

## WISCONSIN TERMS OF SERVICE

**TDS TELECOM**  
Wisconsin

Section 9  
Third Revised Contents Sheet 1  
Cancels Second Revised Contents Sheet 1

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### MISCELLANEOUS SERVICES AND CHARGES

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.1 RELOCATION FORWARDING SERVICE (RFS)**

(T)

A. General

- 1) Relocation Forwarding Service (RFS) is a service offered to both residential and business customers that accepts calls to a special telephone numbers in the central offices programmed for this service, and automatically forwards them to a customer's terminating premise equipment. (T)  
(T)
- 2) This service is available as an optional reversed charge toll service with calls forwarded to an exchange outside the local calling area of the call forwarding location.
- 3) This service is also available as a local remote call forwarding arrangement. On local remote call forwarding, both the call forwarding location and the terminating premises equipment location must be within the same exchange.

B. Conditions and Limitations

- 1) This service is offered subject to the availability of suitable facilities. It is provided on the condition that the Company's facilities are able to adequately handle calls to the customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, the facilities are inadequate to handle the calls to the RFS customer, the customer will be required to pay for the cost of additional services and facilities. (T)
- 2) This service is not offered where the terminating station is a coin telephone.
- 3) One listing in the white and yellow page directories, covering the exchange in which the call forwarding central office is located is provided without additional charge.
- 4) The minimum contract period for this service is two months.
- 5) The customer is responsible for Toll and other local charges such as Extended Area Service and Extended Community Calling.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.1 RELOCATION FORWARDING SERVICE (RFS) (Cont'd)

(T)

##### C. Rate Application

##### 1) Non-recurring Charges

Service charges as described in Section 4 are applicable for the following services:

- a) Per remote call forwarding feature arranged for service.
- b) To change the number at the call forwarding location.
- c) To change the number to which calls are forwarded at the request of the customer.
- d) To change both numbers as described in b) and c) at the same time.

##### 2. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (i) a charge for that portion of the call from the originating station to the call forwarding location, and (ii) a toll charge for that portion of the call from the call forwarding location to the terminating premises equipment. The respective charge for each such portion shall be as follows:

- a) Between the originating station and call forwarding location.

The charge between the originating station and the call forwarding telephone number location shall be the charge specified in applicable tariffs for the type of call involved chargeable to the originating station with the exception of collect toll calls which shall be billed to the customer.

- b) Between the call forwarding location and the terminating premises equipment.

The Relocation Forwarding Service customer is responsible for the customer-dialed station-to-station toll charges specified in applicable tariffs. The above charge applies to all calls answered at the terminating premises equipment, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

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MISCELLANEOUS SERVICES AND CHARGES

9.2 CALL BLOCKING SERVICE (TOLL RESTRICTION)

A. General

- 1) Call Blocking Service is an optional service that allows customers to block originating long distance calls, 900 & 976 calls, or calls to Extended Community Calling (ECC) points. Calls to these points will not be completed. Customers subscribing to Call Blocking Service that attempt to dial a restricted number from a restricted line will reach a central office intercept announcement. (T)
- 2) Calls to 911 and 0- calls to an operator will be completed to emergency services such as Police, Fire, Ambulance, or Poison Center Emergency numbers in exchanges not served by 911.

B. Call Blocking Service Options

- 1) Option 1. Blocks any direct dialed one plus (1+) including 10XXX, or direct dialed international (011+) call. This includes directory assistance (1+555-1212, 1+NPA+555-1212). Examples of this option are:  
  
 1 + NPA + XXX-XXXX  
 1 + XXX-XXXX  
 5-digit carrier access code + 1 + NPA + XXX-XXXX  
 5-digit carrier access code + 1 + XXX-XXXX
- 2) Option 2. Blocks any local or long distance zero plus (0+) or zero minus (0-) call. (If 911 service is not available in an exchange, zero minus (0-) calls will not be restricted.) Examples of this option are:  
  
 0 + NPA + XXX-XXXX  
 0 + XXX-XXXX  
 5-digit carrier access code + 0 + NPA + XXX-XXXX  
 5-digit carrier access code + 0 + XXX-XXXX  
 0-
- 3) Option 3. Blocks all originating calls to 900 numbers nationwide and all originating calls 976 numbers within the customer's home NPA. Originating calls to 976 numbers outside the customer's home NPA can be blocked by Option 1 and/or Option 2.
- 4) Option 4. Blocks all originating calls which terminate to any Extended Community Calling (ECC) point of the originating exchange.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.2 CALL BLOCKING SERVICE (TOLL RESTRICTION) (Cont'd)

##### C. Regulations and Conditions

- 1) Call Blocking Service will be offered subject to the availability of suitable facilities and where conditions permit. In certain exchanges, depending on the availability of facilities, Option 1 may or may not block originating 1+800 calls.
- 2) Call Blocking Service is available to single line residence and business customers. Call Blocking Service charges, whether monthly or non-recurring will be waived to any individuals or households receiving benefits from one or more of the following State administered income assistance programs:
  - a) Aid to Families with Dependent Children (AFDC)
  - b) Food Stamps
  - c) Title 19 Medical Assistance
  - d) Supplemental Security Income (SSI)
  - e) Low Income Energy Assistance Program (LIEAP)
  - f) Wisconsin Homestead Tax Credit

(Effective upon notification from the Public Service Commission of Wisconsin that a database is available for confirmation of eligibility.)

