

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

A. Descriptive Summary

1. Universal Emergency Number Service, also referred to as 911 Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911, and includes the service 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.
2. 911 Services are offered subject to availability of facilities.
3. The customer for Universal Emergency Number Service may be 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, which is legally authorized to subscribe to the service and which has public safety responsibility by law to respond to telephone calls from the public for emergency police and fire fighting service within the telephone central office areas arranged for 911 calling.
4. Three types of 911 Service are offered: B911, D911 and E911. In addition, the Company offers Private Switch 911 (PS 911) Service (found at the end of this Section) as an option available in areas where the 911 customer has subscribed to D911 or E911.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations**

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. 911 service will be provided to only one primary PSAP for calling from any telephone number within any central office serving area, except that E911 service may be provided to more than one primary PSAP within a central office serving area if the Selective Routing feature is furnished. When E911 service is furnished to a customer with the Selective Routing feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, the service will be offered under the terms and at the rates specified in this Guidebook.
2. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number and only one 911 service will be provided within any government agency's locality.
3. The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies will subscribe to other telephone service as provided in paragraph B.7.e. following.
4. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
5. 911 exchange lines are classified as Business Exchange Service and are arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. Central Office transfer is only provided on Routed E911 systems.
6. Application for 911 service must be executed in writing by each customer. 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.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

7. In addition to all other terms and conditions, the following applies:
 - a. That all 911 calls will be answered on a 24-hour, seven-day-per-week basis.
 - b. That the customer has responsibility for dispatching public safety police, fire and ambulance emergency service within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such public safety emergency services, to the extent that such services are reasonably available.
 - c. The customer will also develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
 - d. That the customer will subscribe to a sufficient number of interoffice facilities and 911 exchange lines, as determined by the Telephone Company to adequately handle incoming calls but in all cases subject to a minimum of two facilities or lines required from each Company end office including the PSAP serving office. For 911 exchange line groups from an E911 control office to a secondary PSAP used for central office transfer purposes only, the line quantity may be determined by the customer and could result in only one line being provided.
 - e. That the customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls, and for receiving other emergency calls including any which may be relayed by Company operators.
 - f. That when the Selective Routing feature is furnished the customer subscribing to E911 Service will furnish designation of the primary and default PSAP for receipt of police, fire, and ambulance calls by street address as provided in paragraph B.17., following.
8. Compatible customer-provided equipment may be used with this service in accordance with the provisions of Part 2, Section 9 or Part 20, Section 2, if grandfathered.
9. Temporary suspension of service at the request of the customer, either partial or complete, is not applicable to any part of 911 Service.
10. The Company's entire liability to any person for interruption or failure of Universal Emergency Number service shall be limited to the terms set forth in this section and other sections of this Guidebook.
11. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices to be answered by the customer, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

12. 911 Service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 Service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System associated with the E911 Service arrangement. The rates provided for this service are subject to the limitations which appear in this section and in other applicable sections of this Guidebook. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange that 911 is offered.
- a. 911 Service is provided solely for the benefit of the municipal subscriber; and 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 legal entity.
 - b. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer to respond to such calls with the customer's personnel on the customer's premises.
 - c. The rates charged for 911 Service do not contemplate and the Company does not undertake inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer shall have the responsibility of discovering all errors, defects and malfunctions, and assumes the duty of, and will make such tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
 - d. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of 911 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 of Company-provided equipment, 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.
 - e. Adjustment for outages of persons calling the Public Safety Answering Point (PSAP) is governed by 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

13. E911 data information respecting the name, address, and telephone number of nonpublished service customers is confidential and the customer agrees to use such information only for the purpose of responding to emergency and/or E911 calls.
14. The calling party dialing 911 forfeits the privacy afforded by nonpublished service to the extent that the calling party's number, address, and name is furnished to the PSAP.
15. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 services. When the Selective Routing feature is provided, in such circumstances, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and/or ANI Display.
16. A minimum of two 911 facilities or lines are required from each Company end office in the 911 network, including the 911 exchange lines terminating at the PSAP.

The above rule has two exceptions:

- a. 911 exchange lines to a secondary answering location used for central office transfer purposes only.
- b. Lines connecting a remote central office from which dedicated facilities are not available. In order to handle 911 calls from a remote central office, at least two dedicated 911 facilities are required from the associated host central office to the 911 network. 911 traffic originating from one or more remotes and/or 911 traffic from the host can share these same facilities. In the case of shared facilities with 911 traffic for more than one 911 system served by the same control office, the facilities are charged to the system which initially requires the installation of the facilities.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

17. When the Selective Routing feature is provided, the E911 customer is responsible for identifying the unique combinations of police, fire and ambulance, or any other appropriate agencies' jurisdiction 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 in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to route E911 calls to the primary and default PSAPs with responsibility to handle the emergency telephone calls originating for each telephone in the E911 serving area.

The customer's responsibility for providing this information is as follows:

- a. The customer will provide street address and PSAP routing information for each central office area included in the E911 Service Area prior to establishment of service.
- b. Initial and subsequent ESN assignments by street name, address range and area, or other mutually agreed upon criteria shall be furnished by the customer to the Company on forms supplied by the Company for that purpose at a mutually agreed upon date prior to the effective date of the service.
- c. 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 that need to be made in the routing information by reason of 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 and any other matter that will affect the routing of E911 calls to the proper PSAP.
 - Changes, deletions, and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
 - The Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the master address file.
- d. The Company will provide at the request of the customer a complete written copy of the master address file for the purpose of the customer verifying the accuracy of the police, fire, ambulance PSAP routing designations.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

18. Method of Applying Rates

The method of applying rates for interexchange and intraexchange interoffice services are determined as follows. Note that in the case of remote central offices, facilities are provided from the host central office to the 911 network, rather than directly from the remote.

a. Facilities - Routed Systems

E911 Systems utilizing a control office require adequate facilities from each end office in the serving area to the control office and from the control office to each PSAP's serving end office.

