

MERRIMACK COUNTY TELEPHONE COMPANY
 New Hampshire

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Merrimack County Telephone Company
New Hampshire

CUSTOMIZED 911 (C911)

(N)

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.

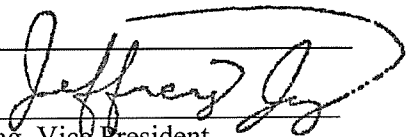
B. Conditions

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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New Hampshire**CUSTOMIZED 911 (C911)** (continued)

(N)

C. Rates

	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
1. Initial Set-Up (per number) (not to exceed \$500)	N/A	\$1.00
2. Updates, per number (not to exceed \$5.00)	\$0.05	N/A
3. No Record Found Charge (per instance)	N/A	\$50.00
4. Report Requests Charge	N/A	(1)

- (1) The Report Request charge applies when a customer requests a list of their E911 record information. Rates for Report Requests will be developed on an Individual Case Basis (ICB).

(N)

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MERRIMACK COUNTY TELEPHONE COMPANY REVENUE PROJECTIONS

C911 Revenue Projections

Service	Estimated Average Subscriptions	Number of Lines	Non Recurring Charge	Monthly Rate	Estimated Monthly Revenue	Estimated Annual Revenue
C911	15	50		\$0.05	\$37.50	\$450.00
C911	15	50	\$1.00			\$750.00

Monthly Total

\$37.50

Annual Total

\$1,200.00