- 3) Call Blocking Service will not be provided on party lines, Centrex Lines, PBX trunks, or Paystations.
- 4) The minimum contract period for this service is one month.
- 5) Subscribing to Call Blocking Service does not relieve customers of the responsibility for calls charged to their telephone number(s).
- 6) The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.



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**MISCELLANEOUS SERVICES AND CHARGES**

**9.2 CALL BLOCKING SERVICE (TOLL RESTRICTION) (Cont'd)**

C. Regulations and Conditions (cont'd)

- 7) The obligation to file this tariff and the charges and conditions under which the service described herein are provided, are to be the subject of a request to the Public Service Commission of Wisconsin for a declaratory ruling on the application and validity of several provisions of Wis. Adm. Code Ch. PSC 160. The Company reserves the right:
  - a) to modify this tariff,
  - b) to discontinue or modify the conditions under which the service described herein are provided; and
  - c) to modify the charges for the service described herein, effective as of the date such service is provided

based on a declaratory ruling by the Public Service Commission of Wisconsin or any decision by court of appropriate jurisdiction reviewing the Commission's declaratory ruling the validity and application of Wis. Adm. Code Ch. PSC 160.

D. Rate Application

- 1) Call Blocking Service charges apply to the provisioning of this service with the exception of the customers that are waived as outlined in paragraph D.1. preceding and are in addition to any applicable rates and charges already provided for in other sections of this tariff and other tariffs of the Company.
- 2) First time orders for Call Blocking Service options shall be without monthly or non-recurring charges to the customer. A non-recurring installation charge as found in each Company Specific Service Offerings and Rates section, applies to second and all subsequent orders for Call Blocking Service options, to customers who do not qualify for low income assistance programs. The charges for Call Blocking Service are in addition to the rates and charges for any other service required to furnish a communications system.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.3 DIRECT INWARD DIALING (DID) SERVICE

##### A. General

Direct Inward Dialing Service provides for the completion of incoming local and toll calls to associated station numbers without intermediate handling by an attendant. It is provided on all lines in a trunk group arranged for inward service. (T)

##### B. Conditions and Limitations

- 1) The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.
- 2) The service includes central office switching equipment for in-dialing from the exchange and toll network directly to stations associated with customer premises equipment.
- 3) The rates herein contemplate the use of standard Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
- 4) Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- 5) The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
- 6) Directory listings will be provided in accordance with the directory listing regulations as described in Section 8 of this tariff. DID numbers furnished herein are not entitled to free directory listings.
- 7) Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
- 8) The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.3 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)**

B. Conditions and Limitations (cont'd)

- 9) DID numbers will be sold in conjunction with DID service only. DID numbers will not be sold separately.
  
- 10) The assignment of the telephone numbers and the sequence of numbers assigned to a DID service is determined by the Company based on the rules established in FCC order 00-104. The customer may request a sequential block of numbers to be placed into service at a later date. Non-Recurring Charges for DID numbers may apply to recover the cost of reserving the numbers. Reserved numbers can only be held for a maximum of six months. After six months, the reserved numbers must be placed into service for that specific customer or the numbers will be categorized as available for use by other customers.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.4 OFF PREMISES EXTENSION <sup>(1)</sup>

##### A. General

Off-Premise Extension (OPX) is a telephone line that connects a station located in a separate building to the main station at the Network Interface Device or at the pedestal. This allows the phone at each location to ring at the same time.

##### B. Conditions and Limitations

1. OPX will only be provided where technically feasible and is subject to the availability of outside plant.
2. Mileage charges will be based upon the airline mileage between the locations of the primary (main station) and secondary line terminations.
3. For multi-point channels, the mileage is the shortest airline distance between each building in which the channel terminates. The charging mileage is the combination of such segments of distance which results in the lowest total mileage for the entire channel.
4. OPX is only provided to locations residing within the same exchange as the main station.
5. OPX may be located on the premises of another customer provided the other customer has a separate access line service at that location.
6. The Telephone Company may limit the number of off premise extensions connected to a line.
7. OPX is limited to voice grade service.
8. Calls made to 9-1-1 from the extension station may only list the main station in the 9-1-1 database.
9. Non-recurring charges as stated in Section 4 apply.
10. If supporting structures are necessary for the purpose of furnishing OPX extensions on the customer's premises or the extension involves unusual construction or disproportionately large expenditures as compared with usual types of construction, the customer may be responsible for the additional costs of construction.

<sup>(1)</sup> Off Premises Extension provisioned in or through the Central Office is grandfathered to existing customers effective September 1, 2015. This service will not be available to new customers after this date.

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## MISCELLANEOUS SERVICES AND CHARGES

### 9.5 LINE HUNTING

Line hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The line hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. This feature is available with Residential and Business one-party service.

### 9.6 GROUND START

Ground Start is a type of signaling on a customer line in which one side of the two-wire trunk is momentarily grounded to get dial-tone. A Ground Start line initiates an outgoing trunk seizure by applying a maximum local resistance of 550 ohms to the tip conductor. The service is available with Business one-party lines and will not be provided with Centrex lines.

