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**911 Emergency Services** (N)

17. 911 Emergency Services

17.1 General
17.2 Definitions
17.3 Rules and Regulations
17.4 Application of Rates
17.5 Rates and Charges (N)

(D)

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## 911 EMERGENCY SERVICES (N[1])

### 17.1 General (T)

a. 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. (N[1])

b. Pre-basic 911 enables the routing of 911 calls to a designated telephone number provided by the County or State over the Public Switched Telephone Network (PSTN). This service is applicable in those Counties that do not have Basic or Enhanced 911. (N) (N)

c. Basic 911 (B911) Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. This service automatically routes 911 calls to a Public Safety Answering Point (PSAP), but provides no information about the location or telephone number of the caller. (N[1]) (T)

d. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service similar to Basic 911 Service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 is different from Basic 911 primarily in the provisioning of Automatic Location Identification (ALI) which provides the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone line and is forwarded to the Enhanced 911 display unit on a per call basis. (T)

e. The 911 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. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling. (T) (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.1 General (Continued)** (T)

f. These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge. The ability to transfer calls from a Public Safety Answering Point (PSAP) to the proper Emergency Response Agency (ERA) will also be provided. (T)

g. Rates and charges for this service are specified in Section 17.4.5. (T)

h. Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited. (T)

i. Directory rules and regulations regarding 911 Service are covered in Section 6 of this tariff. (T)

j. Alternate Network Routing Service is offered to provide options to E911 systems in order to provide another route path from the caller to the PSAP. The option is established to provide a higher level of network reliability in cases of disasters. The choices involve establishing a path that is not in the dedicated 911 network, such as routing via the Public Switched Telephone Network, cellular radio or full-duplex radio, such as microwave. The components offered in this Tariff include the terminating telephone network equipment and the cellular radios, but only a connection to other radio paths (i.e., microwave services are not included in this Tariff). (T)

k. The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 911 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 911 trunk, failure of an intermediate central office in the dedicated 911 network path to the PSAP, or network overload such as All Trunk Busy (ATB). (T)

l. The Public Switched Telephone Network equipment consists of Call Dial Units installed in a central office on the outgoing side of a 911 trunk and a Call Answer Unit installed on the PSAP premises. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Call Dial/Answering Units. (T)

(N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.1 General (Continued)** (T)

m. Alternate Network Routing Service is offered with two categories of Call Dial/Answering terminal equipment: (T)

(1) Without Monitoring. The Call Dial Unit performs the functions of receiving the 911 call from the originating switch, storing the ANI, dialing the telephone number of the Call Answering Unit at the PSAP, handshaking with the Call Answering Unit to establish voice connection, and sending the caller's ANI to the Call Answering Unit. The Call Answering Unit will have an output connection that may be connected to the PSAP's E911 customer premises equipment so that the ANI may be provided to answering attendant's console and be used to retrieve the associated ALI.

(2) With Monitoring. Similar functions and terminal equipment are provided as in Section (1) above, with the addition of using sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 911 call and establish an alternate path over the public switched network or cellular network to complete delivery of the voice and ANI.

n. Private Switch ALI Service (PS 911 Service) is a service offering which enables either (1) Automatic Number Identification (ANI) or (2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 911 calls originating from stations assigned a Directory Number that is directly accessible from the Public Switched Network and served by a Private Switch. (T)

(1) The ANI and ALI option is available if the 911 customer subscribes to E911 service and establishes dedicated routing from the central office serving the PSP to a Point of Concentration or to the serving PSAP; and if the Private Switch Provider (PSP):

(a) Orders a block(s) of sequential Directory Numbers (DNs), from which each of its Private Switch End Users (PSEUs) is assigned an individual DN;

(b) Orders two "PS 911 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard to connect the PSP's PS to its serving central office; (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.1 General (Continued)**

n. (Continued)

(1) (Continued)

(c) Has a PS capable of forwarding the ANI of each Private Switch End User's DN to the 911 Service trunk when either 911 or 9-911 is dialed; and

(d) Uses the PS ALI entry software to maintain and forward PSEU DNs and location information in the NENA Standard format to the Company, with updates as necessary to keep records current, and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

o. Service availability is dependent upon the type and configuration of the 911 network that is in place for the service area.

