**SERVICE SCHEDULE**

**U.S. 911 PROVISIONING**

**CUSTOMER** (“**Custome**r”): enter cUSTOMER name here

This 911 Provisioning Service Schedule (“**Service Schedule**”) shall be governed by and subject to the applicable Master Service Agreement (“**MSA**”) between the Customer and Allstream Business US, LLC. through its subsidiaries (“**Allstream**”). If the Customer has not executed an MSA then this Service Schedule shall be governed by the terms and conditions of Allstream’s standard MSA as posted on www.allstream.com incorporated herein by this reference and available upon request. Capitalized terms not defined herein will have the meaning ascribed to them in the MSA. Allstream and Customer may be referred to herein as a “Party” and collectively as the “Parties.”

This Service Schedule contains detailed information relating to the provisioning of communications services (“**Services**”) as purchased by Customer from time to time by way of an Allstream approved Service Order.

This Service Schedule applies to U.S. customers with SIP and traditional voice and does not apply to 911 services associated with UC Cloud Voice service and Hosted Voice Service

1. **DEFINITIONS.** The following additional definitions apply to 911 Provisioning.

**1.1 911 Network** – refers to the collective database, routers and answering points managed by governmental jurisdictions, usually at the state or county level, that ensure proper treatment of 911 calls.

**1.2 911 Database** – database containing end-user information (including name, address, and telephone number) that is used to route 911 calls within the 911 Network.

**1.3 Service Location** – Customer location where Allstream delivers voice services; For SIP Trunking or SIP PRI delivered to a centralized PBX with “Remote Location Service,” each location identified with “Remote Location Service” is a unique Service Location for purposes of this document.

**1.4 Main Directory Number** – Number that identifies a trunk group. Sometimes referred to as “Billing Telephone Number” or BTN.

**1.5 Customer Administrator** – Allstream Customer with administrative rights to make changes in “My.Allstream.Com” on behalf of the Customer.

1.6 **End-User** – an individual who may originate a 911 call.

**1.7 Third Party 911 Provider** – A non-Allstream entity providing 911 Database management and routing service to an Allstream Customer.

1. **911 PROVISIONING.** There are multiple facets to a 911 call with default provisioning, available at no additional cost:
2. During installation, Allstream inputs the customer's telephone numbers and associated location information into the 911 Database.
3. When a 911 call is made, Allstream transmits the 911 call to the 911 Network along with an identifying telephone number.
4. The identifying telephone number is matched with the information in the 911 Database and emergency personnel are directed to the appropriate location.

Standard 911 provisioning (default unless another 911 service is selected) utilizes a single Main Directory Number and associated main Service Location when sending calls to the 911 Network. The effect is that emergency personnel are directed to the Customer's main Service Location.

1. **Additional 911 Options for U.S. Customers:**

For U.S. Customers using SIP and ISDN signaling, the following two additional 911 options exist:

3.1 **Allstream Station Level 911**

For an additional cost, Allstream's Station Level 911 service allows emergency personnel to respond to the specific location of a 911 caller within a building or campus environment. Customer Administrators and end-users can change the location information for 911 numbers via the Allstream portal.

 There are multiple facets to a 911 call in this scenario:

1. During installation, Allstream facilitates provisioning of the customer’s telephone numbers and associated location information, including the “address line 2” information which provides each telephone number’s specific location such as classroom number, building name, cubicle etc. into Allstream’s 911 Database.
2. When a 911 call is made, the customer’s PBX or other phone equipment must transmit individual telephone numbers to Allstream, which passes this number along to the 911 Network.
3. When a 911 call is made, the number is matched with the information in the 911 Database and emergency personnel are directed to the correct specific location such as a classroom or cubicle.
	* 1. Under Allstream’s Station Level 911 service, the following applies:
4. Customer is responsible for transmitting the appropriate 911 telephone numbers (“TN”) to Allstream on a 911 call.
5. In the case that a customer transmits a TN to Allstream on a 911 call that is not provisioned with Allstream, Allstream will override with a Main Directory Number.
6. Customer is responsible for providing their 911 data to Allstream in a .csv file with fields in a specific order and data in a format that is specified by Allstream.
7. Allstream provisions in the 911 Database each TN that is assigned to the service as a DID; in other words, there is assumed to be a 1 to 1 relationship between DIDs assigned to the customer’s service and potential 911 TNs that will be transmitted to Allstream on a 911 call.
8. Customer Administrators and end-users can make changes to the location information for each 911 number via “My.Allstream.Com” which is the main Allstream portal.

3.2 **Third Party Station Level 911**

Third Party Station Level 911 is a non-Allstream entity providing 911 Database management and routing service to an Allstream Customer.

There are multiple facets to a 911 call in this scenario

1. The customer secures a Third Party 911 Provider to manage their information in the 911 Database.
2. The customer establishes direct connectivity from their PBX, SBC or other customer equipment directly to their Third Party 911 Provider. When a 911 call is made, that call is transmitted directly to the Third Party 911 Provider and does not traverse Allstream’s network.

* + 1. Under Third Party Station Level 911 service, the following applies:
1. Customer is expected to have a direct connection to a Third Party 911 Provider and is expected to route all 911 calls to this provider.
2. Allstream should not receive any 911 calls from the Customer in this scenario. Should Allstream receive a 911 call, Allstream will make a good faith effort to direct the call to a 911 operator who can speak to the caller but makes no guarantees or warranties.

3.2.2 Existing Allstream Customers provisioned prior to June 2021 may pass 911 calls to the 911 Network through Allstream while using a Third Party 911 Provider for 911 database management. During 2022 these Customers will be required to transition to Allstream’s Station Level 911 solution described above, or to secure a direct connection to their Third Party 911 Provider.  Timelines for this transition will vary by location.

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