A. GENERAL

Universal Emergency Number 911 Services provide the general public with the means of simple and direct telephone access to Public Safety Answering Points (PSAPs) engaged in assisting local governments in protecting the safety and property of the general public.

B. REGULATIONS

1. Provision of Service

   a. Universal Emergency Number 911 Services are classified as business service.

   The Telephone Company will arrange to route telephone calls from telephones with specified area codes and central office codes to a PSAP specified by the responsible local governmental authority.

   c. The responsible local governmental authority must agree to provide personnel for 24-hour coverage, receive all 911 calls routed to the PSAP and subscribe to a sufficient number of 911 lines to adequately handle incoming calls.

   d. Application for 911 services must be executed by one or more appropriate local governmental authorities or their duly appointed agent. If execution is by an agent, satisfactory evidence of the appointment must be provided to the Telephone Company.

   e. Applicants for 911 services must accept responsibility for serving the entire geographic area served by the central office through which 911 calls are routed to the PSAP, even though such central office serving areas and community boundaries may not coincide.

   f. All 911 calls from a specific central office code must be routed to a single PSAP, unless Selective Routing (SR) is provided.

   g. Applicants for 911 services must accept responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services, as reasonably available and required.

   h. Rates and charges, as specified in C. following for Enhanced 911 Service features, include the provision of service lines to all primary PSAP locations and to secondary PSAPs that are equipped to display Automatic Number Identification (ANI). The number of service lines to a PSAP will be determined by the Telephone Company based upon anticipated call volumes. Secondary PSAPs not equipped to display ANI information will receive calls over the telecommunications network, or the customer may subscribe to additional service lines.

Issued: January 4, 2013

Effective: December 31, 2012
B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

   i. It shall be the responsibility of the customer to inspect and monitor the Enhanced 911 facilities to discover errors, defects or malfunctions in the service. The customer shall make any operational tests that, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The Telephone Company shall be promptly notified in the event the system is not functioning properly.

   j. Selective Routing will not be furnished from central offices not equipped for ANI. Default Routing and central office identification will be provided in place of SR.

   k. Customer-provided Data Base for 911 Caller's Address Location System Arrangement

      The customer and the Telephone Company recognize that the addresses provided with the 911 Caller's Address Location System Arrangement are the same addresses that the Telephone Company maintains for its customer records, and that neither the customer nor the Telephone Company can guarantee the existence or accuracy of such addresses in emergency situations. Therefore, the customer recognizes that addresses should be requested from the calling party. When the customer becomes aware of any inaccuracies in the data associated with the 911 Caller's Address Location System Arrangement, the customer shall promptly notify the Telephone Company, and correct the data within a reasonable time under the circumstances.

   l. Interim Automatic Location Information Service

      Interim Automatic Location Information Service will provide the Caller's Address Location Service customers a plan for migration to the fully Enhanced 911 Services. The interim service will provide a 24-month period during which time the customer's present rate would be frozen and the customer would be offered the opportunity to amortize the database start-up costs.

      (1) Customers currently subscribing to Caller's Address Location System Arrangement who upgrade to Automatic Location Information (ALI) may elect the Interim Automatic Location Information Service option. The optional plan will cover a period of 24 months from the date of conversion.

      (2) At the end of the 24-month period, the rate for ALI specified in C. following, will be applicable.
UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

1. Interim Automatic Location Information Service (Cont'd)

(3) Customers are required to provide a Master Street Address Guide consisting of the street names, number ranges and community name prior to the effective date of the service. Address verification will be available within six months of receipt of the Guide.

(4) Address verification will only be performed on addresses where a Master Street Address Guide has been provided by the County.

(5) Customers may, at their option, elect to begin using the ALI database prior to the completion of the address verification by the Telephone Company. Should the customer elect this option, addresses that have not been verified against the Master Street Address Guide will appear on the customers address location screen with a warning message of "No Address" followed by the information available in the Telephone Company's Customer Record Information System.

(6) When the customer elects to utilize the ALI database prior to the Telephone Company's ability to perform addressing verification via the Master Street Address Guide, neither the customer nor the Telephone Company can guarantee the existence or accuracy of the address in emergency situations. Therefore, the customer will be advised that addresses should be requested from the calling party.

(7) Once customers have subscribed to the Interim Automatic Location Information Service, they will not be eligible for the Caller's Address Location System Arrangement.