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## MISCELLANEOUS SERVICES AND CHARGES

### 9.7 TELEPHONE NUMBER REFERRAL SERVICE

Telephone Number Referral Service provides a service to customers who have had their phone number disconnected because they have either moved to a new location or requested a change in the phone number. Dialing the customer's former number results in a prerecorded message which announces the new number.

The service is offered for ninety days after disconnect and can be continued for an additional ninety day period at the customer's request.

### 9.8 VOLUME CONTROLLED HANDSET<sup>1</sup>

(T)

A Volume Controlled Handset to amplify incoming speech is available for use by customers whose hearing is impaired.

<sup>1</sup> This service is grandfathered to existing customers effective August 19, 2016.

(C)

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.9 RESERVED FOR FUTURE USE**

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**9.10 RESERVED FOR FUTURE USE**

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.11 RENTAL OF CABLE CIRCUITS**<sup>1</sup>

(C)

A. General

Cable Circuits will be provided where facilities are available to be used for signal and non-telephone purposes based on quarter mile increments or fraction thereof. Such usage must not cause interference in any manner with the usage of other circuits by the Telephone Company.

<sup>1</sup> Rental of Cable Circuits is grandfathered to existing customers effective March 25, 2003 per Commission Order No. 05-TA-102.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.12 TEMPORARY SUSPENSION OF SERVICE**

A. General

Suspension of Service allows local exchange service to be temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service is less than the normal 12-month period within a year.

B. Conditions

1. Service can be temporarily suspended for a minimum of one (1) month. (T)
2. Suspension of Service is available on all one-party residence lines and up to three one-party business lines subject to the availability of facilities. (T)
3. The customer must have at least one month of regular telephone service paid prior to the establishment of Suspension of Service.
4. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of Suspension of Service.
5. Suspension of Service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
6. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.12 TEMPORARY SUSPENSION OF SERVICE (Cont'd)

##### B. Conditions (Cont'd)

7. Bills are rendered at the reduced rate at regular billing dates during the period of suspension. (T)
8. The customer's listing will be retained in the directory. (T)
9. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension. (T)
10. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent. (T)
11. Unless specifically exempted, Suspension of Service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff. (T)

(D)  
(D)

##### D. Rate Application

1. The monthly rate will be based upon 50% of the regular rate for basic local one-party exchange service.
2. All other local services will be zero rated except for the following:
  - a) 911/E911 and all other applicable taxes and surcharges will be billed at the full rate.
  - b) The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5, Section 4.5.5.
3. Non-recurring charges do not apply for reconnection to regular full service.
4. Personal Greeting Service

This optional service is available for customers who prefer to leave a personalized greeting for incoming calls while they are on Suspension of Service.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.13 JOINT USER SERVICE <sup>1</sup>

(T)

##### A. General

Joint User Service is an arrangement whereby a person or firm whose telephone needs do not justify the provision of separate telephone service, is permitted to use the service of an existing service. This service is not designed to meet situations where a customer is engaged in furnishing service of a secretarial nature or is in the business of renting office space to transient or permanent tenants and desires to furnish telephone service to lessees.

##### B. Conditions and Limitations

- 1) The joint user must be located in the same office or suite of offices or in offices immediately adjacent to and connected with the office of the subscriber and must be so located as to be accessible to the telephone to be used. Joint use of hotel service is not furnished for persons or firms occupying stores, shops, or offices in transient or family hotels.
- 2) All arrangements for joint user service must be made by the subscriber who is held responsible for all charges for service including those incurred by the joint user.
- 3) Not more than one joint user service is permitted for each local access line or trunk and not more than two joint users are permitted per customer service at any given location.
- 4) The charges for joint user service date from the day the information records are posted.
- 5) A listing in the alphabetical section of the directory is provided for each joint user.

<sup>1</sup> This service is grandfathered to existing customers effective August 19, 2016.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.14 SPECIAL REVERSE TOLL CHARGE SERVICE<sup>1</sup>

(C)

##### A. General

Special Reverse Toll Charge Service is an arrangement whereby charges for toll messages will be reversed to the called customer without specific request of the calling party. The Company assigns a special call number designation for the use of patrons in each exchange in which the service is to be furnished.

##### B. Conditions and Limitations

- 1) One directory listing in the alphabetical section is provided with this service without charge for each exchange.
- 2) Calls for the special number designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those toll calls placed by calling the special number are considered as falling within the scope of this service.
- 3) Customers contracting for this service assume all charges for complete calls made to their special numbers.

##### C. Rate Application

- 1) Each call charged is based on a completed sent-paid station-to-station call.
- 2) Service order charges apply for the establishment of this service.

<sup>1</sup> This service is only available where facilities are available. As the Company upgrades its network to fiber and VoIP, this service will only be available to existing customers as of February 28, 2020 and to customers that do not have access to fiber-based services.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.15 SPECIAL TOLL BILLING NUMBERS (Q-Z)**

(T) (N)

A. General

- 1) Customers may obtain details of originating toll calls to associate such calls with specific stations, departments or projects by means of Special Toll Billing Numbers (Q-Z).
- 2) Station-to-station long distance telephone communications charged to Special Toll Billing Number (Q-Z) will be billed at the rates and charges for operator handled station-to-station calls.

