

SCC COMMUNICATIONS CORP.  
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Describe All Services Offered; and All Prices, Charges, Terms and Conditions  
Pertaining Thereto

The Definitions (Section 1) and Rules and Regulations (Section 3) are identical to the  
Definitions and Rules and Regulations provided by the Commission except as follows:

Section 3 – 5. Payment and Billing: Subsection (d) added to state “Payment and billing may vary  
for customers under ICB arrangements.” Payment and billing may vary depending on custom  
service arrangements, volume, service terms or discounts that may be available.

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### EXPLANATION OF SYMBOLS

- (C) - To signify changed conditions or regulation.
- (D) - To signify discontinued rate, regulation or condition.
- (I) - To signify increase.
- (K) - To signify that material has been transferred to another sheet or place in the Price List.
- (M) - To signify that material has been transferred from another sheet or place in the Price List.
- (N) - To signify new rate, regulation, condition or sheet.
- (O) - To signify no change
- (R) - To signify reduction.
- (T) - To signify a change in text for clarification.

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SECTION 1 - DEFINITIONS

**Authorized User:** An end user authorized by the customer to use the service.

**Collect Call:** A billing arrangement where a call is billed to the called station.

**Commission:** The Washington Utilities and Transportation Commission.

**Customer:** The person, firm, corporation or other entity which orders or uses service and, has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to call customer locations and for compliance with Price List regulations.

**Measured Service:** The provision of intrastate long distance measured time communications telephone service to customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from a local exchange common carrier. Carrier is responsible for arranging for the access lines.

**Operator Station:** A call that is completed with the assistance of an operator and billed to the calling party.

**Person-to-Person:** A call for which the person originating the call specifies to the operator a particular person, department or extension that is to be reached. Person-to-Person charges only apply when the call is completed to the requested party or when the calling party agreed to talk to another person.

**Third Party Billing:** Service option that allows a call to be billed to an account different from that of the calling or called party.

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SECTION 2 - SERVICES, LOCATION, PRICES AND CHARGES

1. DESCRIPTION OF SERVICE

SCC 9-1-1 SafetyNet<sup>SM</sup> Services are telecommunications services that permit a Public Safety Answering Point (PSAP) designated by the authorized 9-1-1 Administrative Entity to receive emergency calls placed by dialing the number 9-1-1 emergency calls originated by personal safety devices terminating at a designated service bureau and requiring public safety assistance. The services include the use of an enhanced coordinate routing call management system (CRDB) and may include the facilities required to transport and deliver the call to the appropriate 9-1-1 Selective Routing Tandem for delivery to the PSAP.

SCC 9-1-1 SafetyNet is offered subject to the availability of facilities.

The SCC 9-1-1 SafetyNet Customer may be a 9-1-1 Administrative Entity, Local Exchange Carrier (LEC), Wireless Services Provider (WSP), or a Telematics-type service provider.

Three types of SCC 9-1-1 SafetyNet service are offered:

LEC Emergency Call Support;  
WSP Emergency Call Support; and  
Telematics Emergency Call Support.

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SCC 9-1-1 SafetyNet<sup>SM</sup> Service Features

LEC Emergency Call Support Service

LEC Emergency Call Support Service allows a LEC to connect all emergency call traffic to redundant SCC switches with the standard interfaces of CCSS7 ISUP, Feature Group D (FGD), Enhanced Multi-frequency (EMF), and Centralized Automated Message Accounting (CAMA) 9-1-1 trunks. The ANI associated with the originating caller is utilized by the SCC ECN call management system to route calls to the appropriate Selective Routing Tandem. The SCC ECN subsequently delivers the voice call with the appropriate ANI to the Selective Router for ultimate call delivery to the appropriate PSAP. Default routing, as designated by the Customer and SCC on an individual case basis, is also provided through the ECN with this service.

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WSP Emergency Call Support Service

WSP Emergency Call Support Service allows a Wireless Service Provider to deliver all emergency call traffic to the appropriate Selective Routing Tandem. This service may be provided on an unbundled basis. The WSP may: (1) utilize only the SCC CRDB to obtain call routing information; or, (2) may utilize the SCC CRDB and the SCC ECN to obtain call routing information and SCC transport to deliver calls to the appropriate Selective Router Tandem.

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Telematics Emergency Call Support Service

Telematics Emergency Call Support (TECS) Service can accommodate voice only, data only, or voice and data combined. The Telematics service provider will receive the initial emergency call and extend the call to SCC's ECN. The TECS service will access the SCC CRDB component of the service and provide to the Telematics provider call routing information for a voice only or a voice and data call. The unique call-processing configuration, utilized by the Telematics service provider, will determine the combination of 911 TECS Services necessary for call delivery to the appropriate PSAP.

The Telematics service provider may: (1) use the SCC ECN for the transport of voice calls extended from the Telematics service bureau to SCC for delivery to the appropriate Selective Router Tandem; and (2) forward, manually or electronically, send a data message set or datagram with the location information to SCC's ECN, which in turn will deliver the call to the appropriate PSAP.

Data-only calls will be extended from the Telematics provider to SCC's ECN. The Telematics provider will forward X-Y coordinates to be used to SCC's ECN or CRDB to determine the location of the appropriate PSAP. SCC's ECN will deliver the data-only packet to the appropriately equipped PSAP. Because no voice is associated with this call, the call will bypass the 9-1-1 Selective Routing Tandem.

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2. LOCATION OF SERVICE

Service will be provided throughout the State of Washington.