(8) The Service Establishment Charge of $1,815.00, specified in C.5.a(1), and the Installation Charge of $1,930.00, specified in C.5.b.(1)(d), may, at the customer's option, be deferred for up to 24 months and paid as a monthly charge which shall be added to the customer's bill.
B. REGULATIONS (Cont'd)

2. Features

Enhanced 911 Service

a. Standard Features

Alternate Routing
Automatic Number Identification
Call Detail
Data Management System
Default Routing
Forced Disconnect
Manual Transfer
Public Safety Answering Point
Selective Transfer

b. Optional Features

Additional Enhanced 911 Service Line
Automatic Location Identification (ALI)/Automatic Number Identification (ANI)
911 Caller's Address Location System Arrangement
Display and Transfer Unit
Fixed Transfer
Selective Routing (SR)
UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions

Enhanced 911 Service

a. Standard Features

Alternate Routing

Alternate Routing allows calls to be routed to a designated alternate location if all Enhanced 911 Service lines to the primary PSAP are busy or the primary PSAP is closed down for a period.

Automatic Number Identification (ANI)

Automatic Number Identification (ANI) provides for the transmission of the caller's telephone number to the PSAP where it may be recorded and/or displayed on the Display and Transfer Unit (DTU).

Call Detail

Call Detail provides for the recording, via a data transmitting and receiving terminal, in connection with an Enhanced 911 Service display and transfer system, of the 911 calling party's billing telephone number, attendant and 911 line number and times of receipt, answering, transfer and disconnect.

Data Management System

Data Management System is a system of manual procedures and computer programs used to create, store and update the data required to provide the optional features of ALI and SR.

Default Routing

Default Routing is a feature activated when an incoming Enhanced 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the control office to a default PSAP. Each incoming Enhanced 911 facility group to the control office is assigned to a designated default PSAP.
B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

Enhanced 911 Service (Cont'd))

a. Standard Features (Cont'd)

Forced Disconnect

Forced Disconnect is a function of the Enhanced 911 central office trunk circuit that prevents the jamming of the Enhanced 911 exchange lines. The PSAP attendant is able to release a connection even though the calling party has not hung up.

Manual Transfer

Manual Transfer is a feature which enables a PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the DTU and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Dialing Code. Manual Transfer is associated with the enhanced 911 trunk unit.

Public Safety Answering Point (PSAP)

Public Safety Answering Point (PSAP) is an answering location for Enhanced 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first; secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Selective Transfer

Selective Transfer is 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 DTU. This type of transfer is only available when the SR feature is provided.
B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

   Enhanced 911 Service (Cont'd))

b. Optional Features

Additional E911 Service Line

An Additional E911 Service Line is an additional terminating service line at a PSAP that may be ordered by the customer.

Automatic Location Identification/Automatic Number Identification (ALI/ANI)

Automatic Location Identification (ALI) is a feature by which the name (business accounts) and address (business and residence accounts) associated with the calling party's telephone number is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI) is a feature by which the calling party's ANI telephone number is forwarded to the Enhanced 911 Control Office and to the PSAP's DTUs.

911 Caller's Address Location System Arrangement

The 911 Caller's Address Location System Arrangement permits the ALI feature function to be performed by compatible customer-provided equipment located at the primary PSAP.

Display and Transfer Unit (DTU)

Display and Transfer Unit (DTU) is 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.
UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

   Enhanced 911 Service (Cont'd)

   b. Optional Features (Cont'd)

   Fixed Transfer

   Fixed Transfer is a feature which enables a PSAP attendant to transfer incoming Enhanced 911 calls to secondary PSAPs by use of a single button on the DTU.

   Selective Routing (SR)

   Selective Routing (SR) is a feature that routes an Enhanced 911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

4. Limitations of Service

   Universal Emergency Number 911 Services are furnished subject to the availability of facilities and are not intended to replace the Local Exchange Telephone Service of the PSAP or any of the participating public safety agencies.

5. Liability of the Telephone Company

   a. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.
B. REGULATIONS (Cont'd)

5. Liability of the Telephone Company (Cont'd)

b. Neither is the Telephone Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Enhanced 911 Service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Enhanced 911 Service, and which arise out of the negligence or other wrongful act of the Telephone Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

6. Enhanced 911 Service Lines

a. Enhanced 911 Service lines are arranged for incoming service to PSAPs. Outgoing calls can only be made on a transfer basis.

b. Any customer premises equipment used in conjunction with 911 service, whether provided by the Telephone Company or by the customer, shall be configured so that it is unable to extract any information from the Enhanced 911 data management system other than information relating to a number identified through the ANI feature as the source of an in-progress call.

7. System Activity Charges

System Activity Charges apply, as specified in C. following, and are in addition to all other applicable Service Charges specified in this Company's General Services Tariff.
B. REGULATIONS (Cont'd)

8. Responsibility of the Customer

   a. The customer will subscribe to Local Exchange Service, other than Enhanced 911, at the PSAP location for administrative purposes for placing outgoing calls and receiving calls.

   b. The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming Enhanced 911 Service lines recommended by the Telephone Company.

   c. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the Enhanced 911 serving area. An Emergency Service Number will be provided for each unique combination by the Telephone Company. The customer will associate these Emergency Service Numbers with street address ranges or other mutually agreed upon routing criteria in the Enhanced 911 serving area. These Emergency Service Numbers will be carried in the Data Management System to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the Enhanced 911 serving area. The following terms define the customer's responsibility in providing this information:

      Initial and subsequent Emergency Service Number assignments by street name, address range and area or other mutually-agreed-upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.