(N)

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.15 RESERVED FOR FUTURE USE**

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.16 RESERVED FOR FUTURE USE**

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.17 RESERVED FOR FUTURE USE**

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911)

##### A. General

- 1) Enhanced Emergency Number Service, also referred to as E911 is a telephone Exchange communications service whereby a Public Safety Answering Point (PSAP) designed by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring and dispatching of public emergency telephone calls dialed to 911. Equipment used in conjunction with Enhanced 911 Services located at the PSAP must be provided by the customer.
- 2) E911 Service is offered subject to the availability of central office facilities.
- 3) The E911 Service customer may be a municipality of other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services within the telephone central office areas arranged for E911 Service calling.
- 4) Enhanced 911 Service is available in four elements: (1) Dedicated E911 Trunks, (2) Automatic Number Identification (ANI) spill, (3) Selective Routing and (4) Automatic Location Identification (ALI) Data Base Establishment and Update Service.
  - a) Dedicated E911 Trunks are dedicated trunks between a serving central office and a selective router or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, non-recurring charges and monthly rates do not apply to that segment of the Dedicated E911 trunk.
  - b) ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.
    1. ANI Spill does not guarantee the capability of forwarding the number of a multi-party line end user. Off premises or stations behind telephone business systems will possess the identity of the main billing number.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

A. General (Cont'd)

4) (Cont'd)

b) (Cont'd)

2. The PSAPs premises equipment used in conjunction with Enhanced 911 ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the Enhanced 911 Services requested. If changes are necessary to make this service compatible with the services offered herein, appropriate charges will be based on costs.

c) Selective Routing Service routes E911 calls to the correct PSAP or an operator, as appropriate, as based on the caller's telephone number when an Enhanced 911 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.

d) ALI Data Base Establishment and Update Service provides the PSAP with the name and address of the calling party via the ANI Spill.

B. Service Descriptions

Automatic Location Identification (ALI): A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. The address displayed on calls placed from additional telephones that are part of the same account at another address location will be that of the main service location.

Automatic Number identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP for display.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provided the Selective Routing (SR) and ALI features.

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MISCELLANEOUS SERVICES AND CHARGES

9.18 **ENHANCED EMERGENCY NUMBER SERVICE (E911)** (Cont'd)

B. Service Descriptions (Cont'd)

Default Routing (DR): A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 selective router to a default PSAP. Each incoming E911 facility group to the selective router is assigned to a designated default PSAP. This is a standard feature of E911 Service. Multi-party service will be default routed.

E911: Enhanced 911 (E911) Service provides completion of 911 calls via dedicated facilities and includes Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR).

End Office: The Central Office(s) in the E911 System which receive originating 911 calls.

Forced Disconnect: A function of the E911 Selective Router trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines.

Idle Tone Application: A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard.

Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.

Selective Routing (SR): An E911 feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

Selective Transfer: A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire," on the Display and Transfer Unit. This type of transfer is performed by the SR.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

##### B. Service Descriptions (Cont'd)

Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer: A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls.

##### C. Conditions and Limitations

- 1) The service is limited to the use of central office telephone number 911 as the emergency telephone number. Only one E911 Service will be provided within any government agency's locality.
- 2) The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 3) E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.
- 4) E911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other entity.
- 5) The Company does not undertake to answer the forward E911 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.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

C. Conditions and Limitations (Cont'd)

- 6) E911 Service Information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential. The PSAP agrees to contract with the Company to use such information only for the purpose of responding to emergency E911 service calls and to maintain such information with the same level of confidentiality utilized by the Company.
- 7) Any party residing with the E911 Service area forfeits the privacy afforded by non-published service to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- 8) The Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this Section and other Sections of this Tariff.
- 9) The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.
- 10) The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.
- 11) E911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

##### C. Conditions and Limitations (Cont'd)

- 12) Because the Company serving boundaries and political subdivision boundaries may not coincide the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephone lines served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- 13) Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 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.
- 14) In addition to all other terms and conditions, the following customer requirements will apply:
  - a) The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
  - b) The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - c) The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to an E911 Service PSAP by calling parties.
  - d) The customer will subscribe to a minimum of two Dedicated E911 trunks per central office, with the exception of remote unit situations for adequate handling of incoming E911 Service calls.
  - e) The customer will provide for receiving emergency calls from Telecommunication Devices for the Deaf (TDD) users.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

##### C. Conditions and Limitations (Cont'd)

- 15) The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by presence, condition, occasion or use 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 E911 Service hereunder.
- 16) The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, interruptions, delays or errors, or defects arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission of service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, authorized user, joint user, or facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.
- 17) E911 Service as offered by this tariff is not intended to provide unique services utilized to reach special equipment provided by the PSAP to communicate with handicapped customers. Special equipment requested by the PSAP provided by the Company to serve this customer group will be provided at rates and charges based on cost.
- 18) Any terminal equipment used in conjunction with E911 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 data management system other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

##### C. Conditions and Limitations (Cont'd)

- 19) The customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from the each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:
- a) Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company for that purpose at a mutually agreed upon time prior to the effective date of the service.
  - b) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
  - c) The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations.
  - d) Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.



