
ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

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GENERAL

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

When requested by local government authorities, and subject to the availability of facilities, the Company will provide an enhanced emergency number 9-1-1 for use by Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public.

Provision of Enhanced Emergency Number Service, E9-1-1 as specified in this Tariff, contemplates the use of network or other facilities where the 9-1-1 Service Area coincides with the Company serving boundaries. However, where Company boundaries and the 9-1-1 Service Area do not coincide, then the Customer will be required to bear additional charges based on costs for all supplemental network and/or other facilities required in the provision of this service. These charges will be determined on a per occasion basis and applied from the Company's applicable tariff or individual case basis contract if no tariff exists.

Enhanced 9-1-1 (E9-1-1) is the provisioning of 9-1-1 Service with the additional features of Automatic Number Identification (ANI) and Automatic Location Identification (ALI).

CONDITIONS

E9-1-1 Service is provided by the Company where facilities and operating conditions permit.

This offering is limited to the use of the central office number 9-1-1 as the universal emergency number and only one E9-1-1 Service will be provided within any governmental agency's locality.

The 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies, which may participate in the use of this number. The Customer must subscribe to additional local exchange service at the PSAPs for administrative purposes, for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators. In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a seven-digit local exchange telephone number. In addition to the local exchange service described in this paragraph, Customer may also need additional services from Company's general exchange or facilities for intrastate access tariff. All such additional services ordered by Customer shall be governed by the rates, terms and conditions of the applicable Company tariff.

The service is furnished to municipalities and other governmental agencies, henceforth referred to as the Customer, only for the purpose of voice reporting emergencies by the public. E9-1-1 Service, offered under this tariff, is provided solely for the benefit of the Customer, the 9-1-1 jurisdiction. The provision of E9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or legal entity other than the Customer.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

When an order for E9-1-1 Service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the Customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received, such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.

Temporary suspension of Service is not provided for any part of the E9-1-1 Service.

The rates charged for E9-1-1 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the Service, nor does the Company undertake such responsibility. The Customer shall make such operational tests as, in the judgment of the Customer, are required to determine whether the system is functioning properly for its use. The Customer has the responsibility for promptly reporting all errors, defects and malfunctions to the Company.

E9-1-1 Service is classified as Business Service and is arranged for one-way incoming Service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls on the Customer's premises.

Rules and Regulations located in Section 2 of this tariff will also apply to this Service offering.

(N)

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(N)

CONDITIONS (Continued)

Since there is no provision for sub-addresses (e.g., room, floor or apartment numbers) within the standard ALI format, and since there is no provision for receiving ANI that will identify a station behind a PBX, the Company will provide only the location of the pilot number to the PSAP for 9-1-1 calls originating under these circumstances. The PSAP is responsible to obtain any address information for these types of services from the respective service providers. These service providers may modify their systems to allow ANI to be forwarded to the E9-1-1 system, and provide the appropriate ALI information to the Company to place in the ALI database. The service provider will be responsible for all charges to update their systems, and any charges to provide the ALI information to the Company.

Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purpose of answering and dispatching emergency calls.

The Company will provide to the Customer annually without charge, on request, one copy of the Master Street Address Guide (MSAG), to be used solely for the verification of emergency services routing designations for E9-1-1 Services. Information concerning MSAG, error reports, and audit reports will be provided to the Customer upon request in Company's standard format. For information not provided as part of normal moves and changes or error correction, the Customer must provide that request in writing to the Company. The Company is restricted from providing information that is prohibited by Federal, State and Local laws.

The Company reserves the right to select and determine the type of equipment it utilizes to provide E9-1-1 services.

The Customer will conduct training to impress upon personnel the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.

The Company shall not be required to provide E9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward E9-1-1 calls, but furnishes the use of its facilities to enable the Customer's personnel to accept such calls on the Customer's premises.

E9-1-1 Service is limited to the use of the central office telephone number 9-1-1 as the emergency telephone number.

9-1-1 calls from one central office can be routed to only one 9-1-1 jurisdiction.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

Any terminal equipment leased from the Company will be provided on a special contract basis.

Calls placed through network access lines, including those with nonpublished numbers, to a PSAP may display end user information associated with such numbers to emergency 9-1-1 responding personnel. The end-user forfeits the privacy afforded by nonpublished service upon placing a 9-1-1 call.

