

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.1 General

This tariff provides for Emergency Number Service (911 Service), which is an arrangement of Company Central Office and trunking facilities whereby a user who dials the telephone number "911" will reach the emergency report center for the telephone from which the number is dialed and may be routed to an operator if all lines to an emergency report center are busy. The telephone user who dials the 911 number will not be charged for the call.

Both 911 and E911 service are only available from Company switching facilities (where available) and via Company services that are equipped to provide and that do provide 911 or E911 service. The Company shall provide the PSAP only such name, address and telephone number information as the Customer shall provide to the Company, and for any 911 or E911 call, the Company shall only pass to the PSAP such information, including ALI and/or ANI data, as the Customer's facilities, network or station equipment shall make properly available to the Company's network and equipment for transmission to the PSAP.

10.2 Universal Emergency Number Service (911)

Universal Emergency Number Service (911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) serving the Customer's location may receive telephone calls dialed to the telephone number "911" from service users within a 911 service district.

Two types of 911 service are offered: Basic 911 (911) and Enhanced 911 Service (E911).

- A. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
- B. Enhanced 911 Service provides additional features, such as selective routing of 911 calls to a specific PSAP and Automatic Number Identification..

The 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

**EMERGENCY NUMBER SERVICE (9-1-1)**

10. Emergency Number Service (911 and E911) (Cont'd)

10.2 Universal Emergency Number Service (911)

C. Emergency Telephone Service Charge

The Company may assess Customers a fee, on a recurring basis, non-recurring basis, or both, to recover the costs incurred by the Company for providing 911 service, and may, where permitted, also assess and remit appropriate surcharges or other amounts payable to public or other agencies that provide 911 services.

D. Rules, Regulations and Terms and Conditions

The Company will not provide both Basic 911 and Enhanced 911 Service within a given central office (switching entity).

The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.

The services provided pursuant to this tariff do not include the monitoring of facilities to discover errors, defects and malfunctions in 911 or E911 services, facilities, or operations, nor does the Company undertake such responsibility. The Customer shall be responsible for making such operational tests as, in the judgment of the Customer, are required to determine whether 911 and E911 calls are functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.

The Company's liability to the Customer, to any party dialing 911 using the Customer's facilities, or to any other party or persons, for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or real functions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed the amount equivalent to the pro-rate charges for the service affected during the period of time that the service was fully or partially inoperative. This limitation of liability shall be in addition to any other limitations contained elsewhere in this tariff.

**EMERGENCY NUMBER SERVICE (9-1-1)**

10. Emergency Number Service (911 and E911)(Cont'd)

10.2 Universal Emergency Number Service (911)

D. Rules, Regulations and Terms and Conditions (Cont'd)

The Customer agrees to release, indemnify, defend, and hold harmless the Company from any claims, suits, proceedings, expenses, losses, liabilities, or damages ("Claims") by any party or parties arising out of the use or attempted use of the Customer's services for purposes of placing 911 or E911 calls, including (a) Claims of infringement or invasion of the right of privacy or confidentiality of any person or persons; (b) all other Claims arising out of any act or omission of Customer or any user of the Customer's services, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder. Customer agrees to defend Company against any such Claims and to pay, without limitation, all litigation costs, reasonable attorney's fees and court costs, settlement payments, and any damages awarded or resulting any such Claims.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.2 Obligation and Liability of the Company (Cont'd)

- O. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct to indirect, to any person other than the 9-1-1 customer contracting for 9-1-1 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the 9-1-1 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 customer.

10.3 Responsibility of the Customer

- A. The 9-1-1 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area that has been arranged for E 9-1-1 service.
- B. Application for 9-1-1 service must be executed in writing by each 9-1-1 customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 service in the exchanges where the 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.
- C. All 9-1-1 answering equipment used by a PSAP must comply with all applicable Federal Communications Commission rules and regulations, the Company's tariffs, and must be compatible with the LEC's central office equipment and trunking arrangements.
- D. The customer must comply with all rules and regulations associated with the PSAP contained in 83 Administrative Code Part 725.505.
- E. Prior to a 9-1-1 database query for the purpose of integrity verification, system management shall obtain a court order detailing the information that is to be disclosed and the reason for disclosure. System management shall be responsible for the compliance of these standards, overall system management, security and coordination of the 9-1-1 system.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.3 Responsibility of the Customer (Cont'd)

- F. The 9-1-1 customer is required to furnish the Company its agreement to the following terms and conditions:
1. That all 9-1-1 calls will be answered on a 24-hour day, seven –day week basis.
  2. That the 9-1-1 customer has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  3. That the 9-1-1 customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 9-1-1 PSAP by calling parties.
  4. That the 9-1-1 will provide CPE with a capacity adequate to handle the number of incoming 9-1-1 lines recommended to be installed by the Company. It is the customer's responsibility to ensure its CPE is compatible with the service(s) provided by the Company.
  5. Each PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in PSAP's average busy hour so that no more than one call out of 100 encounters a busy signal.
  6. The 9-1-1 customer will subscribe to a minimum of two dedicated E-9-1-1 trunks per central office for adequate handling of incoming 9-1-1 service calls.
- G. PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of a PSAP are partially or totally disabled during natural or man-made disasters. Each central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster. A call box is designed to provide emergency on-site answering by authorized personnel in the event that the control office is isolated from the PSAP. Once accessed by authorized personnel, the call boxes are under direct control of system management.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.3 Responsibility of the Customer (Cont'd)

H. When Selective Routing is provided, 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 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be carried in the database to permit routing of 9-1-1 calls to the primary and secondary PSP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the customer's responsibility in providing this information:

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
2. After establishment of service, it is the 9-1-1 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 9-1-1 calls to the proper PSAP.
3. The Company will provide to the customer upon request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire and ambulance PSAP routing designations.
4. Changes, deletions and additions which the 9-1-1 customer desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.4 Description of Basic 9-1-1 Service

- A. Basic 9-1-1 Service is provided to a 9-1-1 system to enable a person dialing 9-1-1 to be automatically connected to the PSAP through dedicated direct trunking, or by tandem switching using the exchange telephone network. Dedicated direct trunks may originate at the Company serving central office and terminate at the PSAP. However, if the exchange telephone network is used from the Company central office to the tandem, dedicated direct trunks would provide the facility between the tandem office serving the PSAP and the PSAP.
- B. The features provided with Basic 9-1-1 Service shall be the following types:
1. Type 1 provides the following features:
    - a. No per-call charge;
    - b. Loop-ringdown signaling toward PSAP;
    - c. Ring back tone to caller, which indicates that a central office is providing ringing current to the called party's circuit;
    - d. Transmission path for communication between the caller and PSAP.
  2. Type 2 provides all of the features of the Type 1 circuit along with the options of:
    - a. Called Party Hold, which enables the called party to maintain a connection even if the calling party has hung up, on any circuit so equipped.
    - b. Forced Disconnect, which allows the PSAP to release a telephone connection even though the calling party has not been disconnected.
    - c. Idle Circuit Tone Application, which applies a distinctive tone toward the PSAP attendant to distinguish between calls that have been abandoned before the attendant answers the calls where the caller is unable to speak.
    - d. Originating Switch hook Status Indication, which is an audible indication of the status of a calling party being held.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.4 Description of Basic 9-1-1 Service

3. Type 3 provides all of the features of the Type 1 and Type 2 circuits along with ring back of the calling party on a held line.
4. Type 4 provides for optional features beyond those described in Type 2 and Type 3. Type 4 also requires trunks capable of carrying ANI.

10.5 Description of Enhanced 9-1-1 Services

A. E 9-1-1 Service provides that capability to serve several PSAPs existing within the 9-1-1 service area with tandem trunking through the E 9-1-1 tandem office. A 9-1-1 call originating from any station in the 9-1-1 service area can be selectively routed to the correct primary PSAP. Dedicated direct trunks will originate at the Company serving central office(s), and terminate at the tandem office that serves the PSAP, or the equipment provided to direct calls to a specific PSAP when more than one PSAP is present in a 9-1-1 system. Dedicated direct trunks will also provide the facility between the central office serving the PSAP and the PSAP equipment location.

B. The features associated with tandem trunking in an E 9-1-1 system may include:

1. Selective Routing

Selective Routing is a switching system which automatically routes calls to predetermined PSAPs based on the location of the calling telephone number. Selective routing provides the capability to direct calls to a specific dedicated 9-1-1 trunk group when the central office is split by political boundaries or when more than one PSAP serves the 9-1-1 service area.

2. Automatic Number Identification (ANI)

ANI provides for automatic display of the calling party's telephone number on the PSAP monitor. ANI Spill is a central office data stream that forwards the telephone number of the calling party.

3. Automatic Location Identification (ALI)

ALI is the transmission of the calling party's service address.

**EMERGENCY NUMBER SERVICE (9-1-1)**10. Emergency Number Service (911 and E911)10.5 Description of Basic 9-1-1 Service (Cont'd)4. Central Office Transfer

Central Office Transfer allows a call received by a PSAP telecommunicator to be transferred to the appropriate public safety agency or other provider of emergency services.

5. Default Routing

Default Routing allows E 9-1-1 calls to be routed to a designated default PSAP if the incoming E 9-1-1 calls cannot be selectively routed due to ANI failure, garbled digits, or other causes which prevent selective routing.

6. Alternate Routing

Alternate routing allows 9-1-1 calls to be alternatively rerouted to another PSAP location in the case of overflow calls on the circuits between the 9-1-1 tandem control offices and the PSAP ("B Links"), or in case of PSAP failure.

10.6 PSAP Database Establishment and Update Service

PSAP Database Establishment and Update Service provides the information required to establish and maintain a database of the subscribers within the central office area that is served by the 9-1-1 customer.

10.7 B 9-1-1 and E 9-1-1 Service Rates and Charges

A. Rates and charges associated with B 9-1-1 and E 9-1-1 Service are listed in Section 20.7 of this Tariff. These may include rates and charges for:

1. Dedicated Direct Trunks
2. Features associated with B 9-1-1 Service Types outlined in Section 10.4(B) of this Tariff.
3. Features associated with E 9-1-1 Service outlined in Section 10.5(B) of this Tariff
4. PSAP Database Establishment and Update Service

**EMERGENCY NUMBER SERVICE (9-1-1)**

10. Emergency Number Service (911 and E911) (Cont'd)

10.8 Special Service Arrangements

- A. Special Service Arrangements provide for equipment and/or services that cannot be met with the standard 9-1-1 Service offerings of this tariff, and will be provided, when practical, by the Company at charges equivalent to the costs of furnishing such arrangements. These charges will be applicable to areas such as engineering and special program development associated with billing and database management. This will also include charges made by another Telephone Company under contract when this service is requested by the 9-1-1 customer.
- B. Costs as referred to in this section may include buy are not limited to:
  - 1. Cost of maintenance.
  - 2. Cost of operation.
  - 3. Depreciation on any facilities used to provide the special service arrangement.
  - 4. General administration expenses, including taxes on the basis of average charges associated with these items.
  - 5. Any other expense item associated with the special service arrangement.
  - 6. An amount for return on investment, based on the installed cost of the facilities used to provide the special service arrangement.
- C. Installed cost includes the cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
- D. Special service arrangement rates are subject to review and revision based on changing costs.

10.9 Reserved for Future Use