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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

C. Conditions and Limitations (Cont'd)

- 20) Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufactures' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.
- 21) All customer premise equipment used in providing E911 Service features may be Company-provided.
- 22) The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issue orders.
- 23) 911 calls originating from multi-party telephone lines will not forward an ANI spill to the selective router, therefore such incoming calls will be routed to a default PSAP. Due to ANI failure, these incoming calls will be void of ALL information and will be handled by the PSAP as a voice only type of call.

D. Rate Application

- 1) General – The following general rates and charges regulations apply to E911 services.
  - a) Messages
    1. The calling party is not charges for calls placed to the 911 number.
    2. Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination of the transfer.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

D. Rate Application

1) (Cont'd)

- b) Special equipment and service arrangements for which provision is not otherwise made in these tariffs are furnished wherever practicable at charges based on costs.
- c) In accordance with Wisconsin State Statute, Sec. 146.70 (3), a county subscribing to 911 Service and providing it on a countywide basis may establish and fund certain components of a 911 System through an end user charge levied on telephone customers within the county. The end user charge is calculated by dividing the charges determined under the Company's contract with the specific county by the total number of exchange access lines, or their equivalents, which are in the county and which are capable of accessing that system. Equivalent access lines will be calculated for Centrex customers by applying a Centrex line to 911 equivalent line ratio.
- d) All rates and charges not collected through a 911 end user charge are the responsibility of the 911 customer.
- e) Rates and charges for 911 Service will be determined on a customer-specific basis. Any contract associated with 911 Service will be submitted to the Public Service Commission within 20 days after execution. All 911 contracts must be compensatory.
- f) Channels connecting the PSAP to various emergency agencies such as fire, police, or ambulance service are provided at filed tariff rates for dedicated facilities.
- g) PSAP equipment required for use with E911 systems may be leased or purchased from the Company.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

##### D. Rate Application (Cont'd)

- 2) E911 Service – The following regulations apply in addition to the regulations found in Section E (1) of this tariff.
  - a) Network Facilities
    1. End Office to Selective Router Facilities – Dedicated facilities are required for transport of E911 calls from the originating end office to the selective router. Charges apply as shown in Section 3 of P.S.C. of W. 4. of Bell Channel Tariff (Ameritech). Inter-wire center mileage charges and design charges apply.
    2. Selective Router to PSAP Facilities – Dedicated facilities are required for transport of E911 calls from the selective router to the PSAP. Charges are based on rates shown in Section 3 of P.S.C. of W.4. of Bell Channel Tariff (Ameritech). Average inter-wire center mileage charges, local distribution channel charges and design charges apply for selective router to PSAP facilities.
    3. Additional E911 Facility (optional) – Exchange line facility at PSAP.
  - b) PSAP Equipment
    1. Automatic Number Identification PSAP Equipment – Initial Installation.
      - a. ANI controller providing common equipment, wiring and trunk equipment for incoming lines and/or display units.
      - b. ANI Display and Transfer Unit
    2. Automatic Location Identification PSAP Equipment – Initial Installation.
      - a. ALI Controller for ALI display units
      - b. ALI Computer Aided Dispatch Interface
      - c. ALI Display Units
      - d. Interior wiring per display unit

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**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

D. Rate Application (Cont'd)

2) (Cont'd)

b) (Cont'd)

3. Subsequent Installation Charges – Additional PSAP equipment which is added after initial installation of the service is subject to Subsequent Installation Charges in addition to the charges for Initial Installation. When two or more Subsequent Installation Charges are involved in the same subsequent installation only the higher Subsequent Installation Charge is applied.

4. Moves or Changes

a. Moves or changes involving equipment at PSAP locations will be based upon costs.

b. Charges for customer requests that necessitate additions, removals, moves, or changes of access facilities and/or equipment on Company premises will be based upon costs per request.

3) Charges

a) Selective Router Arrangement Charges

1. Selective router arrangements will be furnished by the company at charges equivalent to the costs of furnishing selective router services. The charges are subject to revisions based upon changing costs.

2. S. R. arrangement costs may include but are not limited to:

a. Installed cost of equipment, installation, engineering, supervision, transportation, and any items that are chargeable to capitol accounts.

b. Costs of depreciation, general administration, maintenance, operation, return on investment, and any items that are expense related to S. R. arrangements.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

D. Rate Application (Cont'd)

3) Cont'd)

b) System Plan Development Charges

1. System plan development charges are costs related to the design, development, coordination with the customer, review, and revisions of a county-wide E911 service plan. Cost may also include a customer requested quotation and or feasibility study for a county-wide E911 system plan. The charge is based upon company time and expenses.

c) Automatic Location Identification (ALI) Arrangement Charges

1. ALI arrangements will be furnished by the company at charges equivalent to the costs of furnishing ALI services. The charges are subject to revision based upon changing costs.
2. ALI arrangement costs may include but are not limited to:
  - a. Installed cost of equipment, installation, engineering, supervision, transportation, and any items that are chargeable to capitol accounts.
  - b. Costs of depreciation, general administration, maintenance, operation, return on investment, and any items that are expenses related to ALI arrangements.

d) Lead Company Administrative Charges

1. Lead company administrative charges are costs related to the design, development, review, modification and maintenance of record keeping system for the county-wide E911 system. The record keeping system will provide billing and data base management related to all telephone companies providing telephone service to subscribers served by the E911 system. The charges are subject to revision based upon changing costs.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

D. Rate Application (Cont'd)

3) (Cont'd)

e) Move and Change Charges

1. Charges for customer requests that necessitate additions, removals, moves, or changes in the county-wide E911 system after initial installation will be based on actual cost of time and materials.