(1) Private Switch to serving Central Office: The basic requirement is for the Private switch to be treated as if it were a Central Office, so that dedicated PS 911 Service trunks are required from the Private Switch to its service Central Office. There must be a minimum of two PA 911 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the Private Service Provider (PSP).

(2) Point of Concentration: The 911 customer is required to order network facilities in order to provide a minimum of two E911 Service trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is higher standard, from the PSP's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E911 Selective Router or Tandem in order to handle the traffic from numerous PSPs. If so, the cost for this network modification is the responsibility of the 911 customer.

(3) Termination at the PSAP: If additional lines, trunks, or terminations are required from the Point of Concentration to the PSAP to handle PS 911 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 911 Customer. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.1 General (Continued)** (T)

p. The customer for this service may be any PSP whose participation in the 911 system is accepted by the 911 customer. The PSP referred to in this Tariff may include, but is not restricted to, such organizations as: residential multitenant services (RMTS), schools, nursing homes, hospitals, planned communities, and shared tenant services (STS).

**17.2 Definitions** (T)

Additional 911 Exchange Line

Additional terminating lines at a PSAP that may be ordered by the customer.

Administrative Site

A location responsible for administration of end user records associated with one or more private switches. This location has the capability of creating and conveying Private Service End User (PSEU) information to the Company's ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

Alternate PSAP

A feature provided to allow 911 calls to be routed to a designated alternate location if the 911 exchange lines to the primary PSAP (see definition of PSAP following) are out of service for any reason.

Alternate Routing

A feature that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

ALI Database

A database of ALI records containing access line customers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database, once provided to the customer, may include additional information about that location. Customer names may be omitted as a local option.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is fowarded to the PSAP and displayed on the PSAP monitor.

Call Answer Unit (CAU)

A terminal equipment installed at a PSAP that will accept calls from a Call Dial Unit, including the ANI of the 911 callers and pass the voice and ANI to the E911 system's customer premises equipment.

Call Transfer Unit (CTU)

Consists of a 19" shelf, one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel, and miscellaneous hardware needed to install the system in the telephone company central office. The CTU is installed on the incoming trunk of the 911 selective router.

Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

Caller

(N[1])

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Cellular Transceiver

A radio transceiver that will interface one loop start or ground start telephone line to the cellular network. The transceivers are available in one-, two-, or four- channel models and are installed with a 3 dB gain antenna. To establish cellular connection, one unit is installed at the originating central office, connected to one through four CDUs, and the second unit is installed at the PSAP, connected to one through four CAUs. The number of pairs of CDUs and CAUs will match the number of channels established with the cellular transceivers.

Central Office (CO) Responder

The Central Office Responder consists of a 19" shelf, one Central Office Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system in the telephone company central office. The central office responder is installed on the incoming trunk of the 911 selective router.

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Control Office to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of 911 Service. All party line services will be default routed. No ANI/ALI data is provided when a call is sent to Default Routing.

Directory Number (DN)

A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the PSAP.

Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Emergency Response Agency

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 911 call received at, or transferred from, a PSAP.

Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Emergency Service Number (ESN)

An Emergency Service Number (ESN) is assigned by the customer to all end users served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that end user's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

Expansion Shelf

An Expansion Shelf consists of the Trunk Expansion Circuit (TEC) card installed in the Instant Network Backup (INB) Main Shelf, Expansion Shelf, and miscellaneous material needed to install the Expansion Shelf in the telephone company central office. Each Expansion Shelf can hold up to ten additional Trunk Diverter Cards (TDCs), or five pairs of TDUs and Line Switch circuit cards.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP's by use of a single button on the Display and Transfer Unit.

Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 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.

Instant Network Backup (INB) Mini-Pac (N[1])

This is a compact rack mounted trunk version of the INB System which includes the Mini-Pac unit with or without monitoring option, relay rack, fuse panel, and miscellaneous hardware needed to install the unit in the telephone company central office.

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Line Switch & 4/2-Wire Converter Card

Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs). (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

Public Safety Answering Point (PSAP) Responder

Consists of a single unit, mounting shelf, and miscellaneous hardware needed for installation at the customer premises. Each unit interfaces with two central office ground start line circuits.

Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Selective Transfer

A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. For a given 911 caller, the unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 Service area is defined by an "Emergency Service Number" (ESN).

Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

Shelf System

Consists of the 19" shelf, common control card, one Trunk Diverter Card (TDC) with or without mintoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the telephone company central office.

Site Administrator

Person assigned and authorized by the PSP to act as agent of the PSP with responsibility for managing the PSP's responsibilities within the scope of this tariff.

Trunk Dial Unit (TDU)

The TDU receives the 911 call and the Automatic Number Identification (ANI). It then dials the programmed primary number and sends the call to the Call Answer Unit (CAU) at the PSAP. Within the TDU are all of the tone generators and detectors needed to create in the telephone network. The TDU is able to perform both self-test and external (call processing and transmission) diagnostics for use in maintaining the system. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.2 Definitions (Continued)** (T)

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer

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 within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

3 dB Antenna

An omni-directional 3 db antenna used with the Instant Network Backup (INB) Cellular Transceiver.

9 dB Antenna

A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

12 dB Antenna

This optional antenna is used in place of the standard 3 db gain antenna where additional antenna gain is needed for acceptable reception.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

### 17.3 Rules and Regulations (T)

a. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.

b. 911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in Sections 2, 3, and other applicable areas of this Tariff.

c. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.

d. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company shall not be required to provide 911 Service to less than an entire central office (switching entity). Selective routing is described in 13.4.4.f.

e. The 911 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.

f. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.3 Rules and Regulations (Continued)** (T)

g. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside.

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer 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, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, 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.

The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff.

Any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment shall relieve the Company from all liability whatsoever. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.3 Rules and Regulations (Continued)** (T)

g. (Continued)

Where a 911 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 911 service. Because the addresses of these service providers' end users are not provided to the regulated telecommunications service providers, the Universal Emergency Number Service Customer must obtain them directly.

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.3 Rules and Regulations (Continued)** (T)

g. (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

h. Temporary suspension of service is not provided for any part of the 911 Service.

i. The rates charged for 911 Service do not contemplate the constant monitoring or inspection 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 service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

j. If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

k. Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, its agreement to the following terms and conditions:

(1) That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.

(2) That the 911 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.

(3) That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.3 Rules and Regulations (Continued)** (T)

k. (Continued)

(4) That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the County in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP.

(5) That the 911 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.

(6) That the 911 customer shall establish a contract that protects end user information.

(7) That the 911 customer shall be responsible for adequate and continuous maintenance with a minimum first tier response time of no greater than two (2) hours and be accessible twenty-four (24) hours a day. If Verizon South Incorporated, d/b/a Verizon South Carolina, is not the equipment provider, maintenance responsibility shall end at the point of demarcation. (T)

l. Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

The end user records shall be downloaded electronically for the initial and update information, if technically feasible. The processor shall be secured from outside entry and password protected.

m. Equipment, used in conjunction with any 911 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 911 system. Any additional costs associated with bringing incompatible equipment into compliance with the 911 system will be the responsibility of the customer. Verizon Sourth Incorporated, d/b/a Verizon South Carolina, shall not be required to modify its network operations or protocols to accommodate PSAP equipment. (T) (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.3 Rules and Regulations (Continued)**

m. (Continued)

The equipment provided by vendors shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premise equipment (CPE). The equipment shall also comply with Part 15 of the Federal Communications Commission's rules governing customer premise equipment (CPE). The equipment shall be compatible with national standards for interfaces of Enhanced 911 Emergency Response Systems.

n. With alternate routing, the 911 customer will subscribe to a business access line for each outgoing CDU circuit and an incoming business access line or DID line to each CAU, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

o. Where the 911 customer selects to establish a cellular radio circuit as the alternate network routing path, the 911 customer will obtain the cellular radio license and pay for all charges related to its use.