This requirement may include a loopback trunk unit for each simulated facility group (SFG) used to provide access to E911 from the subscribers within the control office serving area when the control office and PSAP serving office are the same.

Rates for routed facilities found in paragraph E.6.a. are all inclusive. No additional mileage, channel termination or trunk unit charges apply for these circuits.

b. Facilities - Direct Trunked Systems

E911 systems without a control office require adequate facilities from each end office to the PSAP's serving office. Sufficient exchange lines are required from the serving office to the PSAP to complete each interoffice facility, as well as to complete 911 calls originated within the area served by the PSAP's serving central office.

Rates for direct trunked facilities found in paragraph E.6.a. are all inclusive. No additional mileage, channel termination or trunk unit charges apply for these circuits.

Exchange lines to complete 911 calls originated from locations served by the PSAP serving office require a Direct Trunking Facility.

c. Facilities - Other Telephone Companies

For routed or direct trunked systems, facilities between Company offices and a point of interconnection with another telephone company shall be billed the appropriate flat rate found in paragraph E.6.a. of this Guidebook.

These rates are all inclusive. No additional channel termination, mileage or trunk unit charges apply for these circuits.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

18. Method of Applying Rates (cont'd)

d. Exceptions

In those cases where an intraexchange E911 service has control and/or end offices in Kansas and another state, the method of applying rates in a. and b., preceding, applies only to facilities terminating in a Kansas end office.

In those cases where an interstate - interexchange E911 service has control and/or end offices in Kansas and another state, the method of applying rates for the interoffice portion will be determined on a case-by-case basis.

e. End User Common Line Credit on 911 Exchange Lines

Customers of all 911 services will receive a credit in the amount of the End User Common Line charge associated with their 911 exchange lines. (USOC: EN13X)

19. Cancellation of the service in whole or in part by the customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the customer's order for service, but not to exceed the total nonrecurring charges.

20. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, for any loss, damage or destruction of any property, whether owned by the customer or others. This obligation shall continue after customer has cancelled its subscription to 911 service, including Customer Records service. (C)

21. The customer also agrees to release, indemnify, defend 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 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, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them. This obligation shall continue after customer has cancelled its subscription to this service.

22. Any terminal equipment used in connection with E911 service, whether such equipment is provided by the Company or the customer shall only be used to extract information from the Data Management System (DMS) relating to a number identified through the Automatic Number Identification (ANI) service feature as the source of an in progress emergency and/or E911 call.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

23. In E911 installations, Company-provided Public Safety Answering Point (PSAP) equipment may be used, or compatible customer-provided E911 PSAP equipment may be used, in accordance with the provisions of the "Connections of Terminal Equipment and Communications Systems," Part 2, Section 9, of this Guidebook. It is the customer's responsibility to determine equipment compatibility.
24. The use of Automatic Location Identification (ALI) on anything less than a Company central office serving area basis is not permitted. Selective Routing is not permitted on anything less than a wire center basis.
25. Customer Records are names, addresses and telephone numbers of Southwestern Bell Telephone Company subscribers, including subscribers who have Non-Published Exchange Service.
 - a. Customer Records will be licensed and furnished to 911 customers for the sole and exclusive purpose of creating a 911 database and shall be used solely for responding to emergency and/or 911 calls. Disclosure or use of any information provided through Customer Records for other than response to emergency and/or a 911 telephone call is strictly prohibited. Before providing a 911 customer with Customer Records pertaining to any subscriber who has Non-Published Exchange Service, the Company will require the 911 customer to sign an agreement acknowledging that, 1) the 911 customer will use the Customer Records only for responding to emergency and/or 911 calls, and 2) that no other disclosure of the information will be made by the 911 customer, its agents or employees, without court order, subpoena, warrant, or written consent of the Company's subscriber.
 - b. Customer Records information may not be duplicated except with the Company's written authorization.
 - c. Any 911 customer who receives Customer Records shall establish practices and procedures that will protect telephone subscribers' rights of privacy and preclude misuse or abuse of Customer Records.
 - d. Customer Records will reflect customer information available as of a specified date, to be negotiated with the 911 customer, and will be processed each business day and electronically downloaded according to preset arrangements. Downloads will include any changes in customer records due to service order activity.
 - e. The provision of Customer Records does not include any 911 Service features or facilities. 911 customers may order these options separately.
 - f. The minimum contract period for this service is one month.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

B. Rules and Regulations (cont'd)

26. To receive Customer Records, it is the 911 customer's responsibility to:
- a. Obtain compatible computer hardware and software to facilitate the transmission and receipt of Customer Records information. Technical specifications for compatibility are available in the Emergency Services Customer Records Operations Guide;
 - b. Designate an individual to administer the data, develop methods and procedures to facilitate receiving data using a Company specified format, and load the customer's database;
 - c. Create methods and procedures to ensure that the 911 customer's computer is available to dial-up and request the download of Company data;
 - d. Monitor transmission of data for successful completion;
 - e. Notify the Company within 24 hours if repeated attempts to download data are not successful;
 - f. Verify the accuracy of the Customer Records downloaded by the Company pursuant to this Guidebook;
 - g. The 911 customer acquires no ownership rights for Customer Records which remain the property of the Company;
 - h. Specify the geographical area for which the 911 customer requires Customer Records. The geographical area may be specified by NXX or by Tax Assessment Region (TAR) code, or both;
 - i. Have a business telephone line for receipt of Customer Records, the price of which is not included in the rates and charges for Customer Records.
27. The provisioning of Customer Records by the Company is subject to paragraphs 12.c. and d., preceding.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**B. Rules and Regulations (cont'd)**

28. The 911 customer shall release, indemnify, defend and hold the Company harmless from any and all claims or judgments including attorney's fees, for loss or injury to persons or property caused or contributed to by the willful or negligent acts or omissions of the 911 customer, its employees, agents or subcontractors in connection with the use or disclosure of Customer Records. This obligation shall continue after customer has cancelled its subscription to Customer Records service.
29. The Company will retain data files that include the original load file and all daily update files for a 14-day retention period. Within the 14-day retention period, the Company will permit repeat downloads of these files at no additional charge. If a customer requires a download of data after the 14-day retention period, the customer must reload the entire file for their geographic area and incur all associated nonrecurring charges as specified in paragraph E. *Rates and Charges*. At one year intervals from the original service date, the Company will provide a computer disk(s) with all Customer Records for the specified geographic area at no charge to the 911 customer.

