXILIARY BELL - A bell on the same circuit and operated in connection with the signaling device of the primary station or private branch exchange station.

BASE RATE AREA - A specific area within which local telephone exchange service is furnished at rates quoted in the Local Exchange Service Section.

BASIC TELEPHONE SERVICE - A retail telecommunications service that provides to the premises or residential customer or to the premises of business customers the following features and functions only: a) Dial tone, b) Access to other lines for the transmission of two-way switched or dedicated communication within a local calling area without additional usage sensitive charges, c) A primary directory listing, d) Dual-tone multi-frequency signaling, e) Access to operator services, f) Access to directory assistance services, g) Access to telecommunications relay services for the deaf or hard-of-hearing, h) Access to 911 service where provided by a local governmental authority or multi-jurisdictional authority, i) Access to interexchange long distance services.

BUNDLED OFFERING - A combination of retail services, including telecommunications and non-telecommunications service offered by CenturyTel or an affiliate, offered as a package, either at a single price or with the availability of the price for one (1) service contingent on the purchase of other services.

CENTRAL OFFICE - An operating office in the telephone company where connections are made and switching is accomplished between telephone access lines.

CENTRAL OFFICE WORK CHARGE - The charge for work associated with the central office applicable for functions required within the central office.

CHANNEL - A path for communication between two or more stations, or central offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by single physical facility or route.

CIRCLE CALLING - A channel used for the transmission of electrical energy in the furnishing of telephone and other communications services.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as residential service.

GENERAL SUBSCRIBER SERVICES TARIFF

CenturyTel of Northern Alabama d/b/a CenturyLink

Section 1
Original Sheet 2

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DEFINITIONS

COMPANY - A corporation, association, partnership, or individual engaged in the business of furnishing telephone and other communications services to the public.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONNECTOR - See "Switch"

CONSTRUCTION CHARGE - A separate non-recurring charge made for the construction of facilities.

CONTINUOUS PROPERTY - The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER - The individual which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DROP WIRE - That portion of a circuit between the pole line or call distributing box and the building in which the station or switchboard is located.

DUAL NAME LISTING - Provided for customers subscribing to residence service who share the same surname and reside at the same address, and for a person known by two first names.

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Section 1
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DEFINITIONS

ENTRANCE FACILITIES - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town, or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulation and charges specified in the Tariff.

EXISTING CUSTOMER - Reference to existing customer in both the General Exchange Tariff means customer as of the date of this Tariff.

EXTENSION STATION - See "Telephone Station".

EXTRA LISTING - See "Additional Listing".

FLAT RATE SERVICE - Basic Service furnished at a fixed monthly charge.

FOREIGN ATTACHMENT - Lines, instruments, appliances, or apparatus not owned or furnished by the Company.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EQUIPMENT - See "Foreign Attachment".

GRADE OF SERVICE - The term used in describing exchange service with respect to the number of main telephones which may be connected to a central office line.

INDIVIDUAL LINE - An access line designed for the exclusive use of a subscriber

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

INSTRUMENTALITIES - The station equipment used to provide communication service to the customer.

JACK AND PLUG EQUIPMENT - Equipment designed to give access to a line at one or more points by means of a portable telephone equipped with a cord and plug to connect jacks bridged to the line. Installation and maintenance of a jack is the responsibility of the customer and is only provided by the Telephone Company on a deregulated basis.

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DEFINITIONS

LEASE LINE - A channel tying together two or more points in the exchange area for the sole use of the subscriber. It is terminated at each point on subscriber owned equipment and is not connected to the central office switching equipment.

LINE FINDER - See "Switch".

LOCAL ACCESS AND TRANSPORT AREA (LATA) - The term "Local Access and Transport Area" (LATA) denotes a geographic area for the provision and administration of communications service. It encompasses designated Access Areas which are grouped to serve common social, economic, and other purposes.

LOCAL CHANNEL - That portion of a channel which connects a station to an interexchange channel or a channel connecting two or more stations within an exchange area.

LOCAL SERVICE - Telephone communications within a local service area in accordance with the provisions of the Company's tariffs.

LOCAL MESSAGE - A completed communication between customers' stations located within the same Exchange Area or Local Service Area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule or rates without the application of specific charges for each message.

MESSAGE - A completed customer call.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

MOVE - A transfer of telephone service from one location to another on the same premise where there is no interruption of service other than is incident to the work involved. Transfers of telephone service from one premise to another, or from location to another on the same premise involving a break in the continuity of service and resulting in cessation of local service charges are not considered as moved but as new service and service charges that may be applicable.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE - A standard FCC Registration Program jack or equivalent that is installed by the Telephone Company as part of the network access line on a customer's premises at a location determined by the Company which is accessible to the customer and consistent with FCC Registration regulations governing the location of the network interface. The network interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

NETWORK TERMINATING WIRE - Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the Network Interface.

NEW SUBSCRIBER - Applicants having no basic monthly service or those subscribers changing service premise.

PREMISES - The building, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

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GENERAL EXCHANGE TARIFF

DEFINITION OF TERMS

PREMISES WIRE - All wiring within the same building or between buildings on the same continuous property of a customer and located on the customer's side of the network interface. In the absence of a network interface, all wiring on the customer's side of the first point of connection at customer's premises.

RESIDENCE SERVICE - Exchange service furnished to a customer at a residential address where the service is not listed as a business in the directory.

RESTORATION CHARGE - A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.

SELECTOR - See "Switch".