The main telephone directory listing for the PSAP must be a seven- or ten-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to E9-1-1 Service.

All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the Customer for inclusion in the E9-1-1 database. The Company, however, assumes no responsibility for collecting, gathering or formatting said lists.

Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

Charges for Customer-initiated changes and rearrangements that affect service address and Automatic Location Identification (ALI) database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with E9-1-1 service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the Customer must obtain them directly.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Any connecting Company purchasing Company information while acting as the host provider of E9-1-1 service to the Customer which purchases Company services under this tariff must agree to abide by the terms and conditions which relate to the protection of Company provided information.

When a Customer requests services not covered by this tariff, services and associated rates from other appropriate tariffs of the Company shall apply. If no such tariff exists, the services and associated rates and charges may be provided on an individual case basis (by contract) where facilities and operating conditions permit.

The Company is obligated by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC § 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI database. When the Company or other local exchange carrier provides the ALI controller service to the Customer's PSAP, requirements of this Act are met by the direct control that the Company or other local exchange carrier retains over the ALI software. When the ALI controller software for a Customer premises based ALI database is provided by a party other than the Company or other local exchange carrier, DMARCS is used to ensure the privacy and protection of the ALI records, and to protect the Company's mainframe computer operations. DMARCS will serve as a security buffer between the Company's internal databases and the Customer's ALI controller. The ALI information will be provided in industry accepted standard format.

Company ALI will not be provided to Customer-owned equipment until Company privacy and Federal law requirements concerning subscriber records are met.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Customer Obligation

The Customer must be legally authorized to subscribe to the service and respond to public emergency calls from the central office serving areas arranged for 9-1-1 calling in compliance with California law.

Application for E9-1-1 Service must be executed in writing by the Customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E9-1-1 offering.

The E9-1-1 Service applicant agrees to comply with the terms and conditions of Company's applicable tariffs including the following terms and conditions for or on behalf of all of its participating agencies:

- That at least one PSAP will be provided and staffed on a 24-hour, seven days per week basis.
- That the Customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
- That the Customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E9-1-1 PSAP by calling parties.
- That the Customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E9-1-1 trunks and lines recommended by the Company to be installed.

The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to an E9-1-1 Service offering, and for the control and staffing of the PSAP.

The Company's central office serving area boundaries may not coincide with the boundaries of political subdivisions or a Customer's jurisdictional areas. The Customer shall be responsible for making arrangements to handle all calls received on its E9-1-1 service applicable central offices but which are not situated within the geographical boundaries of the Customer's public safety jurisdiction. Handling of calls will be in accordance with California law and the state's 9-1-1 plan.

Customer purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including maintenance of a log which will record all 9-1-1 calls placed to a Customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the E9-1-1 system database. The Customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Customer Obligation (Continued)

Each primary PSAP must subscribe to sufficient 9-1-1 Service Lines and Interoffice trunks to handle incoming calls in each PSAPs average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the E9-1-1 network from each central office to the PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

To ensure database accuracy the Customer is responsible for the following:

- Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

The Customer-owned Customer premises equipment must:

- (1) Be located in a secure space with access limited to authorized personnel.
- (2) Block manual query of ALI except in response to a 9-1-1 call from the telephone number listed for that address. Manual query is allowed in case of an ANI failure where the caller provides the calling telephone number of where ANI is received but does not retrieve the ALI listed for that telephone number.
- (3) Log all manual queries into a database that is retained on the ALI computer and is accessible either remotely by the Company as a read-only file or can be provided to the Company in a manner that ensures the Customer personnel cannot alter the data.
- (4) Meet National Emergency Number Association database standards.

Customer must subscribe to DMARCS to pick up ALI files. Other methods for picking up the ALI may become available at a later date. The Customer can select a new method at their option.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Customer Obligation (Continued)

The Customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

All E9-1-1-Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operation to prevent unauthorized personnel from accessing confidential information.

Any terminal equipment used in connection with E9-1-1 Emergency Telephone Service shall be configured to restrict the Customer from removing and/or changing the data provided by the Company.

Equipment, used in conjunction with any E9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the Customer subject to the approval by the Company for compatibility with the E9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the E9-1-1 system will be the responsibility of the Customer.

Any terminal equipment used in connection with E9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall be configured so that it is unable to extract any information from the ALI platform, whether obtained from the Company or not, other than information relating to a number (identified through the Automatic Number Identification feature as the source) of an in progress 9-1-1 call.