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**9.18 ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)**

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.19 RESERVED FOR FUTURE USE**

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.20 RESERVED FOR FUTURE USE**

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## MISCELLANEOUS SERVICES AND CHARGES

### 9.21 LOCAL PRIVATE LINE SERVICE

- A. General
- B. Service Description
  - 1) Types of Private Line Telephone Service
    - a) Key Signaling Private Line – This type private line involves the use of a power generator supply for signaling purposes, and is available in exchanges where machine ringing is provided.
    - b) Automatic Private Line – This type of private line involves the use of automatic ringing equipment for signaling purposes, and is available in exchanges where machine ringing is provided.
    - c) Dial Signaling Private Line – This type private line involves the use of a power generator and dial selector equipment for signaling purposes.
  - 2) Private Line Signal Service – The following types of channels are furnished between specified locations for the reading of meters at distant locations, operating switches, or operating signaling devices of the customer.
    - a) Low frequency signal channels suitable for the transmission of signal pulses up to a rate of 15 per second.
    - b) Signal channels similar in transmission characteristics to those furnished for private line telephone service.
- C. Conditions and Limitations
  - 1) All rates and charges quoted for private line service provide for the furnishing of channels when suitable facilities are available or where construction of facilities is minimal.
  - 2) If there are unusual costs in providing facilities, the customer may be required to pay all or a portion of such costs and/or to contract for a sufficient period of time depending on the circumstances in each case.
  - 3) Customer usage must not cause interference in any manner with the usage of other circuits of the telephone company. Where additional equipment is required to eliminate such interference, this shall be provided at the customer's expense.
  - 4) Private line service is available for telephone or signaling purposes.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.22 SPECIAL SERVICE ARRANGEMENT**

A. General

Special equipment and service arrangements, for which provision is not otherwise made in this tariff, is furnished whenever practical, if in connection with and not detrimental to any of the services furnished by the Company under this tariff. Charges/rates are based on costs when such a Special Service Arrangement is required to meet the unique requirements of a small number of Customers. A minimum charge is applicable for the processing of a request for a Special Service Arrangement whether or not service as requested is furnished.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.23 YACK-PACK VALUE PACKAGES<sup>(1)</sup>**

(C)

A. General

Yack-Pack Value Packages offers a combination of optional service features to residence and business customers at a reduced rate.

B. Service Description

1. Yack-Pack Pick One Value Package  
(The easy way to enjoy Caller ID Service)

Caller ID with Name Service  
Choose one additional compatible calling feature

2. Yack-Pack Pick Two Value Package

Caller ID with Name Service  
Choose two additional compatible calling features

3. Yack-Pack Pick Three Value Package  
(Call management services made affordable)

Caller ID with Name Service  
Choose three additional compatible calling features

4. Yack-Pack Pick Four Value Package  
(Premier value package that handles all your communications needs)

Caller ID with Name Service  
Choose four additional compatible calling features

<sup>(1)</sup> This service is grandfathered to existing Residential customers effective January 7, 2009. The service will not be available to new customers after this date.

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## MISCELLANEOUS SERVICES AND CHARGES

### 9.24 SMART PACK LITE<sup>3</sup>

(C)

#### A. General

Smart Pack Lite is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Smart Pack Lite subscriber line provided. Smart Pack Lite includes the following services<sup>1</sup>:

1. Residential One-Party Line
2. Caller ID Deluxe
3. One CCS or ACS feature of the customer's choice
4. Inside Wire Maintenance (deregulated service)

#### B. Conditions and Limitations

1. Rules, regulations, and limitations as specified elsewhere in the Company's tariffs for each individual service will apply as part of this bundle.
2. Unless terminated by the Smart Pack Lite customer or the Company, a customer will remain enrolled in the Plan, as amended from time to time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
3. Smart Pack Lite customers are not eligible for discounts or promotional offerings (outside of this bundle) associated with the Custom Calling and Advanced Calling Services included in the Plan, unless specifically provided for in a promotional offering.
4. Customers enrolled in the Plan, who fail to pay the entire rate per month, will be subject to having all existing Smart Pack Lite services converted to the applicable tariff rates. Service charges will not apply for converting services back to the tariff rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.
5. Service charges as described in Section 4 apply to requests for new<sup>2</sup> and additional Smart Pack Lite lines, and moves of existing lines. Service charges do not apply when Smart Pack Lite replaces existing local service, or if the customer requests a change from Smart Pack Lite back to Local Exchange Service.