SERVICE CHARGE - A nonrecurring charge applying to the establishment of telephone service for a subscriber and subsequent alterations to that service.

SLAMMING – Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

SERVICE ORDER CHARGE - The charge for receiving and recording information and/or taking action in connection with a subscriber or applicant and processing the necessary data.

STATION - See "Telephone Station".

SUBSCRIBER - See "Customer".

SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company and approved by the Alabama Public Service Commission.

TELEPHONE COMPANY - See "Company".

TELEPHONE STATION - A telephone instrument, consisting of a transmitter, receiver and associated apparatus, connected so as to permit transmission and receiving of telephone messages.

TERMINAL EQUIPMENT - All equipment provided by common carriers and located on customer premises except over voltage protection equipment, and multiplexing equipment to deliver multiple channels to the customer.

TERMINATION CHARGE - A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

GENERAL SUBSCRIBER SERVICES TARIFF

CenturyTel of Northern Alabama d/b/a CenturyLink

Section 1
Original Sheet 6

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DEFINITIONS

TOUCHTONE CALLING SERVICE - A classification of exchange service whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices.

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

GENERAL SUBSCRIBER SERVICES TARIFF

CenturyTel of Northern Alabama d/b/a CenturyLink

Section 2
Original Sheet 1

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GENERAL REGULATIONS

2.1 Application of Regulations

- 2.1.1 The regulations set forth herein apply to intrastate services and facilities furnished within the State of Alabama by CenturyTel of Alabama, LLC, aka CenturyTel of Northern Alabama, dba CenturyLink, also referred to as the Telephone Company and/or the Company, that are required to be provided by tariff under ALA. CODE § 37-2A-1 et.seq. (1975 as amended) (Communications Reform Act of 2005, as amended or the "Act"). This includes the following services as defined by the Act: tariffed emergency reporting services regulated by the Commission on or before February 1, 2005 and offered by local exchange carriers to public safety answering points and emergency communications districts. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

GENERAL SUBSCRIBER SERVICES TARIFF

CenturyTel of Northern Alabama d/b/a CenturyLink

**Section 2
Original Sheet 2**

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GENERAL REGULATIONS

2.2 Use of Service

2.2.1 Abuse or Fraudulent Use of Service

- a. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (1) the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service;
- (2) rearrangement of, tampering with or connection of equipment to the facilities of the Company to obtain, to attempt to obtain or to assist others to obtain service without payment (in total or in part) of regular charges for the service;
- (3) false representation, scheme, trick or device whatsoever intended to avoid payment (in total or in part) or regular charges for the service;
- (4) the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another;
- (5) the use of profane or obscene language;
- (6) the use of service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
- (7) the impersonation of another.

2.2.2 Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it shall not be used for any unlawful purpose.

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GENERAL REGULATIONS

2.2 Use of Service (Cont'd)

2.2.3 Use of Customer Service

Customer telephone service is furnished only for use by the customer, his family, employees, or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the station is so located that the public-in-general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

2.2.4 Minimum Contract Period

- a. Except as specified elsewhere in this Tariff, the minimum contract period is one (1) month from the date service or additions to service are established and the minimum charge is the authorized rate for one (1) month. For purposes of rate administration each month is considered to have thirty (30) days.

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GENERAL REGULATIONS

2.2 Use of Service (Cont'd)

2.2.5 Termination of Service

a. By the Company

- (1) The Company may, following five (5) days' written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:
 - (a) upon the failure of the customer to make payments by the due date;
 - (b) upon the continuance of any unauthorized attachment to the Company's equipment;
 - (c) upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
 - (d) upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service;
 - (e) upon a violation of any of the regulations governing the furnishing of a service contained in this tariff or other service agreement or promulgated by a regulatory agency.

b. At customer's request.

- (1) Service may be terminated prior to the expiration of the agreed service period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- (2) Where service with a one (1) month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified, as applied if all or a portion of the facilities have been installed.

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GENERAL REGULATIONS

2.2 Use of Service (Cont'd)

2.2.5 Termination of Service (Cont'd)

- b. At customer's request (Cont'd)
 - (3) No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
 - (4) No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

2.3 Establishment and Furnishing of Service

2.3.1 Applications for Service

- a. Applications for service may be made orally or in writing (including electronically). A customer's submission of an application for service over the internet or other electronic means shall constitute the customer's agreement with the terms provided therein and this tariff.
- b. Any change in rates or regulations prescribed by the Alabama Public Service Commission modifies the terms and regulations of contracts to the extent of such change.
- c. The Company may decline to serve an applicant or disconnect a customer who is indebted to the Company for similar service at a former location or at the present location of the applicant or customer, or where such indebtedness was incurred by a member of the applicant's or customer's household, either under the name of the applicant or the customer, or another name when the application for such service is or was made within one year from the date such indebtedness became due. Provided, however, that in the event such indebtedness for service previously rendered is in dispute, the applicant shall be served or customer's service shall be continued upon complying with the deposit as specified in Section 2.4.2 hereof, and in addition thereto, making a special deposit in amount equal to the net balance in dispute. Upon settlement of the disputed amount, the balance, if any, due the applicant or customer or member of applicant's or customer's household shall be promptly repaid, together with accrued interest at the rate established periodically by the Company based on the Wall Street Journal prime rate as quoted in the money rates section of the Wall Street Journal.