Company Obligation

The Company shall provide the service, grade and/or class of service requested by the Customer in a manner that is consistent with the Company's tariff. Provisioning of service will comply with standards set by the FCC, state and local laws, the state Public Utility Commission, Technical Interface Reference Manuals, and any other recognized entities in the providing of E9-1-1 service.

The Customer is solely responsible for the verification of the End User ALI Record information. The Company will not be responsible for the accuracy of the End User's ALI Record information beyond assigning the correct ESN from the MSAG.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Limitation of Liability

Except for errors and omissions caused by willful misconduct, fraudulent conduct or violations of law by Company, Company's entire liability in tort, contract or otherwise for interruption, delay, failure, errors, acts, omissions or other occurrences related to Company's provision of this E9-1-1 Service shall be limited as specified in applicable statutes and credit allowance provisions set forth in the Company's applicable General Exchange and Facilities for Intrastate Access tariffs. For the E9-1-1 services specifically provided under this Section 12 of the General Exchange tariff, the Company's liability shall be as set out in Section 2 of its General Exchange Tariff. For other services used by Customer in conjunction with the E9-1-1 services, the Company's liability shall be as set out in the applicable Company tariff as follows: (1) for local exchange and private line services provided solely within the same exchange area, the Company's liability will be as set out in Section 2 of the General Exchange tariff; (2) for private line services provided between exchange service areas and other intrastate access services, the Company's liability will be as set out in Section 2 of the Facilities for Intrastate Access Tariff. Where credit allowances on monthly charges for service or service features are determined to apply, only those services or service features which are affected or diminished by the interruption shall be considered, and, further, only those main stations on the interrupted portion of the service shall be considered in determining the number of main stations affected. Company shall not be liable for any interruption, delay, failure, errors, acts, omissions or other occurrences attributable to Customer or any other person or entity.

In no event shall the Company be liable in tort, contract or otherwise to any person for personal injury, property damage, death, or economic losses arising out of or related to a person's use of the E9-1-1 system. To the extent allowed by law, and subject to the availability of funding, Customer shall indemnify and hold the Company harmless from any claim, action, or proceeding (without limiting the generality of the foregoing) against the Company arising out of an act or omission by Customer in connection with use of the E9-1-1 system, the services and/or facilities provided by Company. Customer agrees to use its best efforts to obtain funding and take such action within its power as may be necessary to obtain such funding.

Under no circumstance shall the Company be responsible or liable for special, indirect, incidental or consequential damages.

Customer recognizes that the Company may, from time to time, provide advice, make recommendations or supply other analysis related to the E9-1-1 Services described in this tariff, and while the Company shall use its best efforts in this regard, the Customer acknowledges and agrees that this limitation of liability shall apply to provision of such advice, recommendations and analysis.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

CONDITIONS (Continued)

Termination Liability

E9-1-1 services are provided under an initial term commitment of three years, with a renewal term commitment of one year. Upon completion of the initial three-year term commitment, service will be automatically renewed annually for a one-year term commitment unless the Customer provides written notification of termination at least 30 days in advance. Services previously provided under a prior individual case basis contract will be regarded as being in the renewal term commitment period as of the effective date of this tariff.

If the service is cancelled in whole or in part by the Customer, or is terminated for cause by the Company prior to expiration of the agreed to term commitment period, the Customer shall be required to pay a sum determined by the following formula:

Termination Charge = Current Monthly Rate for all Services X remainder of Current Term Commitment

Termination Liability charges will not apply if Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
- The Company provides the new service via tariff or on an individual case basis contract (ICB), and
- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

Proprietary Information

All ANI and ALI telephone number information for inclusion in the Company's E9-1-1 database shall be used solely for the purpose of answering, handling, and responding to emergency calls in a manner consistent with the nature of the emergency. The Customer shall develop and implement procedures to prevent the unauthorized or illegal use of the name, telephone number and address of any of its subscribers in the Company's database.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DEFINITION OF TERMS

9-1-1

A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

9-1-1 Customer

The 9-1-1 Customer is defined as the State of California or its authorized local emergency service agency (i.e., a county).

9-1-1 Jurisdiction

Same as 9-1-1 Customer.

9-1-1 Service Line

A point-to-point special access line connecting the PSAP and its serving central office. The same number of Interoffice trunks is required.