<sup>1</sup> Subscription to DSL is required as a part of this package.

<sup>2</sup> New customers who subscribe to this package for 1 year will receive a waiver of service charges.

<sup>3</sup> This service is grandfathered to existing Residential customers effective January 7, 2009. The service will not be available to new customers after this date.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.25 N11 SERVICES<sup>1</sup>

##### A. General

In compliance with FCC Order 00-256 in CC Docket 92-105 and subsequent orders, N11 Service ("N11") establishes a three-digit local dialing arrangement in the Central Office that automatically transfers "N11" calls to another pre-programmed telephone number (point-to number) determined by the N11 Subscriber.

##### B. Definitions

The Federal Communications Commission (FCC) administers the N11 codes, and has nationally assigned 211, 311, 511, 711 and 811 to the following special services.

"211"

211 is assigned for community information and referral services.

"311"

311 is assigned for non-emergency police and other governmental information.

"511"

511 is assigned for traffic and transportation information.

"711"

711 is assigned for access to Telecommunications Relay Service (TRS).

"811"

811 is assigned for state One Call Services for providing advance notice of excavation activities to underground facility operators.

##### C. Conditions and Limitations

1. Requests for utilization of the N11 dialing code must be submitted in writing to the state regulatory authority, consistent with applicable state law for the assignment of the N11 code.
2. N11 service is provided subject to the availability of the N11 code and where facilities permit.
3. Only one 7 digit or 10 digit or 800 toll-free number may be used as the lead number per basic local calling area.
4. Directory listings may be provided for N11 under the terms, conditions and rates specified in Section 8 of this Tariff.

<sup>1</sup> This service is only available where facilities are available. As the Company upgrades its network to fiber and VoIP, this service will only be available to existing customers as of February 28, 2020 and to customers that do not have access to fiber-based services.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.25 N11 SERVICES<sup>1</sup> (Continued)

##### C. Conditions and Limitations (Continued)

5. Access to N11 is not available to the following classes of service:
- 1+
  - 0+, 0- (credit card, third-party billing, collect calls)
  - 101XXXX

In addition, operator assisted calls to the N11 Subscriber will not be completed.

6. Suspension of N11 Service is not allowed.
7. The N11 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
8. The Company will provide both oral and written notification when an N11 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other Subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 Subscriber make no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
9. Calls to N11 will be delivered over existing facilities. If the N11 Subscriber requires different facilities or services; the terms, conditions, and rates for those services found elsewhere in this tariff will apply.
10. N11 Service does not provide calling number information in real time to the N11 Subscriber. If the N11 Subscriber needs this type of information, the Subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
11. The Company will provision the Subscriber's order within a reasonable time, given the complexity of the order. The N11 Subscriber will be billed the charges when the service is provisioned by the Company.

If the N11 Subscriber cancels the order or decides to discontinue service, the N11 code will be recalled and the number will be considered available for reassignment. Any non-recurring charges associated with the establishment of service may not be refunded or waived.

<sup>1</sup> This service is only available where facilities are available. As the Company upgrades its network to fiber and VoIP, this service will only be available to existing customers as of February 28, 2020 and to customers that do not have access to fiber-based services.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.25 N11 SERVICES<sup>1</sup> (Continued)

##### C. Conditions and Limitations (Continued)

12. If the point-to number provided by the N11 Subscriber is disconnected, the Company will route the N11 call to a pre-recorded announcement for 60 days. The announcement will advise the N11 caller that the service is not available.
13. The Company only provides N11 dialing to its own customers. The N11 Subscriber should work separately with other providers of telecommunication services for the arrangement of N11 to their customers.
14. The N11 Subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
15. The N11 Subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
16. The N11 Subscriber shall abide by all terms and conditions, which may be identified by the FCC in CC Docket 92-105 or subsequent dockets regarding the use and return of the N11 dialing code. The N11 Subscriber will be required to migrate to any access arrangement offered in the Company's tariff within the required notice period. If a recall is ordered, the company will work with the N11 Subscriber affected by such recall to transfer their service arrangements within the required notice period. The N11 Subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
17. The N11 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
18. The Company is not responsible for any and all complaints lodged with any regulatory authority against any service provided via N11.

<sup>1</sup> This service is only available where facilities are available. As the Company upgrades its network to fiber and VoIP, this service will only be available to existing customers as of February 28, 2020 and to customers that do not have access to fiber-based services.

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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.25 N11 SERVICES<sup>1</sup> (Continued)

##### C. Conditions and Limitations (Continued)

19. The Company may take all legal and practical steps to disassociate itself from N11 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
20. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the Subscriber.
21. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in the development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.
22. This service will also be subject to the general regulations of the Company as listed in Section 3 of this Tariff.

<sup>1</sup> This service is only available where facilities are available. As the Company upgrades its network to fiber and VoIP, this service will only be available to existing customers as of February 28, 2020 and to customers that do not have access to fiber-based services. (C)  
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### MISCELLANEOUS SERVICES AND CHARGES

#### 9.26 CUSTOMIZED 911 (C911)

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##### A. General

Customized 911 (C911) is an optional service that allows a PBX customer to provide specific information for their PBX station telephone numbers or business lines in addition to the primary number information for 911 call records. The information is sent to the Company. The Company processes the information using the standard 911 process for each county.