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**Section 2
Original Sheet 6**

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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.2 Application of Residence Rates

- a. Residence rates apply in private residences, and in private apartments of hotels, or other residential facilities providing for occupation by a single resident for a period in excess of the minimum contract period where service is confined to the customer's use.
- b. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- c. Upon the payment of appropriate new service connection charges, a customer may change from business service to residence service if the customer's arrangements would entitle the customer to a residence classification of the service, as specified in 2.3.2 above.

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Section 2
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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.3 Advance Payments

- a. At the time an application for service is made, an applicant may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus the estimated recurring monthly charges for one (1) month of service billed in advance, plus the estimated usage charges for two (2) months of service billed in arrears, such a long-distance service. The amount of the advance payment is credited to the customer's account on the first bill rendered.

2.3.4 Customer Billing

- a. The customer is responsible for all charges in conjunction with the service furnished him including collect toll messages which have been accepted at the customer's telephone.
- b. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
- c. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.
- d. For billing purposes each month is presumed to have thirty (30) days.

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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.4 Customer Billing (Cont'd)

- e. Retroactive billing adjustments will not be made for a period exceeding three (3) years.
- f. The Company may temporarily suspend service in the event the customer fails to pay any regulated amount due. Such suspension shall not be made until at least five (5) days following written notification to the customer of the intention to suspend service.
- g. A Late Payment Charge of 1.5% (minimum charge of \$.50) or the maximum rate allowed by law, whichever is less, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5% charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.
- h. All charges due by the customer are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within forty-five (45) days after the bill is received, the account shall be deemed correct and binding upon the customer.

2.3.5 Telephone Numbers

- a. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

2.3.6 Alterations

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's equipment; and the customer agrees to pay the Company's current charges for such changes.

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Section 2
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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.7 Special Construction

a. Company Obligation

- (1) Customers who are receiving or who are requesting service shall be deemed to have consented to the reasonable use of their real property to construct, operate, maintain, replace, or enlarge telephone and/or communication lines, overhead or underground, including all conduit, cables, wires, surface testing terminals, markers and other appurtenances under, through, across, and upon any real property or interest therein owned or leased or controlled by said customer, or any other customer. Upon request, the customer agrees to execute any easement or right-of-way contract on a form to be furnished by the Company.

b. Underground

- (1) When feasible and desired by the customer, conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for telephone company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any electric facilities shall be in accordance with the Company's specifications. The customer shall be required to pay the entire cost of any repair or maintenance of Company property resulting from any intention or negligent act of the customer, employees, contractors or invitees.

2.3.8 Reserved for Future Use

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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.9 Transfer of Service Between Customers

- a. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation, provided there is no lapse in the rendition of service. The Secondary Service Ordering charge, specified in the pricelist, will be applied to the new customer's account for such transfers.
- b. Where existing service is continued for a new customer, the telephone number may be retained by the new customer only if the old customer consents and an arrangement acceptable to the Company is made to pay all outstanding charges against the service.

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GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Cont'd)

2.3.10 Prepaid Local Telephone Service (PLTS)

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service two months in advance. Upon establishment of the PLTS plan, the customer will be billed for two (2) months service and any applicable nonrecurring charges. The Company may require payment of these charges prior to establishment of service. Thereafter, the customer will be billed one (1) month's service on a monthly basis.

- a. PLTS is configured as follows:
 1. Voice grade residential flat rate line,
 2. All mandatory services (all tariffed and price list charges applicable)
 3. Tone Dialing (tone dialing/touch tone charges are applicable)
 4. Ability to dial 911 emergency number
 5. Ability to report service problems seven (7) days a week
 6. Ability to dial CenturyTel Customer Service
 7. Primary directory listing nonpublished/nonlisted available at price list rates)
 8. Access to Directory Assistance
 9. Toll blocking/usage sensitive services blocking (tariff charges applicable)
- b. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.
- c. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.
- d. The monthly rate for PLTS shall include any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.
- e. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls for which additional charges are billed to the customer's telephone number.
- f. The Company may disconnect PLTS service, with notice, for any of the following reasons:
 1. Failure to make monthly payments to maintain the PLTS balance
 2. Use of the service in a manner that interferes with the service of others
- g. The Company may disconnect PLTS service without notice for any of the following reasons:
 1. If the customer accrues new billable charges for toll or other service on their telephone bill
 2. Where a known dangerous condition exists
 3. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service
- h. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable, and payment of a deposit if their credit history is such that a deposit would normally be required.

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GENERAL REGULATIONS

2.4 Establishment and Maintenance of Credit

2.4.1 Establishment of Credit

- a. The Company may decline to serve an applicant or disconnect a customer who is indebted to the utility for similar service at a former location or at the present location of the applicant or customer, or where such indebtedness was incurred by a member of the applicant's or customer's household, either under the name of the applicant or the customer, or another name when the application for such service is or was made within one year from the date such indebtedness became due. Provided, however, that in the event such indebtedness for service previously rendered is in dispute, the applicant shall be served or customer's service shall be continued upon complying with the deposit as specified in Section 2.4.2 hereof, and in addition thereto make a special deposit in amount equal to the net balance in dispute. Upon settlement of the disputed amount, the balance, if any, due the applicant or customer or member of applicant's or customer's household shall be promptly repaid, together with accrued interest at the rate established periodically by the Company based on the Wall Street Journal prime rate as quoted in the money rates section of the Wall Street Journal.
- b. The Company shall be the sole judge as to whether or not the references or guarantee in writing are acceptable.