C. Explanation of TermsB911

A service that provides for routing all 911 calls originated from telephones with given central office prefix codes to a single PSAP.

D911

A service which provides the B911 feature plus Automatic Number Identification (ANI) and is primarily for use in single wire center exchanges.

E911

An expanded service that provides features such as Selective Routing of 911 calls to a specific PSAP selected from among those within the 911 service area. E911 has other standard and optional features which may or may not be available with B911 or D911. For single PSAP applications, E911 can be provided without Selective Routing.

Administrative Site

A location responsible for administration of private switch end user records associated with one or more private switches. This location has the computer hardware and software necessary to create and transmit private switch end user (PSEU) information to the Company database.

Alternate Routing (AR)

This feature is provided to allow 911 calls to be routed to a designated alternate location if (A) all E911 exchange lines to the primary PSAP are busy, or (B) the primary PSAP closes down for a period (night service). This is a standard feature of routed E911 service.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

C. Explanation of Terms (cont'd)

Automatic Location Identification (ALI)

An E911 feature by which the address and name associated with the calling party's telephone number (identified by ANI) is forwarded to a primary or secondary PSAP for display. In multi-location environments, only the service address associated with the main service will be displayed. ALI is an optional feature of E911 service.

Automatic Number Identification (ANI)

This feature forwards the calling party's telephone number to the PSAP for display. This is a standard feature of D911 and of E911 service.

Customer Records

Information consisting of Company subscribers' names, addresses and telephone numbers, which the Company will provide to a 911 customer for the sole purpose of building and maintaining a database for use in responding to 911 calls for a specific geographical area. Customer Records do not include Master Street Address Guide or Emergency Service Number information.

Data Management System (DMS)

The DMS is a system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and Automatic Location Identification (ALI) service features.

Default Routing (DR)

This feature is activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes which may prevent Selective Routing. Such incoming calls to the E911 Control Office are routed to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. Default Routing is a feature of Selective Routing.

Direct Trunking

An E911 facilities arrangement which does not use a control office. The direct trunking arrangement is only available to E911 systems with a single PSAP. Direct trunked systems do not allow selective routing or central office transfer.

Display and Transfer Unit

A selector console and associated common equipment that displays ANI numbers at the PSAP attendant position and is used by the attendant to activate Fixed, Selective and/or Manual Transfer functions.

Emergency Ringback

A feature that allows the PSAP attendant to ringback on an incoming 911 call that is on hold.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms (cont'd)**End Office

This is the Central Office(s) in the 911 System from where the 911 calls originate.

End User Common Line (EUCL) Credit

A credit applied to 911 Exchange Service Lines in the amount equal to the monthly EUCL charge prescribed by the FCC and set forth in the FCC Tariff No. 73, Section 4.

Enhanced 911 (E911) Control Office

The Control Office provides tandem switching capability for E911 systems. It controls switching of ANI and/or SR information to the designated PSAP and also provides standard Speed Calling features, call transfer capability, and certain maintenance functions for each PSAP.

Exchange Access Arrangement (EAA)

A telephone facility between a subscriber's premises and the telephone exchange network. The number of exchange access arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations, and dispatching terminals), selected Direct Inward Dialing stations, coin stations, and other applicable main telephones as are included in official Company reports for the service area of such end office.

Fixed Transfer

This feature enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out the Speed Calling code associated with the desired agency. ANI/ALI will also be transferred with the call to a secondary PSAP that is equipped to receive and display ANI/ALI data. This is done by using the Central Office Call Transfer feature of the E911 Control Office. This feature is associated in conjunction with the E911 trunk unit. This is an optional feature of E911 service.

Forced Disconnect

This feature, a function of the E911 central office trunk circuit, enables the PSAP attendant to release a 911 connection even though the 911 calling party has not hung up. This feature prevents the jamming of the E911 exchange lines. This is a standard feature of E911 service.

Idle Tone Application

This feature allows the PSAP attendant to distinguish between calls that have been abandoned before they are answered and calls where the calling party is unable to speak for some reason. If the caller abandoned the line before the PSAP attendant answered, a distinct tone is heard by the attendant. If the caller is still on the line but unable to speak, no tone will be heard. Available with E911 service.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms (cont'd)**Loopback Trunk Unit

Provides access to the control office when the PSAP is located in the control office serving area. These trunk units are outgoing and route traffic within the same office from the line side to the tandem side.

Manual Transfer

This feature enables the PSAP attendant to transfer an incoming call by depressing a flash button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit. This is a standard feature of routed E911 service. ANI and ALI are not transferred.

Primary Serving Office

That office in a single office service area or that office of a multioffice service area which is designated by the Company as the primary serving office. A primary serving office is also a serving office. In a service area where there is not physically located a serving office, a theoretical location has been established by the Company for billing purposes.

Private Switch (PS)

A switch, such as a Private Branch Exchange (PBX), that provides wireline basic telephone service, but is not owned and operated by a Company.

Private Switch End User (PSEU)

An individual or organization authorized to use the telephone services provided by the private switch.

Private Switch Provider (PSP)

A private entity that provides telephone service to a group of residential or business end users served by the provider's private switch (e.g., Private Branch Exchange).

PS 911 Record

A telephone number associated with a private switch and the E911 Database information for that number.

Public Safety Answering Point (PSAP)

A PSAP is 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. Primary PSAPs respond first, Secondary PSAPs receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, emergency medical, etc., or a common bureau serving a group of such entities.