After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of Enhanced 911 calls to the proper PSAP. The Telephone Company will provide to the customer a written copy for verification showing each change, deletion and addition to the master address file.

The Telephone Company will provide to the customer, on request, a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
C. RATES

1. Enhanced 911 Service Lines

a. Call Transfers

911 calls transferred from a PSAP to another location via exchange facilities are billed local usage or long distance message charges, as appropriate, as though the call originated at the transfer location. 911 calls to be transferred to another location via Channel Services require the installation of the appropriate Channel Services at rates and charges, as specified in this Company's Channel Services Tariff.

b. Service Features

Automatic Number Identification, Automatic Location Identification and Selective Routing

Rates and charges are based on the total number* of Local Exchange Service lines, as determined by the Telephone Company, equipped for Automatic Number Identification, Automatic Location Identification or Selective Routing, whether as a single feature or in combination.

All rates and charges for the Automatic Location Identification offering and any associated equipment specified in C. following for Enhanced 911 Service, contemplate that at least 95% of the customers in the relevant jurisdiction will have a specific address consisting of, at a minimum, a street name and number. Where such addressing is not available, rates and charges for Special Equipment and Service Arrangements, as specified in this Company's General Regulations Tariff, will apply for the special handling required. In such Special Equipment and Service Arrangement cases, the Telephone Company will provide an estimate of the associated charges to the customer. In addition, the rates specified in C. following for Enhanced 911 Service will also apply.

911 Caller's Address Location System Arrangement

The 911 Caller's Address Location System Arrangement in conjunction with Automatic Number Identification provides the capability for customer-provided Automatic Location Identification of up to 50,000 main telephone numbers per system.

The Telephone Company will be responsible for the initial loading of the on-premise database and the provision of subsequent update information. The customer is responsible for inputting subsequent update information into their database. The customer must subscribe to either a monthly or semimonthly information update at the rates specified in C. following.

The customer must provide compatible premise equipment for use with 911 Caller's Address Location System Arrangement.

* Rounded to nearest 1000 Local Exchange Service lines. This count is based upon the maximum number of such lines in service at the time of installation and is determined by the Telephone Company. This count will be adjusted annually to update customer billing.
C. RATES (Cont'd)

1. Enhanced 911 Service Lines (Cont'd)
   b. Service Features (Cont'd)

      911 Caller's Address Location System Arrangement (Cont'd)

      The following features are not offered with this Arrangement:

         Automatic Location Identification
         Data Management System - Selective Routing
         Default Routing
         Selective Routing
         Selective Transfer

c. Automatic Location Identification Customer Premises Equipment

      Data sets are required for the proper operation of Automatic Location
      Identification Customer Premises Equipment.

2. No local usage charges apply to the calling party for calls to 911 lines.
C. RATES (Cont'd)

3. Enhanced 911 Service

a. System Activity Charges

**911 Caller's Address Location System Arrangement Charges**

(1) Initial loading of customer's database, per system ................................ $6125.00

(2) Information Update
   - Monthly updates, each ....................... $ 490.00
   - Semimonthly updates, each ................... $ 270.00

b. Rates and Charges

(1) Service Features

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<th>Service Features</th>
<th>Installation Charge</th>
<th>Per Month</th>
<th>USOC</th>
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</thead>
<tbody>
<tr>
<td>(a) Automatic Number Identification, per 1000 Local Exchange Service lines*</td>
<td>$ 460.00</td>
<td>$ 46.00</td>
<td></td>
</tr>
<tr>
<td>(b) Selective Routing, per 1000 Local Exchange Service lines</td>
<td>3,100.00</td>
<td>96.00</td>
<td>E8R</td>
</tr>
<tr>
<td>(c) Combined Automatic Number Identification and Selective Routing, per 1000 Local Exchange Service lines</td>
<td>2,630.00</td>
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<tr>
<td>(d) Combined Automatic Number Identification and Automatic Location Identification, per 1000 Local Exchange Service lines</td>
<td>1,930.00</td>
<td>115.00</td>
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<td>(e) Combined Automatic Number Identification and Automatic Location Identification and Selective Routing, per 1000 Local Exchange Service lines ...</td>
<td>2,475.00</td>
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<td>(f) Additional Enhanced 911 Service Line Connecting at the Public Safety Answering Point, each ...</td>
<td>355.00</td>
<td>110.00</td>
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# No longer offered. System is withdrawn effective August 31, 1999.
* Service is no longer offered and is withdrawn effective August 25, 2004.