Automatic Location Identification (ALI)

The caller's telephone number, the address/location of the telephone and supplementary emergency services information.

ALI Database

The set of ALI records residing on a computer system.

ALI Database Administration

The processing of end user records against the 9-1-1 Jurisdictions MSAG to determine the record is valid and to assign the ESN.

- Provides for daily database processing for all add, delete and change activity associated with subscriber records.
- Provides processing of subscriber records against the MSAG.
- Does not include ALI storage or processing for use during a 9-1-1 call.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DEFINITION OF TERMS (Continued)

Automatic Number Identification (ANI)

The feature by which the calling party's telephone number is forwarded to the 9-1-1 Customer's premises equipment for display.

ANI Provisioning

Enables the central office to generate ANI for the caller's telephone number for display on the Customer's premise equipment at the PSAP.

Call-Back Phone

A telephone that can be directly dialed from the Public Switched Telephone Network using a Directory Number. The Call-Back Phone allows a PSAP to call back to the location from which a 9-1-1 call originated and reach the calling party.

Caller

An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Central Office Enabling

Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.

CALI

Centralized Automatic Location Identification (CALI) is a remote centralized database system consisting of two host machines, one being the primary system responding to the Public Safety Answering Point (PSAP), and the other being the secondary system. This remote system provides ALI to the PSAP during a 9-1-1 call.

CALI Port

This port provides an interface for the PSAPs to acquire local ALI dips within the CALI. Port rate includes one port into the primary CALI and one port into the secondary CALI system, and is not to be doubled, unless the PSAP requests more than one connection to each CALI. The Customer must provide the needed circuits from the PSAP to the primary and secondary system. These circuits are not included in this rate/service included and must be separately ordered/provided from Company's applicable tariff.

CALI Storage

The data storage for the ALI records in both the primary and secondary systems. The ALI records are updated on the CALI system from the Database Management System. E9-1-1 ALI record database charges are not included in this rate.

Database

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In E9-1-1, such databases include MSAG, telephone number/ESN, and telephone Customer records.

Database Records

See Automatic Location Identification (ALI).

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DEFINITION OF TERMS (Continued)

Distribution Machine for Address and Routing Control Service (DMARCS)

Distribution Machine for Address and Routing Control Service (DMARCS) is a database interface service positioned between the Company's proprietary internal database systems and the Customer's premises-based ALI controller equipment. It enables the Customer's ALI controller, or on-site ALI platform equipment to dial into a Company computer to access and download ALI to establish and obtain cyclical updates to the Customer's ALI Database.

Directory Number - (DN)

A dialable 10-digit telephone number associated with a telephone or call destination.

Emergency Response Agency (ERA)

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

Emergency Ringback

Allows a PSAP attendant to ring back the caller's line.

Emergency Service Number (ESN)/ Emergency Service Zone (ESZ)

An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

End User

The 9-1-1 caller.

Enhanced 9-1-1 (E9-1-1)

An emergency telephone system, which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

File Transfer Protocol (FTP)

File Transfer Protocol (FTP) is Verizon's preferred method of transmitting (ALI) data files, and should be used wherever possible. FTP is an industry standard data transfer method whereby Verizon will deliver data in a fully automated method to the clients' preferred system.

Forced Disconnect

The capability of a PSAP attendant to disconnect a 9-1-1 call even if the calling party remains off-hook. Used to prevent overloading of 9-1-1 trunks.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DEFINITION OF TERMS (Continued)

Host Provider

The telephone Company that serves exchanges within the Customer's serving area and provides 9-1-1 service to the Customer and, where applicable, acts as the coordinator of other regulated telephone companies, which serve as secondary providers within the Customer's serving area.

Local Service Provider (LSP)

Dial tone providers, i.e., Local Exchange Carriers, Competitive Local Exchange Carriers, Shared Tenant Service Providers, Private Switch Providers, etc.

Master Street Address Guide (MSAG)

A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

National Emergency Number Association (NENA)

The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

Nonlisted/Unlisted

Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished

Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP)

A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

Public Safety Answering Point (PSAP) – Primary

A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP)

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DEFINITION OF TERMS (Continued)

Public Safety Answering Point (PSAP) – Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority.

Record

The subscriber information associated with a telephone number. For billing purposes only, Company records will be counted based on access lines. For all other Local Service Providers actual record counts in the E9-1-1 database will be used.