**17.4 Application of Rates** (T)

a. The tariff provisions in 13.4.4.f. following are applicable only to those local exchange end users served by the 911 Service who reside in the Company's serving area.

b. The ultimate responsibility for paying the sums due under the contract provisions in 13.4.4.f. is the customers. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

c. When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled 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.

d. There is no charge per message for calls placed to the 911 number.

e. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

f. The following monthly Application of Rates are applicable to the customer subscribing to the 911 Service: (N[1])

Pre-Basic 911 Service (N)

Pre-Basic 911 Service provides for calls to be routed to the assigned telephone number from the local end office as follows:

(1) direct routing using the Remote Call Forwarding switch capability,

(2) routing to the serving Verizon Selective Router, where the call is then switched to the assigned telephone number over Business 1-Party (B1) lines, or

(3) to an Operator, who will then forward the call to the designated telephone number or agency.

There are no additional features with Pre-Basic 911 Service such as Automatic Number Identification (ANI), or Automatic Location Identification (ALI). (N)

B911 (Basic 911 Service) (N[1])

B911 Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

Interoffice 911 service is provided via dedicated trunking. 911 service from the central office serving the PSAP is provided over dedicated lines or trunks. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

f. (Continued)

B911 (Basic 911 Service) (Continued)

(1) The following rate elements apply to a typical B911 arrangement:

(a.) 911 Central Office Enabling - Enables the central office to perform two tasks required for 911 service: (1) To recognize 911 as a valid number and connect a 911 call to a 911 Service Line or dedicated 911 trunk, and (2) (for E911) To generate ANI for the caller's telephone number and provide it to the 911 service Line or dedicated 911 trunk.

(b.) 911 Service Line - A business network access line connecting the PSAP and its serving central office.

(c.) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.

i. Mileage - Applicable to each trunk on a per airline mile basis.

ii. Trunk Termination - Applicable to each end of each trunk terminated.

(2) Basic 911 Additional Features - The following features may be provided in addition to Basic 911 Service, where conditions permit:

(a.) Forced Disconnect
(b.) Called Party Hold
(c.) Emergency Ringback

Enhanced 911 Service

(1) The following rate elements apply to a typical E911 arrangement:

(a.) 911 Central Office Enabling - Enables the central office to recognize 911 as a valid number and to connect such calls to a 911 Service Line or dedicated 911 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 911 Service Line or dedicated 911 trunk. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

f. (Continued)

Enhanced 911 Service (Continued)

(1) (Continued)

(b.) 911 Service Line - A business network access line connecting the PSAP and its serving central office

(c.) Interoffice Trunk - A dedicated facility between central offices (intra- or interexchange). The Interoffice Trunking Charges apply to each trunk ordered. A minimum of two trunks is required on each interoffice route.

i. Mileage - Applicable to each trunk on a per airline mile basis.

ii. Trunk Termination - Applicable to each end of each trunk terminated.

(d.) Automatic Location Identification (ALI) Database - An E911 database that contains end user names, telephone numbers, addresses and Emergency Service Number (ESNs), and is periodically updated by the Company. The database charge is based on the number of Verizon South Access Lines within the customer's jurisdiction. A per Access Line charge will apply to call Verizon South records provided to the ALI database manager. The customer is responsible for the following: (C) (C)

i. Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service end user addresses and be based upon Company standards. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)**

f. (Continued)

Enhanced 911 Service (Continued)

(1) (Continued)

(d.) (Continued)

ii. Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(2) In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to E911 service, charges for ALI database construction and maintenance will apply.

(3) Selective Routing is available on an optional basis with E911 Service.

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services. The customer is responsible for the following:

i. Providing street address validation and PSAP routing information for each central office.
ii. Verifying the accuracy of the routing information provided.
iii. Advising the Company of any changes in the routing information on a timely basis.

The following rate elements apply to Selective Routing:

i. Database Administration - The per database charge to create and maintain the MSAG and ALI database structure. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)**

f. (Continued)

Enhanced 911 Service (Continued)

(3) (Continued)

ii. Database - The charge 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. Database rate elements include monthly rates and nonrecurring charges for: (C)

- each database
- each Verizon Access Line where Verizon is the host provider
- each connecting company record where Verizon is the host provider. (T)
- each Verizon Access Line provided to a host provider. (T)

iii. Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 911 call and connects the incoming 911 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

iv. Selective Router Port Connectivity - This establishes the hardware connection on the Selective Routing switch that provides connectivity for the incoming 911 trunk circuits to enable Local Service Providers and Private Switch Providers (e.g., PBX users, Alternate Local Exchange Carriers and Wireless Service Providers) access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit.