Routed System

An E911 system in which trunking facilities are routed through a control office.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**C. Explanation of Terms (cont'd)**Selective Routing (SR)

This feature routes a 911 call from a serving office to the designated primary PSAP. SR is provided by the E911 Control Office which routes the ANI/ALI information number of the calling party and the call to the designated PSAP. This is an optional feature of routed E911 Service.

Selective Transfer

This feature transfers an incoming call to another agency by depressing a single button, e.g., "Fire" on the Display and Transfer Unit. This type of transfer is only available when the SR feature is provided. This is an optional feature of E911 Service.

Service Area

The geographical area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Office

The office in the service area from which a customer or PSAP (primary or secondary) would normally be served for local exchange telephone service. Where the serving office is not located in the service area, a theoretical location has been established by the Company for billing purposes.

Serving Office Area

A serving office area is the specific area normally served by a serving office. A serving office area may be served in several ways, namely:

- By a single unit serving office with one telephone number prefix.
- By a multi-unit serving office with multi-telephone number prefix.
- By a theoretical serving office with switching equipment located in another exchange or serving office area.

Universal Emergency Number Service

This is a telephone exchange communication service for telephone calls placed by dialing number 911, to be answered by a PSAP established and operated by the customer, and includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls.

Universal Emergency Number Service Customer

The customer may be 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 to respond to public emergency telephone calls, at the minimum, for emergency police and fire service through the use of one telephone number, 911.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)**D. 911 Service Features**1. B911 Service

B911 Service includes the Company provision of the 911 code or the opening of this code to the exchange network in those Central Offices that fall within the boundaries of the municipalities or other governmental bodies (township, county etc.) that subscribe for 911 Service.

B911 Service provides for routing all 911 calls originated by telephone with given Central Office prefix codes to a single PSAP via business exchange lines. B911 presents a call to the PSAP via a business access line in a manner similar to a normal exchange telephone call. No other features are provided with this offering. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

2. D911 Service

Provides B911 service plus display of the calling party's ANI telephone number at the PSAP. Requires the use of ANI PSAP equipment for display of ANI information. Appropriate key telephone or Automatic Call Distributor (ACD) equipment is required to terminate 911 calls. The ANI PSAP equipment contains interfaces for teleprinter and voice recording devices. Central office transfer of 911 calls is not provided with D911 service.

3. Enhanced 911 (E911)

a. E911 Service provides B911 Service via a 911 exchange line plus the following standard features:

1. Automatic Number Identification (ANI)
2. Forced Disconnect
3. Idle Tone Application
4. Touch-tone Calling Service

b. Optional Features include^{/1/}

1. Automatic Location Identification (ALI)
2. Selective Routing (SR)^{/2/}
3. Default Routing^{/2/}
4. Alternate Routing^{/2/}
5. Speed Calling^{/2/}
6. Manual Transfer^{/2/}
7. Fixed Transfer^{/2/}
8. Selective Transfer^{/2/}

/1/ Automatic Location Identification (ALI) or Selective Routing (SR) must be included in any E911 system.

/2/ Available on routed E911 systems only.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges

1. Messages

- a. No charge applies to the calling party for calls placed to the 911 number.
- b. Message transfers are billed according to the rates applicable from the control central office of the E911 system.

2. B911 Service

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. 911 interoffice Facility Rates (Per Facility)			
1. End office to PSAP trunk	9BV1X	\$38.00	\$221.00
2. Point of interconnection with another telephone company to PSAP trunk	9BV2X	19.00	138.00

b. Tie Lines, Private Lines, Special Access Lines and Extension Lines

Tie Lines, private lines, special access lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established guidebook rates for such channels and facilities specified in this and other appropriate guidebooks.

3. D911 Service

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
End Office to PSAP Trunk ^{/1/}	9DV1X	\$38.00	\$282.00
Point of Interconnection with another telephone company to PSAP trunk	9DV2X	19.00	192.00

/1/ Applies even if PSAP serving office and end office are the same.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
4. Enhanced 911 (E911) Service			
a. Facilities Rates (Per Facility)			
1. End Office to control office trunk	E5T	\$50.00	\$312.00
2. Control Office to PSAP trunk.....	E5K	59.00	343.00
3. Direct Trunking Facility, end office to PSAP ^{/1/}	E5D	46.00	282.00
4. Loopback trunk unit ^{/2/}	E5S	14.00	220.00
5. Point of interconnection with another telephone company on Routed System, end office to control office	E5Y	25.00	229.00
6. Point of interconnection with another telephone company on Direct Trunked System	E5Z	23.00	192.00
7. Point of interconnection with another telephone company on Routed System, PSAP to another telephone company's control office	R9E1X	13.00	169.00
8. Point of interconnection with another telephone company on Routed System, control office to PSAP in another telephone company's serving area.....	R9E2X	49.00	214.00

/1/ Applies even if PSAP serving office and end office are the same.

/2/ Required for each SFG providing access to 911 from the control office local serving area when control office and PSAP serving office are the same.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
4. Enhanced 911 (E911) Service (cont'd)			
b. Feature Rates (per 1000 EAAs) ^{/1,6/}			
1. ANI and ALI Service (for Direct Trunked systems with 750 or more EAAs) ^{/5/}	9DD	\$67.00	\$576.00
2. ANI and ALI Service (for routed systems with 750 or more EAAs) ^{/3,5/}	9DE	70.00	956.00
3. ANI and Selective Routing (for systems with 750 or more routed EAAs) ^{/2,4/}	UUS	39.00	1,033.00
4. ANI, ALI and Selective Routing (for systems with 750 or more routed EAAs) ^{/2,3/}	9EY	70.00	1,383.00

/1/ Rounded to nearest 1000 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. In instances where the count of exchange access arrangements is adjusted upward, nonrecurring charges apply for each additional 1000 exchange access arrangements.

/2/ Not available on a direct trunked E911 system.