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3. Prices and Charges

	Nonrecurring Charges	Monthly Charges
LEC Emergency Call Support Service	ICB	ICB
WSP Emergency Call Support Service		
CRDB Only	ICB	ICB
CRDB and ECN	ICB	ICB
Telematics Emergency Call Support Service		
Voice and Data	ICB	ICB
Data Only	ICB	ICB

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SECTION 3 - RULES AND REGULATIONS

1. ADOPTION OF RULES OR REGULATORY AUTHORITIES
  - a. The rules regulating Competitive Classified Companies presubscribed by the Commission are adopted and by this reference are made a part of this Price List unless otherwise waived by order of the Commission.
  
2. INTERCONNECTION
  - a. Interconnection with the facilities or service of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary legal steps for interconnecting customer-provided terminal equipment or communications systems with carrier's facilities. The customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. Any special interface equipment of facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the customer's expense.
  
3. APPLICATION FOR SERVICE
  - a. Application for service may be made verbally or in writing. The name(s) of the customer(s) desiring to use the service must be set forth in the application for service.
  
4. DEPOSITS
  - a. Deposits and/or advanced payments are not required.
  
5. PAYMENT AND BILLING
  - a. Service is provided and billed on a monthly basis in arrears.
  - b. Initial billing for set-up and installation charges or monthly service fees will not

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commence for any new customer until the customer has actually been placed in service.

c. Billing will be payable upon receipt and past due 15 days after issuance.

d. Payment and billing may vary for customers under ICB arrangements.

6. CANCELLATION BY CUSTOMER

a. Cancellation of service by the customer can be made either verbally or in writing and is applied pursuant to WAC 480-120-081(1) as follows:

- i. Where an application for service is canceled by the customer prior to the start of any design work or installation of facilities, no charge applies.
- ii. When an application which requires special design work is canceled after the design work has begun, the company may collect charges equal to the cost incurred for the associated design work to date.
- iii. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service. Any minimum contract requirements of prescribed service will be applicable.

7. DISCONNECTION OF SERVICE BY CARRIER

a. The carrier may discontinue for any of the following reasons:

- i. Nonpayment of bills;
- ii. Tampering with the company's property;
- iii. Vacation of the premises by subscriber;

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- iv. Violation of rules, service agreements, or filed price list;
  - v. Use of subscriber equipment which adversely affects the company's service to its other subscribers;
  - vi. Fraudulent obtaining or use of service;
  - vii. Unlawful use of service or use of service for unlawful purposes.
- b. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the carrier will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The company will not disconnect service prior to the eighth business day following mailing of the notice. In the alternative, the company may provide delivered notice and disconnect not prior to 5:00 p.m. of the next business day, in accordance with WAC 480-120-081(5).
- c. Before service is disconnected, the company will make a good faith effort, by two attempts during reasonable hours, to reach the subscriber by telephone to advise the subscriber of the pending disconnection and the reasons therefor. The company will maintain a log or record of the attempts, showing the telephone number called and the time of call. In the alternative, the company may provide personal notice in accordance with WAC 480-120-081(5).

Telephone or personal contact need not be attempted when the company has attempted such contact in any two billing periods during a consecutive twelve-month period and the company has notified the subscriber in writing that telephone or personal contact will not be attempted in the future before disconnecting service.

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- d. All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the subscriber can make contact with the company to resolve any differences. All notices must accurately state amounts owing for service(s) which are subject to disconnection. A new notice will be required in cases where information is incorrect.
- e. Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day on which the company cannot reestablish service on the same or following day.
- f. When the company has reason to believe service is to other than the subscriber of record, the company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.
- g. Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection shall be provided to the secretary, Washington State Department of Social and Health Services, as well as to the subscriber. Upon request from the secretary or his designee, a delay in disconnection of no less than five business days from the date of notice will be allowed so that the department may take whatever steps are necessary in its view to protect the interests of the resident patients.
- h. The company may not immediately disconnect service if the customer has met the requirements of WAC 480-120-081(3) regarding a medical emergency.
- i. Service will not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by Commission rules, provided any amounts not in dispute are paid when due.

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- j. Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the customer has been made as provided for in the Price List of the carrier.

8. INTERRUPTION OF SERVICE

- a. The company will follow the Commission's rules (WAC 480-120-520) in the case of major outage and/or service interruption.
- b. It is the obligation of the customer to notify the carrier of any interruptions in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer, not within the customer's control, or is not in wiring or equipment connected to the terminal of the carrier.
- c. All reported interruptions of service will be restored within two working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.

9. RESTORATION OF SERVICE

- a. The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities and in compliance with WAC 480-120-520.

10. TAX ADJUSTMENT

- a. The Company concurs in the Municipal Utility Occupation tax schedules of each Local Exchange Company tariff in the state of Washington to the extent those local taxes are both current and applicable to the services the Company provides. This amount will be separately stated on each bill to the customer.

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# PART E

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## DECLARATION OF APPLICANT

The applicant, SCC COMMUNICATIONS CORP., is in compliance  
(Company)  
with all federal, state and local telecommunications technical and business regulations.  
I further understand that all of the information contained herein is true and correct and failure to provide correct information is a violation of Title 80 RCW and could result in revocation of registration as a telecommunications company.

The undersigned applicant requests that the Washington Utilities and Transportation Commission enter an order authorizing registration as a telecommunications company to provide service to the public in the state of Washington, approving the petition for classification as a competitive telecommunications company and approving the proposed Price List.

I declare under penalty of perjury of the laws of the state of Washington that the foregoing is true and correct.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

Date Signed: \_\_\_\_\_

City & State: \_\_\_\_\_