##### B. Conditions

1. The customer shall provide the Company with accurate, specific address and location information for each number enrolled in C911 in the required format that the Company uses in submitting information to the PSAP.
2. The customer is responsible for ensuring their PBX system is able to recognize the 911 digits as a complete dialing code when the station user dials it.
3. The customer is responsible for ensuring the ANI associated with the individual station line is passed.
4. The customer is responsible for notifying the Company of any changes or additions made to the numbers within 48 hours of the changes being made. This includes adding new numbers. If the customer fails to provide any changes or additions to the Company within 48 hours of the change, and the Company receives a "No Record Found" report from the 911 database provider/administrator; a charge will be assessed, as listed in the Rates Section below, for the Company's time and expenses associated with correcting the information. If the Company receives 3 of these "No Record Found" reports within 1 year, the service will be terminated with the customer. At that time, the customer is responsible for providing 911 via the primary number.
5. Except where caused by the willful misconduct or gross negligence of TDS Telecom, the customer agrees to release, indemnify, defend and save harmless the Company from claims, suits, actions, damages, costs, judgments and actions of any nature or from any person related to the C911 Service provided.
6. The customer agrees to indemnify and hold harmless TDS Telecom for any infringement or invasion of the right to privacy of person or persons, caused or claimed to be caused by acts or omissions of the Customer and their operation or use of C911 Service.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.27 CUSTOMER OWNED COIN OPERATED TELEPHONE SERVICE**

A. General

- 1) The Company will provide Customer Owned Coin Operated Telephone Service for use with customer-provided coin-operated telephones.
- 2) Customer Owned Coin Operated Telephone Service is the only service available for use with customer-provided coin-operated telephones, and at locations accessible to the public.
- 3) Directory listings will be provided under the regulations governing the furnishing of listings for business service.
- 4) Customer Owned Coin Operated Telephone Service is not available as Foreign Exchange Service and can not be connected behind a PBX or Centrex Service.

B. Responsibility of the Customer

- 1) The customer shall be responsible for payment of charges billed to the service, including toll, local, or Extended Community Calling service originating from or accepted at the service, Directory Assistance, non-recurring charges and other tariffed services.

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**MISCELLANEOUS SERVICES AND CHARGES**

**9.27 CUSTOMER OWNED COIN OPERATED TELEPHONE SERVICE (Cont'd)**

C. Regulations

- 1) Customer-provided coin-operated telephones must be registered in compliance with Part 68 of the FCC's Registration Program.
- 2) Customer-provided coin-operated telephones used with Customer Owned Coin Operated Telephone Service must be capable of accepting nickels, dimes, and quarters.
- 3) Customer-Owned Coin-Operated Telephone Service Customers must prominently display on each of the customer-provided coin-operated telephones the charge for a local call and Extended Community Calling (ECC) Service call; the name and telephone number of those responsible for repairs, problems and malfunctions of the instrument; instructions for obtaining refunds; dialing instructions, and any restrictions on inward service.
- 4) A subscriber to Customer-Owned Coin-Operated Telephone Service may not charge users more for a local telephone call or Extended Community Calling (ECC) Service message than the telephone company is authorized to charge for the placement of a similar call from a public pay station.
- 5) Charges to end users for Intrastate Interlata and Intrastate Intralata toll calls shall be no greater than AT&T Communications of Wisconsin Bell Inc. charge for operator-assisted calls respectively.

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MISCELLANEOUS SERVICES AND CHARGES

9.27 CUSTOMER OWNED COIN OPERATED TELEPHONE SERVICE (Cont'd)

C. Regulations (Cont'd)

- 6) COCOTS are allowed to place a coin surcharge on 0+ dialed automated calling card calls that require no operator assistance. The surcharge shall be less than or equal to the authorized rate for local coin calls. The total charges for the call, including the surcharge, may not exceed the ceiling on COCOT charges for toll calls.
- 7) Extension stations associated with Semi-Public Message Rate Service must be arranged so they will not interrupt or intercept a call in process.
- 8) COCOT owners may charge COCOT end users for calls to directory assistance at a rate that does not exceed the rate for local coin calls that the local exchange company is authorized to charge for the exchange where a given COCOT is located.
- 9) When the Company becomes aware that any customer-provided coin-operated telephone is in violation of this tariff, the Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company's employees.
- 10) The Customer shall discontinue use of the customer-provided coin-operated telephone or correct the violation and notify the Company in writing within 5 days after receipt of such notice that the violation has been corrected.

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MISCELLANEOUS SERVICES AND CHARGES

9.27 CUSTOMER OWNED COIN OPERATED TELEPHONE SERVICE (Cont'd)

C. Regulations (Cont'd)

- 11) Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the Customer's service until such time as the Customer complies with the provisions of this tariff.
- 12) The subscriber to Customer Owned Coin Operated Telephone Service is responsible for payment of Directory Assistance charges and Local Operator Message charges.
- 13) The customer may pre-subscribe to Toll Service associated with Customer Owned Coin Operated Telephone Service.

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