2.4.2 Deposits

- a. The Company may, when in its judgment such deposit is necessary, require at any time, from an applicant, or subscriber, a cash deposit intended to guarantee payment of the current bills for telephone service. Deposit for bills payable in advance shall not exceed an estimated bill for one (1) regular billing period, plus two (2) months estimated charges for services billed in arrears, such as toll. Interest shall be paid by the Company upon any such deposit held more than thirty (30) days at the rate of seven percent (7%) per annum, which shall be added to and considered part of the deposit or paid to the customer at CenturyTel's option.
- b. Interest shall be paid by the Company upon such deposit for the time such deposit was held by the Company and the customer was served by the Company, unless such period be less than thirty (30) days. The Company shall not hold a residential customer's deposit beyond December following twenty-four (24) months of deposit retention.
- c. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of the bills upon presentation by the Company, and providing for the discontinuance of service for nonpayment as provided herein.

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GENERAL REGULATIONS

2.4 Establishment and Maintenance of Credit (Cont'd)

2.4.3 Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, following five (5) days after the Company has provided written (including electronic) notice requiring the customer to do so.

2.4.4 Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, appropriate service charges will be made and collected by the Company.

2.4.5 Adjustments for Local Taxing Authority and Other Payments and Costs

- a. In the event a local governmental entity imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection, or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, or otherwise, so much of the aggregate amount of such tax or fee as exceeds the sums listed below will be billed, insofar as practical, pro rata to the customers receiving exchange service within such governmental jurisdiction.
- b. Should pole rental fees be imposed on the Company by an entity not subject to state or federal regulation in the setting of such fees, the Company may elect to bill the aggregate amount of any pole rental fee, insofar as practical, pro rata to the customers receiving local exchange service from the facilities for which the fee is imposed.
- c. In instances where a governmental entity impose requirements, including, but not limited to, underground burial ordinances, which impose a substantial financial burden on the Company, the Company may elect to recover the cost of such additional financial burden, insofar as practical, pro rata to the customers receiving exchange service within such governmental jurisdiction.

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GENERAL REGULATIONS

2.5 Obligation and Liability of Company

2.5.1 Undertaking of the Company

The Company does not undertake to transmit message, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in this Tariff.

2.5.2 Provision of Equipment

- a. All equipment necessary for the provision of a given service will be furnished by the Company on a deregulated basis or by the customer except as provided elsewhere in this tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer on this premises in suitable outlets when required.

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GENERAL REGULATIONS

2.5 Obligation and Liability of the Company (Cont'd)

2.5.2 Provision of Equipment (Cont'd)

- b. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company; except as provided in this Tariff or as otherwise authorized in writing by the Company.
- c. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:
 - (1) endanger the safety of Company employees or the public;
 - (2) damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff;
 - (3) interfere with the proper functioning of such equipment or facilities;
 - (4) impair the operation of the communication system;
 - (5) otherwise injure the public in its use of the Company's services.

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GENERAL REGULATIONS

2.5 Obligation and Liability of the Company (Cont'd)

2.5.3 Furnishing of Service

The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

2.5.4 Maintenance and Repair

- a. All costs associated with the maintenance and repair of regulated services furnished pursuant to this tariff will be borne by the Company, except as specified elsewhere in this Tariff.
- b. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
- c. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.
- d. Interruption of Service
 - (1) Customers experiencing a service outage exceeding twenty-four (24) hours will receive a credit allowance as provided in (2) following, and a Service Performance Guarantee credit as provided in 2.5.7 following.
 - (2) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment of the fixed monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four (24) hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty (30) days.

2.5.5 Liability

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.
- b. The customer indemnifies and saves the Company harmless against the following:

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GENERAL REGULATIONS

2.5 Obligation and Liability of the Company (Cont'd)

2.5.5 Liability (Cont'd)

b. (Cont'd)

- (1) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- (2) Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
- (3) Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (4) Liability for failure to provide service.
- (5) Liability for telephone directories is covered next in this section under Directories.

2.5.6 Unauthorized Access and Hacking

Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.

2.5.7 Directories

- a. The Company may elect to furnish to its customers, without charge, a directory for each access line. Additional directories will be furnished at the discretion of the Company at an additional fee.
- b. No liability for damages arising from errors in or omissions of directory listings, or directory assistance listings of any type shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

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**BY: Director, Tariffs
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LOCAL EXCHANGE SERVICE

S3. RESERVED FOR FUTURE USE

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S4. RESERVED FOR FUTURE USE

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S5. RESERVED FOR FUTURE USE

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S6. RESERVED FOR FUTURE USE

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S7. RESERVED FOR FUTURE USE

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S8. RESERVED FOR FUTURE USE

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S9. RESERVED FOR FUTURE USE

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CenturyTel of Northern Alabama d/b/a CenturyLink

Section 10

Original Sheet 1

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BY: Director, Tariffs and Compliance
Monroe, Louisiana

EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General

A. Definition

1. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
2. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following two categories:
 - a) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
 - b) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider has failed to provide the Customer with their subscribers' names, addresses, and telephone numbers via the PS ALI service. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the Customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Central Office (CO) Responder - The Central Office Responder consists of a 19" shelf, one Central Office Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system in the telephone company central office. The central office responder is installed on the incoming trunk of the 911 selective router.

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. May also be referred to as "9-1-1 Customer".

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms (Cont'd)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Response Agency - For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms (Cont'd)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

Host Provider or Lead Telco - The telephone company that serves exchanges within the Customer's serving area and provides 9-1-1 service to the Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as Secondary Providers within the Customer's serving area.