Wireless Additive - In addition to the standard connectivity fee, which is applied in all cases, there are additional charges (identified as a Wireless Additive in Section 13.4.5) specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-digit data streams using a CAS (Call Associated Signaling) solution. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

f. (Continued)

Enhanced 911 Service (Continued)

(4) Additional E911 Features - A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

i. Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.

ii. Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

iii. Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

(5) 3rd Party FRAD Connectivity - A service created to provide access to a non-Company controlled database to retrieve information for a given call for emergency assistance. Upon receipt of a call at the PSAP location a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable within the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to 3rd Party-controlled databases to retrieve the data. 3rd Party FRAD Connectivity is composed of two components, Frame Relay Access and Steerable ALI Software Service.

i. Frame Relay Access Service establishes a Frame Relay connection at the central office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity a 3rd Party Frame Relay service is additional and must be coordinated by the customer requiring service.

ii. Steerable ALI is required for each CLEC or Wireless vendor or their agent for each Company-controlled database platform to which an NCAS connection is required. Steerable ALI is a software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request. (N[1])

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

f. (Continued)

Alternate Network Routing

(1) Network Routing Without Monitoring

This service routes 911 calls that are refused by the 911 dedicated network as the result of an All Trunks Busy (ATB) signal or network failure. Upon actuation, the Call Dial Unit (CDU) will access the PSTN and dial the telephone number of the Call Answer Unit (CAU) that has been programmed in the CDU. The CAU will be located at the PSAP serving the 911 caller. Upon establishing voice connection with the CAU, the CAU will forward the caller's ANI and stay connected until completion of the call. The CAU will connect to the PSAP's E911 customer premises equipment to establish a voice path to the attendant and to forward the ANI.

The components required include:

(a) A Call Dial Unit
(b) A Call Answer Unit
(c) Business Line for the CDU
(d) Incoming business line or DID line for the CAU

(2) Network Routing with Monitoring

This service provides the same connectivity as the "Alternate Network Routing without Monitoring," but adds a sensor to the dedicated 911 trunk. The sensor will switch the route to the CDU upon detection of certain signaling problems.

The components required include:

(a) A Call Dial Unit with Monitoring Capability
(b) A Call Answer Unit with Monitoring Capability
(c) Business Line for the CDU
(d) Incoming business line or DID line for the CAU

(3) Network Routing via Cellular Transceivers

This service may be selected with either of the two "Alternate Network Routing" services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at each end of the path: one at the originating central office connected to a CDU, the other at the terminating PSAP connected to a CAU. The transceivers come in three sizes: one channel, two channel, and four channel. A pair of CDUs and CAUs, and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, the 9 dB antenna should be installed to ensure adequate signal strength for radio communications.

The additional components required include:

(a) A pair of one, two or four channel cellular transceivers
(b) Cellular license for each channel (not a tariffed item)
(c) 10 dB Gain Antenna (optional)

(N[1])

(N[1]) This material originally appeared in Section 13. (N)

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## 911 EMERGENCY SERVICES

(N[1])

**17.4 Application of Rates (Continued)** (T)

f. (Continued)

Inter-Office Facilities

When inter-office facilities are provided from central offices other than that in which the PSAP is located due to the customer's request, applicable mileage charges for the interexchange and/or interexchange facility will apply as specified in Section 20 of this Tariff.

Access to Interexchange Carriers and Company flat rate Business Individual line, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate tariffs.

Appropriate service charges as covered in Section 4 are in addition to any other applicable rates covered in this tariff.