/3/ To add Selective Routing to an existing routed system the nonrecurring charge is \$425 per 1000 EAAs (E.4.b.) or \$225 per 500 EAAs (E.4.c.). To add Selective Routing to an existing direct trunked system, the non-recurring charge is \$800 per 1000 EAAs (E.4.b.) or \$400 per 500 EAA's (E.4.c.).

/4/ To add ALI to an existing system the non-recurring charge is \$350 per 1000 EAAs (E.4.b.) or \$175 per 500 EAAs (E.4.c.).

/5/ To convert from a direct trunked system to a routed system, the nonrecurring charge is \$375 per 1000 EAAs (E.4.b.) or \$190 per 500 EAAs (E.4.c.)

/6/ One of the following feature packages must be chosen with each E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
4. Enhanced 911 (E911) Service (cont'd)			
c. Feature Rates (per 500 EAAs) ^{/5/}			
1. ANI and ALI Service (for Direct Trunked systems with less than 750 EAAs) ^{/4/}	95G	\$33.50	\$288.00
2. ANI and ALI Service (for routed systems with less than 750 EAAs) ^{/2,4/}	95A	35.00	478.00
3. ANI and Selective Routing (for systems with less than 750 routed EAAs) ^{/1,3/}	95B	19.50	517.00
4. ANI, ALI and Selective Routing (for systems with less than 750 routed EAAs) ^{/1,2/}	95D	35.00	692.00

/1/ Not available on a direct trunked E911 system.

/2/ To add Selective Routing to an existing routed system the nonrecurring charge is \$425 per 1000 EAAs (E.4.b.) or \$225 per 500 EAAs (E.4.c.). To add Selective Routing to an existing direct trunked system, the non-recurring charge is \$800 per 1000 EAAs (E.4.b.) or \$400 per 500 EAA's (E.4.c.).

/3/ To add ALI to an existing system the non-recurring charge is \$350 per 1000 EAAs (E.4.b.) or \$175 per 500 EAAs (E.4.c.).

/4/ To convert from a direct trunked system to a routed system, the nonrecurring charge is \$375 per 1000 EAAs (E.4.b.) or \$190 per 500 EAAs (E.4.c.)

/5/ Rounded to the nearest 500 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. In instances where the count of exchange access arrangements is adjusted upward to 750 or more EAAs, nonrecurring charges apply for an additional 500 exchange access arrangements. At that point, charges have been assessed for the first 1000 EAAs and any further charges are based on rounding to the nearest 1000 EAAs as detailed in E.4.b.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
5. Customer Records			
Customer Records, per 100 EAAs ^{/1/}	9RJ1X	\$4.25	
Service Establishment, per 911 customer.....	SEP9R		\$1,805.00
Subsequent Reload of all Records, per request	NR99S		755.00

/1/ Rounded to the nearest 100 exchange access arrangements served based on the maximum number of exchange access arrangements in service during the most recent month at the time service is established and adjusted annually from the service establishment date. Note that nonrecurring charges are not based on the number of EAAs. There is a flat nonrecurring charge to establish the service and a flat charge that applies anytime an existing Customer Records customer requires a new computer disk(s) for their area, other than the disk(s) provided once a year at no charge as described in paragraph B.29.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>One Time Payment</u>	<u>Installation Charge</u>
6. PSAP Equipment				
a. PSAP Equipment – Option I				
1. Display and Transfer System				
(a) Common Equipment including equipment and wiring for 4 trunks and 4 attendant positions.....	E9S	\$58.15	\$12,400.00	\$3,100.00
(b) Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each	E9E	8.75	1,650.00	1,375.00
(c) Trunk terminating equipment (1 for each 2 trunks), each.....	E9K	2.30	550.00	12.00
(d) Trunk switch (1 for each 4 trunks), each	E9Q	1.65	330.00	12.00
(e) Additional MF receiver (maximum of 2 per cabinet), each	E9M	4.90	1,200.00	12.00
(f) Attendant circuit, one per attendant telephone set or console.....	E9H	2.80	675.00	12.00
(g) Display and Transfer Unit (maximum of 15 per system), each	E9U	5.20	760.00	200.00
(h) Commercial Power Conversion Unit (optional), one per system	E9P	23.90	1,650.00	320.00

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>One Time Payment</u>
6. PSAP Equipment (cont'd)			
a. PSAP Equipment – Option I (cont'd)			
2. Automatic Location Identification (ALI)			
(a) ALI Master Controller - 1st 15 attendant positions (includes equipment to drive five customer-provided CRTs) ^{/1/}	E8L1X	\$230.00	\$31,410.00
(b) ALI Auxillary controller - required for attendant positions 31 through 45 (includes equipment to drive five customer-provided CRTs) ^{/1/}	E8N1X	54.00	14,000.00
(c) CRT interface – one required for each five customer-provided CRTs, each ^{/1/}	E1Z	31.50	3,325.00
(d) Computer-Aided Dispatch (CAD) interface, each ^{/1/}	E1S	10.75	1,175.00

/1/ A Service Connection Charge of \$3.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
6. PSAP Equipment (cont'd)			
b. PSAP Equipment – Option II			
1. Display and Transfer System			
(a) Common Equipment including cabinet equipment and wiring for 4 trunks and 4 attendant positions.....	E9S	\$270.00	\$3,100.00
(b) Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each.....	E9E	31.50	1,375.00
(c) Trunk terminating equipment (1 for each 2 trunks), each	E9K	11.70	12.00
(d) Trunk switch (1 for each 4 trunks), each	E9Q	7.25	12.00
(e) Additional MF receiver (maximum of 2 per cabinet), each	E9M	24.90	12.00
(f) Attendant circuit, one per attendant telephone set or console.....	E9H	14.00	12.00
(g) Display and Transfer Unit (maximum of 15 per system), each	E9U	\$17.90	\$200.00
(h) Commercial Power Conversion Unit (optional), one per system	E9P	58.15	320.00