Lead Telephone Company - The telephone company that owns and operates the Selective Routers that are used for 9-1-1 access to a PSAP.

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Mini-pack - A compact rack mounted single trunk version of the Instant Network Backup (INB) System. Includes Mini-Pack unit without or with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the telephone company central office.

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms (Cont'd)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the CENTURYTEL PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the CENTURYTEL PS ALI Entry software end user customer.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms (Cont'd)

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the CENTURYTEL PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the CENTURYTEL ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

Primary PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Secondary PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

B. Definition of Terms (Cont'd)

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under a legal arrangement with the Host Provider.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this tariff.

C. Conditions

1. 9-1-1 Service is restricted to one-way incoming emergency service only.
2. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the Customer's personnel to accept such calls on the Customer's designated premises.
3. 9-1-1 Service is provided solely for the benefit of the Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1. General (Cont'd)

C. Conditions (Cont'd)

4. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
5. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
6. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
7. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
8. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
9. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

C. Conditions (Cont'd)

10. All nonregulated telecommunications service providers in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in the CenturyTel standard format to the Company for inclusion in the E9-1-1 database pursuant to the terms in Section 10.3- private Switch 9-1-1 Service.
11. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
12. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
13. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the Customer must obtain them directly.
14. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.
15. Intentionally left blank.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

D. Customer Obligation

1. Application for 9-1-1 Service must be executed in writing by each Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer.
2. The Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
3. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - a) The Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.
 - b) The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
 - c) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

D. Customer Obligation (Cont'd)

3. (Cont'd)

d) Each Primary and each Secondary PSAP may subscribe to at least three (3) lines as follows:

- 1) At least one seven-digit non-emergency local exchange line with at least one (1) listed directory number for administrative calls.
- 2) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.
- 3) At least one (1) non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

e) If a Selective Router is not used, each Primary PSAP must subscribe to at least two dedicated lines to each Secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that Secondary PSAP's average busy hour.

4. The Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

D. Customer Obligation (Cont'd)

5. Because the Company serving boundaries and political subdivision boundaries may not coincide, the Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.
6. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing Company information while acting as the Host Provider of 9-1-1 service to the Customer which purchases Company services under this Tariff must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The Customer of any connecting company purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:
 - a) Maintenance of a log which will record all 9-1-1 calls placed to a Customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the ALI Database. The Customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

D. Customer Obligation (Cont'd)

6. (Cont'd)

- b) The Customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.
- c) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
- d) The Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

7. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the Customer from removing and/or changing the data provided by the Company.

8. Equipment, used in conjunction with any 9-1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the Customer.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

E. Liability

1. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company, and in statute.
This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
2. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
3. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

- E. Liability (Cont'd)
- 4. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, roaming Voice Over Internet Protocol lines, Voice Over Internet Protocol lines not converted to Public Switched network protocols, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines, especially but not limited to those private telecommunications services that use Direct Inward/ Outward Dialing (DIOD) numbers.
- 5. The Company accepts no responsibility for obtaining and providing subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider pursuant to the terms of the Private Switch 9-1-1 service tariff or any individual case basis contract. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- 6. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by the Customer or an end user customer to Company facilities. The Customer or end user may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.1 General (Cont'd)

E. Liability (Cont'd)

7. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Providers using such information to provide a 9-1-1 Service.
8. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service or nonregulated Voice Over Internet Protocol). It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the Customer's service area or for foreign or unrecognizable dial tone calls originating from Voice Over Internet Protocol.
9. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.2 Description of Service

A. B9-1-1 (Basic 9-1-1 Service)

1. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
2. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
3. The following rate elements apply to a typical B9-1-1 arrangement:
 - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - b) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two (2) trunks is required on each interoffice route.
4. Additional 9-1-1 Features, as described in this Tariff, are available with 9-1-1 Service where conditions permit.

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10.2 Description of Service (Cont'd)

B. C9-1-1 (ANI-Only 9-1-1 Service)

1. The following rate elements apply to a typical C9-1-1 arrangement:
 - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - b) 9-1-1 Network Service - Same as B9-1-1 Service.
2. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number, unless provisions have been made for PS ALI Service.
3. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
4. Selective Routing is available on an optional basis with C9-1-1 Service.
5. Additional 9-1-1 Features, as described in this Tariff, are available with C9-1-1 Service where conditions permit.

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10.2 Description of Service (Cont'd)

C. E9-1-1 (Enhanced 9-1-1)

1. The following rate elements apply to a typical E9-1-1 arrangement:

- a) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
- b) 9-1-1 Network Service - Same as C9-1-1 Service.
- c) Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The Customer is responsible for the following:
 - 1) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).
 - 2) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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10.2 Description of Service (Cont'd)

- C. E9-1-1 (Enhanced 9-1-1) (Cont'd)
 - 2. In the event that the Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.
 - 3. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
 - 4. Selective Routing is available on an optional basis with E9-1-1 Service.
 - 5. Optional 9-1-1 Features, as described in this Tariff, are available with E9-1-1 Service where conditions permit.