Secondary Provider

A telephone Company that participates in offering E9-1-1 service under an agreement with the host provider.

Subscriber

A person or business that orders access line service from a telephone Company.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

DESCRIPTION OF SERVICES

E9-1-1 (ENHANCED 9-1-1)

E9-1-1 (or Enhanced 9-1-1) will provide a PSAP with the Automatic Location Identification of the caller. When a Local Service Provider (CLEC, Private Switch, Shared Tenant, etc.) is involved the location of the billing or lead telephone number is displayed in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Services (STS), etc.) has failed to provide the Company with its subscribers' names, appropriate address, for each telephone number it serves.

The following rate elements apply to a typical E9-1-1 arrangement:

- ALI Database Administration
- Centralized Automatic Location Identification (CALI) Storage
- Centralized ALI Port
- 9-1-1 Service Line
- Special Transport
- Distribution Machine for Address and Routing (DMARCS) Service

In the event that the Customer requests to begin construction of an MSAG/ALI database prior to full application to E9-1-1 service, charges for ALI database construction and maintenance will apply from start of construction.

The Customer's (PSAP's) premises equipment (CPE) must conform to existing industry signaling standards for the termination of 9-1-1 calls. This signaling must enable the call processing of all wireline and/or wireless information required by the PSAP call taker to successfully handle the 9-1-1 call, e.g., enhanced multifrequency (EMF) signaling as defined in NENA Technical Reference 03-002, June 21, 1998.

FTP is an industry standard data transfer method whereby Verizon will deliver data in a fully automated method to the clients' preferred system. It is the Company's preferred method of transmitting (ALI) data files and is available to customers at no charge.

Verizon requires the client's server(s) to have a valid TCP/IP address(es). Verizon will require static login/password access the customer's server.

- 1) The client server should have a UNIX or UNIX-like O/S (Linux, AIX, HP-UX, etc), with open write permission for the receiving directory. The client will provide to Verizon, the desired target directory for delivery of the data.
- 2) The customer must allow the Verizon proxy server IP addresses as valid users of the customer's system. There are typically four (4) TCP/IP addresses per proxy server. Proxies will vary depending on Verizon database server location.

If changes are necessary to make the transmission services listed above compatible with the services offered herein, Time and Material Charges (found under Nonrecurring Charges, Section 5 in this tariff) will apply.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

APPLICATION OF RATES

Rates are applicable to facilities provided within Company franchise territory.

Connecting Company rates apply to facilities located within connecting Company service territory. Each Carrier will bill for its own portion of the facilities.

Upon installation, the number of Company Access Lines and Non-Company subscriber records included in the system will be the base for billing. This base number of records will be updated annually, at year-end, to reflect changes in billing.

Database rate elements include monthly rates for each database and for each 1,000 records within each database. The charge on a per 1,000 record basis is to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI.

ALI Ports for PSAP charge is for the establishment and maintenance of the access port to the CALI Database.

(N)

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

RATES

	Nonrecurring <u>Charge</u>	3-Year Initial Term Commitment & 1-year renewals Monthly <u>Rate</u>
ALI Database Administration, per 1,000 records	-	\$ 70.00
CALI Storage, per 1,000 records	-	21.00
CALI Ports for PSAP	\$200.00	31.25

9-1-1 Service Line

See the Verizon West Coast Inc. Facilities for Intrastate Access Tariff, Schedule AC-2, Section 5, applicable rates under Voiceband Facilities, Standard Arrangement, Special Access Line (SAL) Two-Wire.

Special Transport

See the Verizon West Coast Inc. Facilities for Intrastate Access Tariff, Schedule AC-2, Section 5, applicable rates for Voiceband Facilities, Standard Arrangement, Special Transport, per airline mile, Two-Wire.

DMARCS Service

377.00 40.00

(N)

NOTES:

1. For billing purposes Company records will be counted based on access lines. For all other Local Service Providers actual record counts in the E9-1-1 database will be used.
2. Billing is based on 1,000 record increments and is rounded up to the next 1,000 records.
3. Services previously provided under an individual case basis contract will be regarded as being in the renewal term commitment period and NRCs will not apply as of the effective date of this tariff.
4. Service Charges in Section 5 of the General Exchange Tariff and Special Access Ordering Charges in Section 5 of the Facilities for Intrastate Access Tariff, Schedule No. AC-2 apply as appropriate for initial orders and subsequent changes to service.

(N)

(N)