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
6. PSAP Equipment (cont'd)			
b. PSAP Equipment – Option II (cont'd)			
2. Automatic Location Identification (ALI)			
(a) ALI Master Controller – supports 1st 15 attendant positions (includes equipment to drive five customer-provided CRTs) ^{/1/}	E8L1X	\$905.00	\$6,210.00
(b) ALI Auxillary controller – required for attendant positions 31 through 45 (includes equipment to drive five customer-provided CRTs) ^{/1/}	E8N1X	215.00	8,100.00
(c) CRT interface – one required for each five customer-provided CRTs, each ^{/1/}	E1Z	125.00	---
(d) Computer-Aided Dispatch (CAD) interface, each ^{/1/}	E1S	42.50	---

/1/ A Service & Equipment Charge of \$3.25 applies when provided subsequent to the initial installation of the E911 system.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

6. PSAP Equipment (cont'd)

c. Subsequent Installation

Additional PSAP equipment may be added subsequent to the initial installation of the service upon payment of the following nonrecurring charges in addition to applicable Installation or One Time Payment Charges.

	<u>USOC</u>	<u>Nonrecurring Charge</u>
1. Display and Transfer System		
(a) Additional Common Equipment including equipment and wiring for next 11 trunks and 11 attendant positions, each occasion	E9E	\$130.00
(b) Trunk terminating equipment (1 for each 2 trunks), each occasion	E9K	700.00
(c) Trunk switch (1 for each 4 trunks), each occasion	E9Q	160.00
(d) Additional MF receiver (maximum of 2 per cabinet), each occasion	E9M	600.00
(e) Attendant circuit, one per attendant telephone set or console, each occasion	E9H	600.00
(f) Display and Transfer Unit (maximum of 15 per system), each occasion	E9U	575.00
2. Automatic Location Identification		
(a) ALI Auxillary Controller	E8N1X	120.00
(b) CRT interface	E1Z	120.00
(c) Computer-Aided Dispatch Interface.....	E1S	80.00

d. Moves and Changes

Moves or changes involving equipment at Company locations or PSAP locations will be based on costs not to exceed installation charges as specified in this Guidebook.

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (cont'd)

E. Rates and Charges (cont'd)

7. 911 Exchange Lines

911 Local Exchange Lines that terminate at PSAPs are provided free of charge. The number of lines provided will be mutually agreed upon by the customer and the Company, but will be a minimum of two.

8. Nonrecurring Charges Payment Options

Nonrecurring charges associated with the initial E911 installation can be installment billed on a monthly basis for any annual term up to five years. This payment option is also available for nonrecurring charges associated with Customer Records service. Only one installment term can be selected.

The balance shall become due and payable if the customer disconnects the service element prior to the final payment of the deferred charges.

A table of annuity factors is listed in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2. To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

9. Additional Considerations

Existing E911 customers who experience a rate increase as a result of the service restructure effective May 1, 1992, will not be charged the higher rate until December 31, 1992. These customers may still be charged for any increase in exchange access arrangements, which are updated annually from the service establishment date. Any additions or rearrangements to these existing systems will be charged at the new rate.

PRIVATE SWITCH 911 SERVICE**A. Descriptive Summary**

1. Private Switch 911 Service (PS 911) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 911 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
2. The ANI-only option is available if the 911 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 911 calls.
3. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the Company's data base; (2) the private switch sends ANI to the Company on 911 calls; and (3) the PSAP is equipped to provide 911 service with the ALI feature.
4. Service availability is dependent upon the type and configuration of the 911 system in place for the service area. If the 911 system design uses a Control Office, then facilities are required between the private switch and the Control Office. If the 911 system design does not include a Control Office, then facilities are required between the private switch and the PSAP. In all cases, except as specified below in this paragraph, a minimum of two dedicated 911 facilities are required from the private switch. Rates and charges for facilities are provided in paragraph D.1. In instances where Inform 911 is utilized (as defined under Primary Rate ISDN: SmartTrunk® in Part 17, Section 2 (see *Rate and Charge Schedule*), the private switch facilities will connect to the local serving end office. Existing 911 end office facilities will route the 911 traffic to the 911 Control Office which will then forward the call to the PSAP.
5. The PS 911 customer must be either:
 - An E911 or D911 customer as described in A.3. under 'Universal Emergency Number Service (911)' described earlier in this Section, or
 - A Private Switch Provider authorized by the 911 customer to subscribe to PS 911 Service within the 911 customer's serving area.
6. The Private Switch Providers referred to in this offering might include such organizations as businesses, schools, nursing homes, hospitals, planned communities, and shared tenant service (STS) providers.

PRIVATE SWITCH 911 SERVICE (cont'd)**B. Rules and Regulations**

(also see Rules and Regulations under *Universal Emergency Number Service (911)* found earlier in this Section)

1. Application for Service

Requests for this service:

- can only be initiated by a 911 customer or a PSP;
- must be provided to the Company in writing; and
- must identify service locations and arrangements.

Applications received from PSPs must include written authorization from the 911 provider responsible for the service area where the private switch is located.

2. Customer Obligations^{/1/}

- a. The PS 911 customer is responsible for coordinating with the PSP so that the private switch provides full seven or ten digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The private switch number information must be approved by the Company prior to implementation to ensure that the service will function properly. PS 911 Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Company's numbering plan.
- b. The PS 911 customer is responsible for coordinating with the PSP so that the PSP creates, maintains, and forwards to the Company current telephone number and address data according to the format and procedures specified by the Company.
- c. The PS 911 customer is responsible for coordinating with the PSP so that the PSP develops and implements procedures to prevent the unauthorized or illegal use of PS 911 Service facilities. These dedicated facilities may not be used for any purpose other than for 911 service.
- d. The PS 911 customer is responsible for coordinating with the PSP so that the PSP uses computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes, that conform to the specifications outlined in the PS 911 Technical Interface Standards.
- e. PS 911 Service information consisting of the name, address and telephone number of Non-published customers is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.

^{/1/} Customer obligations are described for situations where the E911 or D911 customer is also the PS 911 customer. In situations where a Private Switch Provider is the PS 911 customer, the PS 911 customer obligations described in this section are the direct responsibility of the Private Switch Provider.