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10.2 Description of Service (Cont'd)

D. Optional Services

1. Selective Routing

- a) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The Customer is responsible for the following:
 - 1) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
 - 2) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
 - 3) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

1. Selective Routing (Cont'd)

b) The following rate elements apply to Selective Routing:

- 1) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure. This service is limited to existing Customers.
- 2) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database. This service is limited to existing Customers.
- 3) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

1. Selective Routing (Cont'd)

b) The following rate elements apply to Selective Routing:

- 4) Selective Routing Database - Rates and charges per 1000 access lines to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

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10.2 Description of Service (Cont'd)

D. Optional Services

2. Alternate Network Routing (ANR)

- a) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this tariff include terminating telephone network equipment .
- b) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (ANR) (Cont'd)

- c) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

- d) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:
 - 1) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (Cont'd)

d) (Cont'd)

2) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signaling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

e) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender, the other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

f) Description of Teltone Switched Access System

1) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (Cont'd)

f) Description of Teltone Switched Access System (Cont'd)

- 2) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
- 3) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready. Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

g) Description of Proctor Instant Network Backup System

- 1) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.
- 2) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

- 3) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
- 4) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.
- 5) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

- 6) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

- 7) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the Customer premises in an available mounting shelf slot.
- 8) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.
- 9) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

- 10) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).
- 11) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

2. Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

12) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver

13) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

h) Description of Cellular Phone Cell Services Equipment

1) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

2) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

3) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

4) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

i) Customer Obligation

1) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

2) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

3. Distribution Machine for the Address and Routing Control System (DMARCS)

- a) Requirement Criteria - Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the privacy expectations of its subscribers. The Company also has a common business need to protect its end user customer lists from unauthorized resale and protect its internal databases from hacking. When the company or another regulated telecommunications service provider provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or other regulated provider retains over the ALI software and therefore over the ALI database. However, when a non-regulated provider of customer premises equipment (CPE) provides the PSAP ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company and its subscribers. In downloading ALI to an on-premises computer, DMARCS replaces direct dialing to the Company's Database Management System with direct dialing to a protected database system.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

3. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

- b) Purchase eligibility - An E9-1-1 Customer with a non-CENTURYTEL PSAP ALI controller may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with the Customer to provide in accordance with that offering elsewhere in this tariff.
- c) Customer Obligations - Because the Company will entrust the Customer to protect the Company's proprietary database, the Customer is required to meet the following obligations:
 - 1) The computer which will hold the ALI database must be maintained in a physically secure area, accessible only to authorized personnel.
 - 2) The E9-1-1 software with control over the ALI database must:
 - (a) be on a computer that is operable only from terminals that are located within premises that require authorized access.
 - (b) have individual password requirements to access to the database. That is, no individual may be allowed to use another individual's password and that without the password, access to the database is denied.
 - (c) allow access to the ALI to retrieve a record only in response to a 9-1-1 call, with the exception that the 9-1-1 Customer's DMARCS Administrator may access the database for DMARCS operation, quality control or accuracy validation purposes. Manual retrievals by telecommunicators are allowed in cases where the 9-1-1 caller's ANI is not received.

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10.2 Description of Service (Cont'd)

D. Optional Services (Cont'd)

3. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

c) (Cont'd)

2) (Cont'd)

(d) automatically log all manual retrievals of ALI and make the ALI Manual Retrieval Log available to the Company upon request. The automatic log must be generated by the E9-1-1 software and stored in an electronic file, available for printing on command. The Log must list the date and time of the retrieval, the password of the person accessing the record, and the telephone number and name of the subscriber.

(e) be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.

3) The Customer must assign a person, titled "DMARCS Administrator" to be responsible for:

(a) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer's ALI database.

(b) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.

(c) Replying to requests from the Company for a copy of their ALI Manual Retrieval Log.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.2 Description of Service (Cont'd)

E. Additional Services

1. Additional 9-1-1 Features

- a) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
 - 1) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
 - 2) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
 - 3) Emergency Ring back - Allows a PSAP attendant to ring back the caller's line.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.3 Private Switch (PS) 9-1-1 Service

A. Description

1. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

- a) Automatic Number Identification (ANI) or
- b) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

B. Conditions

1. Availability of Options

- a) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
 - 1) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

B. Conditions (Cont'd)

1. Availability of Options (Cont'd)

a) (Cont'd)

- 2) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- 3) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

- b) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in 10.3.B.1.a), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one (1) working day.

In order to ensure that an "address not found" condition does not occur when a 9-1-1 call is received by a PSPA, a PS Provider has the choice of either

- 1) purchasing and using a PS ALI ENTRY service, or
- 2) exclusively transmitting only the Private Switch lead number to the 9-1-1 Customer for all 9-1-1 calls made by Private Switch End Users, which is the default condition for a Private Switch

Notwithstanding the above,

- 3) a PS Provider must conform to applicable State regulations mandating PS ALI use if such regulations exist or are implemented by the State at any time, and
- 4) a Private Switch and Direct Inward/ Outward Dialing (DIOD) numbers must use PS ALI or an "address not found" condition will occur. The Company has no responsibility for loading and updating location information associated with Private Switch DIOD numbers.
- 5) Any non-Company PS ALI equipment and processing must be compatible with the Company's systems to ensure proper PS ALI updating.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

B. Conditions (Cont'd)

2. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- a) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two (2) PS 9-1-1 Service trunks/circuits or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

- (1) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and
- (2) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

B. Conditions (Cont'd)

2. (Cont'd)

- b) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.
 - c) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.
3. The customer for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

C. Application for Service

1. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:
 - a) The business name and address of the PS Provider,
 - b) The name, address, and telephone number of the PS Provider's Site Administrator,
 - c) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
 - d) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

D. Customer Obligations

1. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
2. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

D. Customer Obligations (Cont'd)

3. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
4. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
5. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.
6. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

D. Customer Obligations (Cont'd)

7. Sub location information: The PS Provider is responsible for assigning and maintaining current the Sub location information in the PS End User ALI record. This Sub location information will be stored in the 20-character Location Field in the ALI format.
8. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
9. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
10. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

E. Liabilities

1. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.
2. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
3. The PS Provider is solely responsible for the PS End User ALI Record that is transmitted to the database. Absent an individual case basis contract to the contrary, neither the Company nor any of its employees will have any responsibility or liability, whether in an official or unofficial capacity, for the loading or updating of any PS database records. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
4. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the Customer and disposed of in a manner that will retain the security.