**17.5 Rates and Charges** (T)

| | Monthly Rate | Nonrecurring Charge | GSEC/IOSC | |
|---|---|---|---|---|
| Pre-Basic 911 Service | Note 1 | | | (N) |
| 911 Service Line | Note 2 | - | - | (N[1]) (T) |
| Selective Routing (Note 3) | | | | (T) |
| - Selective Router PortCharge (Per Trunk) | $ 43.52 | - | 90296 | |
| - Wireless Additive (Per Wireless Service Trunk) | 81.99 | - | 00664 | |
| Selective Router Trunk to End Office | 250.00 | $300.00 | | (N) |
| FRAD Access | 63.44 | - | 99819 | |
| Steerable ALI | 71.42 (99818) | $1,000.00 (99817) | 99818/99817 | |
| Central Office Trunk Termination (each Termination per Trunk) | 24.00 | 216.00 | 911COTERM<br>911COTERM NRC | (N[1]) |

Note 1: Rates and Charges for Pre-Basic 911 Service are the rates and charges shown elsewhere in this tariff for Remote Call Forwarding Service or Business One Party Service depending on the facilities used to provide the Pre-Basic 911 Service. Local usage and/or toll charges apply in addition to all other applicable rates and charges. (N) (N)

Note 2: The applicable Business One-Party, Manual, or Automatic Access Line rate from Section S3 of this Tariff shall apply. (N[1]) (T)

Note 3: These rates are in addition to the ALI Database rates. Also, Trunk Termination Charges do not apply to the end of any interoffice trunks that terminate on a Selective Router. (T) (N[1])

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

**17.5 Rates and Charges (Continued)**

| | Monthly Rate | Nonrecurring Charge | GSEC | |
|---|---|---|---|---|
| Selective Routing[1] (Continued) | | | | |
| - Database Processing, per Verizon Access Lines, and per record for non-Verizon records[2] | $ .01 | $ .14 | 911SRDBLINE<br>911SRDBLINE NRC | (T) |
| per System | 11.00 | 2,986.00 | 911SRDBASE<br>911SRDBASE NRC | |
| - Common Equipment, per system | | | | |
| 3 Counties/Systems | 410.00 | 1,500.00 | 911SRCE3<br>911SRCENRC | |
| 4 Counties/Systems | 303.00 | 1,500.00 | 911SRCE4<br>911SRCENRC | |
| 5 Counties/Systems | 239.00 | 1,500.00 | 911SRCE5<br>911SRCENRC | |
| Automatic Number Identification[3] | | | | (T) |
| Central Office Enabling | 24.00 | - | 911TRKENABLE | |
| Automatic Location Identification Database Processing, | | | | |
| - per Verizon provided Access Line[2] | .08 | .74 | 911PSAPDBRC<br>911PSAPDBRC NRC | (T) |
| - per non-Verizon provided Record[2] | .08 | .34 | 911PSAPDBNGR<br>911PSAPDBNGR NRC | (T) |
| - per System | 370.00 | - | 911PSAPDBPS | |

Note 1: These rates are in addition to the ALI Database rates.
Note 2: Adjusted annually for purposes of updating customer billing. A minimum of 1,000 will be billed and standard rounding (N)
(below 500 downward, 500 and above upward) will be used. (N)
Note 3: Special Construction Charges (in addition to this charge) may be required. (T)

(D)

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## 911 EMERGENCY SERVICES

(N[1])

**17.5 Rates and Charges (Continued)** (T)

| | Monthly Rate | Nonrecurring Charge | GSEC | |
|---|---|---|---|---|
| Selective Routing[1] (Continued) | | | | |
| - Database Processing, per Verizon Access Lines, | $ .01 | $ .14 | 911SRDBLINE | (T) |
| and per record for non-Verizon records | | | 911SRDBLINE NRC | (T) |
| per System | 11.00 | 2,986.00 | 911SRDBASE | |
| | | | 911SRDBASE NRC | |
| - Common Equipment, per system | | | | |
| 3 Counties/Systems | 410.00 | 1,500.00 | 911SRCE3 | |
| | | | 911SRCENRC | |
| 4 Counties/Systems | 303.00 | 1,500.00 | 911SRCE4 | |
| | | | 911SRCENRC | |
| 5 Counties/Systems | 239.00 | 1,500.00 | 911SRCE5 | |
| | | | 911SRCENRC | |
| Automatic Number Identification[2] | | | | |
| Central Office Enabling | 24.00 | - | 911TRKENABLE | |
| Automatic Location Identification | | | | |
| Database Processing, | | | | |
| - per Verizon provided | | | | (T) |
| Access Line | .08 | .74 | 911PSAPDBRC | (T) |
| | | | 911PSAPDBRC NRC | |
| - per non-Verizon | | | | (T) |
| provided Record | .08 | .34 | 911PSAPDBNGR | |
| | | | 911PSAPDBNGR NRC | |
| - per System | 370.00 | - | 911PSAPDBPS | |