PRIVATE SWITCH 911 SERVICE (cont'd)**B. Rules and Regulations (cont'd)**

(also see Rules and Regulations under *Universal Emergency Number Service (911)*)

2. Customer Obligations (cont'd)

- f. The PSEU forfeits the privacy afforded by Nonlisted and Non-Published Exchange Services to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PSEU (published and nonpublished) consents to the storage and retention of PSEU name, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- g. The rates charged for PS 911 Service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The PS 911 customer has the responsibility for reporting all errors, defects and malfunctions to the Company.
- h. Cancellation of the service in whole or in part by the PS 911 customer prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS 911 customer's order for service, but not to exceed the total nonrecurring charges.

3. Liabilities

- a. The Company's entire liability to any person for interruption or failure of PS 911 Service shall be the same as the company's liability for E911 Service.
- b. PS 911 Service is provided solely for the benefit of the PS 911 customer; 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 legal entity.
- c. The PS 911 customer also agrees 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of PS 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, and which arise out of the negligence or other wrongful act of the Company, the PS 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- d. PS 911 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 911 systems are equipped with the features required to provide PS 911 Service.
- e. Adjustments for service interruptions experienced by the PS 911 customer are consistent with paragraph B.12.d of 'Universal Emergency Number Service (911)' in this Section.

PRIVATE SWITCH 911 SERVICE (cont'd)

C. Network Interface Requirements

Network interface requirements for PS 911 customer access are described in detail in the Company's Technical Overview - Trunking Specifications for Private Switch 911 or Private Switch ALI Service (PS911 or PSALI/Inform911).

D. Rates and Charges

1. Facilities

If the Private Switch is served by a 911 system which uses a Control Office, Private Switch to Control Office facilities should be ordered. The rates listed below assume a loop type arrangement. Additional charges may be applicable if an E&M type arrangement is required.

If the Private Switch is served by a direct trunked 911 system, Private Switch to PSAP facilities should be ordered. This option is only available for loop type arrangements.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
From Private Switch to Control Office, per facility	9PS	\$69.00	\$390.00
From Private Switch to PSAP, per facility	9PT	70.00	645.00
ISDN/Inform 911	ANLP1		/1/

2. Database Management System

The rates and charges in this section relate to the administration and storage of PS 911 Service data records. The nonrecurring charge per 10 records per PSP applies at the time the records are initially created in the Company's database. The recurring rate is applied on a monthly basis for each month until the records are deleted. There is no charge to update the information associated with an individual record.

The nonrecurring charge listed as item 2 (below) applies at the time an administrative site is first established. This charge applies when procedures are established enabling the administrative site to create and update records.

Charge per 10 PS 911 records per PSP, per 911 Customer	ED2PG	\$0.90	\$3.65
Nonrecurring Charge to Establish an Administrative Site	NR99P		245.00

/1/ See Primary Rate ISDN: SmartTrunk® described in Part 17, Section 2, paragraph N. *Rate and Charge Schedule*.

WIRELESS 911 (W911) SERVICE**A. Description of Service**

W911 Service is a service available to existing E911 customers which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and appropriate caller location information to support the Federal Communications Commission's (FCC) Phase I and Phase II requirements established in CC Docket No. 94-102.

1. This service will support the following wireless E911 design solutions:

Call Path Associated Signaling (CAS)^{/1,2/}
Non-Call Path Associated Signaling (NCAS)
- Third-party NCAS
- The Company's NCAS
Hybrid^{/1/}

2. The W911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated.

B. Explanation of Terms**911 Selective Router**

A central office providing tandem switching capability for 911 calls. It controls switching of Automatic Number Identification (ANI) information to the PSAP and also provides the Selective Routing function capability and certain maintenance functions for each PSAP.

911 Tandem to 911 Tandem Transfer

The ability to transfer a 911 call from a PSAP served by one 911 Tandem (a.k.a. Selective Router) to a PSAP served by a different 911 Tandem.

Billing Unit

A billing unit represents each 1000 in population for the area being served by W911 PSAP. The population for the W911 customer will be divided by 1,000 to determine the total number of billing units for the W911 customer.

Call Path Associated Signaling (CAS)

A wireless 911 solution set that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the Public Safety Answering Point (PSAP).

Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

/1/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 tandem to PSAP".

/2/ The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation.

WIRELESS 911 (W911) SERVICE (cont'd)**B. Explanation of Terms (cont'd)**Emergency Services Routing Key (ESRK)

A 10-digit number that is normally used to identify an ongoing wireless 911 call and to correlate the associated data for that call. The selective router uses the ESRK to selectively route the call to the designated PSAP.

Hybrid

A wireless 911 solution set that utilizes one transmission path to deliver the voice and Mobile Directory Number to the PSAP and a separate transmission path to deliver the caller's location information to the PSAP.

Mobile Directory Number (MDN)

A 10-digit telephone number that identifies the calling party and can be used as a call back number.

Mobile Switching Center

A switch that provides wireless telephone service.

Non-Call Path Associated Signaling (NCAS)

A wireless 911 solution set that utilizes one transmission path to deliver the voice and a separate transmission to deliver the Mobile Directory Number and the caller's location to the PSAP.

Phase I Service

Wireless 911 service that provides the PSAP with the call-back telephone number of the wireless 911 caller and the location of the cell site or base station transmitting the call.

Phase II Service

Wireless 911 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information. This information is required to be accurate within 50 to 300 meters depending on the technology deployed.

Pseudo-Automatic Number Identification (pANI)

A number, consisting of the same number of digits as ANI, but is used in place of an ANI to convey a special meaning. The specific meaning assigned to the pANI is determined by agreements, as necessary, between the telephone system originating the call, intermediate telephone systems handling and routing the call, and the destination telephone system. The pANI identifies the location of the base station or cell site through which a mobile call originates.

Wireless Carrier

A private entity that provides telephone service to residential or business end users served by the provider's wireless switch.