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10.3 Private Switch (PS) 9-1-1 Service (Cont'd)

E. Liabilities (Cont'd)

5. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees, and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to 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 PS Provider, the PS End User, the Customer or others.
6. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees, and the 9-1-1 Customer for any infringement or invasion of the right to privacy 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 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company 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 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user, agencies or municipalities or the employees or agents of any one of them.
7. The PS Provider agrees to release, indemnify, defend, and hold harmless the Company and its employees from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, including the PS Provider, for any ALI assistance provided to the PS Provider that is not provided either pursuant to this tariff or under a specific contract for such assistance.
8. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

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10.4 Rates and Charges

- A. The tariff provisions in Section 10.4F. following are applicable only to those local exchange end users served by the 911 Service who reside in the Company's serving area.
- B. The ultimate responsibility for paying the sums due under the contract provisions in Section 10.4f. is the customer.
- C. When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- D. There is not charge per message for calls placed to the 911 number.
- E. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.
- F. The following monthly Rates and Charges are applicable to the customer subscribing to the 911 Service:

B911 (Basic 911 Service)

B911 Service provides for routing all 911 calls originated by stations with given central office prefix codes to single PSAP which is prepared to receive those calls via a 911 Service line.

Interoffice 911 service is provided via dedicated trunking. 911 service from the central office serving the PSAP is provided over dedicated lines or trunks.

- (1) The following rate elements apply to a typical B911 arrangement:
 - (a) 911 Central Office Enabling - Enables the central office to perform two tasks required for 911 service: (1) To recognize 911 as a valid number and connect a 911 call to a 911 service line or dedicated 911 trunk, and (2) (for E911) To generate ANI for the caller's telephone number and provide it to the 911 service line or dedicated 911 trunk.

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

B911 (Basic 911 Service) (Cont'd)

(1) (Cont'd)

- (b) 911 Service Line - A business network access line connecting the PSAP and its serving central office.
- (c) 911 Service Line Channel— A 911 Service Line Channel provides facilities between central offices. A 911 Service Line Channel is required in addition to the 911 Service Line if the PSAP is located in a different central office within the same exchanges or a different exchange.
- (d) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.
 - i. Mileage - Applicable to each trunk on a per airline mile basis.
 - ii. Trunk Termination - Applicable to each end of each trunk terminated.

(2) Basic 911 Additional Features - The following features may be provided in addition to Basic 911 Service, where conditions permit:

- (a) Forced Disconnect
- (b) Called Party Hold
- (c) Emergency Ring back

Enhanced 911 Service

(1) The following rate elements apply to a typical E911 arrangement:

- (a) 911 Central Office Enabling - Enables the central office to recognize 911 as a valid number and to connect such calls to a 911 Service Line or dedicated 911 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 911 Service Line or dedicated 911 trunk.

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(1) (Cont'd)

- (b) 911 Service Line - A business network access line connecting the PSAP and its serving central office
- (c) 911 Service Line Channel— A 911 Service Line Channel provides facilities between central offices. A 911 Service Line Channel is required in addition to the 911 Service Line if the PSAP is located in a different central office within the same exchanges or a different exchange.
- (d) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.
 - i. Mileage - Applicable to each trunk on a per airline mile basis.
 - ii. Trunk Termination - Applicable to each end of each trunk terminated.
- (e) Automatic Location Identification (ALI) Database - An E911 database that contains end user names, telephone numbers, addresses and Emergency Service Number (ESNs), and is periodically updated by the Company. A per record charge is applicable to all records in each database. When CenturyTel of Northern Alabama is not responsible for the system's ALI database, a per record charge will apply to all CenturyTel of Northern Alabama records provided to the ALI database manager. The customer is responsible for the following:
 - i. Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service end user addresses and be based upon Company standards.

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(1) (Cont'd)

(e.) (Cont'd)

ii. Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(2) In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to E911 service, charges for ALI database construction and maintenance will apply.

(3) Selective Routing is available on an optional basis with E911 Service.

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services. The customer is responsible for the following:

- i. Providing street address validation and PSAP routing information for each central office.
- ii. Verifying the accuracy of the routing information provided.
- iii. Advising the Company of any changes in the routing information on a timely basis.

The following rate elements apply to Selective Routing:

- i. Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(3) (Cont'd)

- ii. Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for:
 - each database
 - each CenturyTel of Northern Alabama end user record where CenturyTel of Northern Alabama is the host provider.
 - each connecting company record where CenturyTel of Northern Alabama is the host provider.
 - each CenturyTel of Northern Alabama end user record provided to a host provider.
- iii. Selective Router - The hardware and software that provides selective routing assignment codes to a central office for 911 and connects the incoming 911 trunks to the central office that will route the calls.

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(4) Additional E911 Features - A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

- i. Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- ii. Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
- iii. Emergency Ring back - Allows a PSAP attendant to ring back the caller's line.