Note 1: These rates are in addition to the ALI Database rates.
Note 2: Special Construction Charges (in addition to this charge) may be required. (N[1])

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

(N[1])

**17.5 Rates and Charges (Continued)** (T)

Alternate Routing Service

| | Monthly Rate | Nonrecurring Charge | GSEC |
|---|---|---|---|
| Trunk Dial Unit Without Monitoring | | | |
| First Trunk | $126.94 | $572.00 | 911CDU, 911CDUNRC |
| Each Additional Trunk | 109.88 | 440.00 | 911CDUA, 911CDUANRC |
| Call Answer Unit Without Monitoring | | | |
| First Trunk | 76.86 | 477.00 | 911CAU, 911CAUNRC |
| Each Additional Trunk | 59.06 | 345.00 | 911CAUA, 911CAUANRC |
| Call Transfer Unit Without Monitoring | | | |
| First Trunk | 107.36 | 642.00 | 911CTU, 911CTUNRC |
| Each Additional Trunk | 51.79 | 321.00 | 911CTUA, 911CTUANRC |
| Mini-pack Without Monitoring | | | |
| First Trunk | 140.08 | 572.00 | 911MINP, 911MINPNRC |
| Each Additional Trunk | 122.28 | 440.00 | 911MINPA, 911MINPANRC |
| Mini-pack With Monitoring | | | |
| First Trunk | 156.47 | 572.00 | 911MINPM, 911MINPMNRC |
| Each Additional Trunk | 138.67 | 440.00 | 911MINPMA, 911MINPMANRC |
| Shelf System Without Monitoring | | | |
| First Trunk | 197.30 | 642.00 | 911CDUPSS, 911CDUPSSNRC |
| Each Additional Trunk | 66.31 | 321.00 | 911CDUPSSA, 911CDUPSSANRC |
| Shelf System With Monitoring | | | |
| First Trunk | 227.10 | 642.00 | 911CDUM, 911CDUMNRC |
| Each Additional Trunk | 71.53 | 321.00 | 911CDUMA, 911CDUMANRC |
| Expansion Shelf | 93.50 | 321.00 | 911CDUSSX, 911CDUSSXNRC |
| First PSAP Responder | 157.58 | 498.00 | 911CAUM, 911CAUMNRC |
| Additional PSAP Responder, Each | 153.67 | 498.00 | 911CAUMA, 911CAUMANRC |
| First Central Office Responder | 97.06 | 498.00 | 911CTUCO, 911CTUCONRC |
| Additional Central Office Responder, Each | 61.64 | 498.00 | 911CTUCOA, 911CTUCOANRC |

(N[1])

(N[1]) This material originally appeared in Section 13. (N)

## 911 EMERGENCY SERVICES

(N[1])

**17.5 Application of Rates (Continued)** (T)

Alternate Routing Service (Continued)

| | Monthly Rate | Nonrecurring Charge | GSEC |
|---|---|---|---|
| Optional 4/2-Wire Converter Card | $18.21 | $ 11.00 | 911CONV2W, 911CONV2WNRC |
| Cellular Transceiver | 80.72 | 440.00 | 911CELLTRP, 911CELLTRPNRC |
| 3 dB Cellular Antenna | 2.42 | 11.00 | 911CELLANT3, 911CELLANT3NRC |
| 9 dB Cellular Antenna | 13.18 | 114.00 | 911CELLANTP9, 911CELLANTP9NRC |
| 12 dB Cellular Antenna | 5.36 | 114.00 | 911CELLANTT12, 911CELLANTT12NRC |
| Phonecell 1M Transceiver Single Channel | 46.92 | 687.00 | 911CELLTR1, 911CELLTR1NRC |
| Phonecell 4M Transceiver Four Channel | 148.42 | 768.00 | 911CELLTR4, 911CELLTR4NRC |

(N[1])

(N[1]) This material originally appeared in Section 13. (N)