Wireless End User

An individual or organization authorized to use the telephone services provided by the wireless switch.

WIRELESS 911 (W911) SERVICE (cont'd)**C. Rules and Regulations**

In addition to the following rules and regulations, the rules and regulations in the 'Universal Emergency Number Service (911)' offering found earlier in this Section shall also apply.

1. Application for Service

Request for this service: (1) can only be initiated by an E911 customer; (2) must be provided to the Company in writing 150 days prior to the desired service date for Phase I or Phase II service; and (3) must identify service locations and arrangements.

Wireless 911 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the customer.

The minimum number of digits that the Public Safety Answering Point (PSAP) CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is Non-Call Path Associated Signaling (NCAS), Hybrid, or Call Path Associated Signaling (CAS), respectively. If a PSAP CPE does not meet these requirements, the Company will continue to selectively route wireless 911 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

2. Customer Obligations^{/1/}

- a. When the Company is the database provider, the 911 customer is responsible for ensuring that the wireless carrier creates, maintains, and forwards to the Company current pseudo-Automatic Number Identification (pANI) data according to the format and procedures specified by the Company.
- b. W911 Service Wireless End User's information is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
- c. The Wireless End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Local Exchange Carrier (LEC). The Wireless End User (published and nonpublished) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- d. The W911 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner.

^{/1/} The Company will participate in all coordination efforts as appropriate.

WIRELESS 911 (W911) SERVICE (cont'd)**C. Rules and Regulations (cont'd)**

2. Customer Obligations (cont'd)

- e. Cancellation of the service in whole or in part by the W911 customer prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the W911 customer's order for service.
- f. The PSAP will be responsible for any local or long distance toll associated with the callback of wireless callers or the transferring of calls to non-PSAP locations.
- g. The customer will provide the Company with the population total served by the respective agency/county/PSAP. A letter signed by the customer, indicating the population served by the respective 911 entity, will be forwarded to the Company. The customer may be required to update the population served information periodically upon request by the Company.

3. Liabilities

- a. The Company's entire liability to any person for interruption or failure of W911 Service shall be limited by the terms set forth in this section and other sections of this guidebook. The Company or its officers or employees may not be held liable for any claim, damage, or loss arising from the provision of W911 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company.
- b. W911 Service is provided solely for the benefit of the W911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Local Exchange Carrier (LEC) obligation toward, or any right of action on behalf of, any third person or other legal entity.
- c. To the extent allowed by law, the W911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the W911 customer or others.
- d. To the extent allowed by law, the W911 customer also agrees 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 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 W911 Service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W911 customer, its user, agencies or municipalities or the employees or agents of any one of them.

WIRELESS 911 (W911) SERVICE (cont'd)

C. Rules and Regulations (cont'd)

3. Liabilities (cont'd)

- e. W911 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 911 systems are equipped with the features required to provide W911 Service.
- f. Adjustments for service interruptions experienced by the W911 customer are governed by and limited as described in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
- g. To the extent allowed by law, the W911 customer and the wireless carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W911 customer and/or wireless customer providing the Company with inaccurate, out-of-date, or improperly formatted Mobile Directory Number (MDN) or pseudo-Automatic Number Identification (pANI) data.
- h. To the extent allowed by law, the W911 customer agrees to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W911 customer or the wireless carrier.
- i. The customer acknowledges that W911 Service requires that the respective wireless carriers have the capability to forward the wireless subscriber's call and associated call data to the Company for transport to the W911 customer.

WIRELESS 911 (W911) SERVICE (cont'd)

D. Rates and Charges

	<u>USOC</u>	<u>Monthly Charge</u>	<u>Nonrecurring Service Charge</u>
W 911 Service with wireless switch features ALI Server upgrades, Selective Routing (SR), SR and ALI database upgrades, record entry, storage and processing, assignment of one wireless ESN per PSAP Tandem to Tandem Transfer and Trunks, and Telco Map Server Functionality ^{/1,2,3,4,5,6/}			
Phase I service per billing unit	WL9P1	\$7.92	\$139.46
Phase II service per billing unit	WL9P2	1.67	71.10

An Installment Billing option of up to 36 months will be available for the above Nonrecurring Service Charge. Payments will be based upon the annuity factors referenced in 'Rules and Regulations Applying to All Customer's Contracts' in Part 2, Section 2. If a customer cancels W911 service, the present value of any remaining Installment Billing payments will immediately become due and payable.

- /1/ In applications utilizing a third-party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the Public Safety Answering Point (PSAP). It will be the responsibility of the third-party database provider to ensure that the ALI record provides both the W911 Phase I and II data as required by the FCC.
- /2/ Trunks will be state-averaged, flat rated as indicated in the 'Universal Emergency Number Service (911)' offering described earlier in this Section. The customer will be responsible for purchasing any additional facilities required.
- /3/ Population data and billing unit calculations will be revisited before the fifth year anniversary of the effective date of this offering (this offering was introduced on August 9, 2004).
- /4/ Billing units which represent each 1000 in population served, will be rounded to the next highest number to determine the number of billing units (i.e., .5 or higher equals 1.0). A minimum of one (1) billing unit will also apply to each rate element for each PSAP.
- /5/ Phase II rates are incremental and are paid in addition to Phase I rates when Phase II service is implemented. If only Phase I service is purchased, then only the Phase I rates apply. If Phase II service is purchased, both the Phase I nonrecurring and monthly recurring charge and the incremental Phase II nonrecurring and monthly recurring charge will be assessed. If Phase II service is purchased by a PSAP that has the above Phase I service, the incremental Phase II nonrecurring charge will apply and the PSAP would be billed both the Phase I and Phase II monthly recurring charge per billing unit.
- /6/ Current Phase I applications purchased from the vintage General Exchange Tariff, Section 22 (Wireless 911 (W911) Service – Obsolete) will be required to migrate to this structure within 24 months or when the existing contract for Phase I services expires, whichever is sooner.