(5) Alternate Network Routing Without Monitoring

(a) This service routes 911 calls that are refused by the 911 dedicated network as the result of an All Trunks Busy (ATB) signal or network failure. Upon actuation, the Call Dial Unit (CDU) will access the PSTN and dial the telephone number of the Call Answer Unit (CAU) that has been programmed in the CDU. The CAU will be located at the PSAP serving the 911 caller. Upon establishing voice connection with the CAU, the CAU will forward the caller's ANI and stay connected until completion of the call. The CAU will connect to the PSAP's E911 customer premises equipment to establish a voice path to the attendant and to forward the ANI.

(b) The components required include:

1. A Call Dial Unit
2. A Call Answer Unit
3. Business Line for the CDU
4. Incoming business line or DID line for the CAU

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(6) Alternate Network Routing with Monitoring

- (a) This service provides the same connectivity as the "Alternate Network Routing without Monitoring," but adds a sensor to the dedicated 911 trunk. The sensor will switch the route to the CDU upon detection of certain signaling problems.
- (b) The components required include:
 - 1. A Call Dial Unit with Monitoring Capability
 - 2. A Call Answer Unit with Monitoring Capability
 - 3. Business Line for the CDU
 - 4. Incoming business line or DID line for the CAU

(7) Alternate Network Routing via Cellular Transceivers

- (a) This service may be selected with either of the two "Alternate Network Routing" services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at each end of the path: one at the originating central office connected to a CDU, the other at the terminating PSAP connected to a CAU. The transceivers come in three sizes: one channel, two channel, and four channel. A pair of CDUs and CAUs, and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, the 9 dB antenna should be installed to ensure adequate signal strength for radio communications.
- (b) The additional components required include:
 - 1. A pair of one, two or four channel cellular transceivers.
 - 2. Cellular license for each channel (not a tariffed item)
 - 3. 10 dB Gain Antenna (optional)

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EMERGENCY TELEPHONE SERVICE (9-1-1)

10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Enhanced 911 Service (Cont'd)

(4) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Selective Routing ¹		
- Database Processing, per Record	\$.01	\$.15
per system	9.00	2,531.00
- Common Equipment, per system		
3 Counties/Systems	410.00	1,500.00
4 Counties/Systems	303.00	1,500.00
5 Counties/Systems	239.00	1,500.00
Central Office Enabling for ANI ²	26.00	-
Automatic Location Identification		
- Database Processing,		
- per CenturyTel provided Record	.08	.76
- per non-CenturyTel provided Record	.08	.35
- per System 384.00	-	
Steerable ALI Charge	71.42	1,000.00

Note 1: These rates are in addition to the ALI Database rates.

Note 2: Special Construction Charges (in addition to this charge) may be required.

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Alternate Routing Service

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Trunk Dial Unit Without Monitoring		
First Trunk	\$135.20	\$634.00
Each Additional Trunk	117.10	498.00
Call Answer Unit Without Monitoring		
First Trunk	82.00	517.00
Each Additional Trunk	63.10	381.00
Call Transfer Unit Without Monitoring		
First Trunk	114.50	700.00
Each Additional Trunk	55.40	352.00
Mini-pack Without Monitoring		
First Trunk	149.00	634.00
Each Additional Trunk	130.10	498.00
Mini-pack With Monitoring		
First Trunk	166.20	634.00
Each Additional Trunk	147.30	498.00
Shelf System Without Monitoring		
First Trunk	209.00	700.00
Each Additional Trunk	70.60	352.00
Shelf System With Monitoring		
First Trunk	240.30	700.00
Each Additional Trunk	76.10	352.00
Expansion Shelf	99.20	352.00
First PSAP Responder	166.80	536.00
Additional PSAP Responder, Each	162.60	536.00
First Central Office Responder	103.20	536.00
Additional Central Office Responder Each	66.00	536.00
Optional 4/2-Wire Converter Card	19.20	12.00
Cellular Transceiver	86.50	498.00
3 dB Cellular Antenna	2.50	12.00
9 dB Cellular Antenna	14.60	141.00
12 dB Cellular Antenna	6.40	141.00

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Alternate Routing Service

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Phonecell 1M Transceiver Single Channel	\$ 50.20	\$ 707.00
Phonecell 4M Transceiver Four Channel	157.40	809.00
PS ALI Administrative Site Package (Note 1)		
Option 1: Full service package (PS ALI Entry and communications software, personal computer, modem, training)	171.00	651.00
Option 2: PS ALI software and training only.	15.40	270.00
Option 3: Add parallel printer (plus Options 1 or 2)	40.25	245.00

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10.4 Rates and Charges (Cont'd)

F. (Cont'd)

Inter-Office Facilities:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Inter/Intraoffice Trunks	Note 1	
Central Office Trunk Termination, per Trunk	\$19.00	\$176.00

Access to Interexchange Carriers and Company flat rate Business Individual lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate tariffs.

Appropriate service charges as covered in the pricelist are in addition to any other applicable rates covered in this tariff.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Selective Router, Port Charge per Trunk	\$48.19	
Selective Router Port Charge	\$20.00	\$50.00
Selective Router Trunk ²	\$110.00	\$300.00

Note 1: When inter-office facilities are provided from central offices other than that in which the PSAP is located due to the customer's request, applicable mileage charges for the intraexchange and/or interexchange facility will apply as specified in the pricelist.

Note 2: The Selective Router Trunk rate includes the costs for Central Office trunk terminations.)

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S11. RESERVED FOR FUTURE USE

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S13. RESERVED FOR FUTURE USE