

ALERTING AND REPORTING SYSTEMS

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A. GROUP ALERTING AND DISPATCHING TELEPHONE SYSTEM

1. GENERAL

A Group Alerting and Dispatching Telephone System is an arrangement of equipment furnished to municipalities, volunteer fire departments, military installations, industrial plants and similar organizations. This equipment is designed for use with all types of dial central offices, except electronic switching systems, to alert a group or groups of persons simultaneously over their regular exchange service telephones by dialing a prescribed code number from a control location. There may be more than one such location in any given system.

2. DESCRIPTION AND METHOD OF OPERATION

a. Central Office Equipment

The Group Alerting and Dispatching Telephone System utilizes common equipment and line and grouping facilities in the central office. The exchange lines associated with these facilities may be divided into several groups which are selected by code dialing so that connection may be established with a single group, a combination of groups or with all groups of the system. A particular customer-provided telephone may be associated with more than one such group. If a system encompasses more than one central office district, additional common, line and grouping equipment are required in each such subordinate central office added.

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b. Control Station

The customer-provided control station or stations are connected to a grouping unit in the central office. The operation of the necessary customer-provided control keys and the dialing of a single digit connects the customer-provided control station to, and distinctively rings, all idle exchange services associated with the code. As the message is announced it is simultaneously recorded and repeated automatically thereafter for the predetermined period. The announcement may be reactivated by redialing the original code or terminated by dialing another predesignated code. If a line is in use, the equipment "camps" on the line throughout the duration of the announcement and the associated customer-provided telephone will distinctively ring when the call has been terminated.

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(C) Indicates change.

ISSUED DECEMBER 12, 1984.

EFFECTIVE (FEBRUARY 10, 1985)
FEBRUARY 17, 1985.

By J. J. Doherty, Jr., Assistant Vice-President, One Parkway, Philadelphia, Pa.

ALERTING AND REPORTING SYSTEMS

A. GROUP ALERTING AND DISPATCHING TELEPHONE SYSTEM (Cont'd)

2. DESCRIPTION AND METHOD OF OPERATION (Cont'd)

c. Optional Equipment

- (1) A warning tone may be provided for transmission over a busy line to indicate that an emergency call is waiting.
- (2) Alternate line control equipment with an additional channel may be furnished for use in the event of a failure of the normal facilities between the customer-provided control station and the central office.
- (3) Customer-provided monitoring equipment with an additional channel may be provided to enable the control station attendant to monitor the recorded message being transmitted.

3. REGULATIONS

- a. A maximum number of 480 individual lines may be connected to a Group Alerting and Dispatching Telephone System. For each subordinate central office added, the maximum number of lines is reduced by eight. (C)
- b. Lines connected may be limited to a single group or divided into a maximum of eight groups, including one for the entire system, in the main and in each subordinate central office.
- c. Customer-provided stations connected to the system can be associated with individual, line non-coin telephone service. (C)
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- d. The common equipment portion of a Group Alerting and Dispatching Telephone System is provided only upon contract for a minimum period of five years.
- e. Whenever a Group Alerting and Dispatching Telephone System is to be connected to the exchange service of other subscribers, the customer shall obtain the consent of all such subscribers. (C)

ALERTING AND REPORTING SYSTEMS

A. GROUP ALERTING AND DISPATCHING TELEPHONE SYSTEM (Cont'd)

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4. RATES

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	(C)
a. Common Equipment				
One of the following types of common equipment is required for each central office incorporated into a system.				
Controlling Central Office				
Single group system	\$545.00	\$58.06	56V	(C)
Multi-group system	575.00	68.62	6EF	
Subordinate Central Office				
Single group system	545.00	47.50	56W	(C)
Multi-group system	575.00	52.78	21Z	
b. Supplementary Equipment				
Line Equipment				
Each line connected	30.00	1.79	56Y	(C)
Grouping Equipment				
One required for each group in excess of one for each central office in which the group is used	25.00	1.85	6EG	(C)
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c. Optional Equipment				
Alternate line control				
One per system	95.00	12.67	6EH	(C)
Monitoring line control				
One per system	30.00	1.79	RQA	(C)
Warning tone				
One per central office				
For the first 80 lines	19.00	1.85	31U	(C)
For each additional 80 lines ...	13.00	1.32	31V	

(C) Indicates change.

ISSUED DECEMBER 12, 1984.

EFFECTIVE (FEBRUARY 10, 1985)
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By J. J. Doherty, Jr., Assistant Vice-President, One Parkway, Philadelphia, Pa.

ALERTING AND REPORTING SYSTEMS

A. GROUP ALERTING AND DISPATCHING TELEPHONE SYSTEM (Cont'd) (C)

4. RATES (Cont'd)

d. Telephone Lines Between Customer-Provided Control Station and Central Office Equipment (C)

Established Type 2011 channel rates and product/service charges apply for the control station line from the customer-provided control station location to the controlling central office and between controlling and subordinate central offices. One control station line from the controlling central office is required for each two groups used in each subordinate central office. For alternate control and monitoring lines, as required, established Type 2011 channel rates and product/service charges apply between the control station location and the controlling central office. (C)

e. For connection or substitution of customer lines subsequent to the installation of the central office line units, the non-recurring charge is \$15.00 (USOC CMN) for the first line and \$2.00 (USOC CMN) for each additional line connected or substituted at the same time. (C)

B. PUBLIC EMERGENCY REPORTING SERVICE

1. GENERAL

Public emergency reporting service is furnished, when facilities permit, to fire companies as a means of providing multi-location answering points for emergency calls dialed to a central office number. The service permits all customer-provided telephones connected to the telephone exchange line to receive all calls and permits a person at the telephone which first answers a given call to converse and to operate alarm apparatus. (C)

2. DESCRIPTION AND METHOD OF OPERATION

This service utilizes an individual business exchange line with a manual station line, on-premises and off-premises multi-point extension lines, with customer-provided manual station, Central Office auxiliary line equipment and customer-provided alarm control equipment. A call may be answered at any customer-provided station connected to the service by removing the handset and lifting the switchhook plunger. The party who first answers may converse with the calling party and may activate an alarm by operating the customer-provided key associated with each customer-provided station of the system. This alarm may not be activated if more than one switchhook plunger is in the lifted position. (C)

(C) Indicates change.

ISSUED DECEMBER 12, 1984.

EFFECTIVE (FEBRUARY 10, 1985)
FEBRUARY 17, 1985.

By J. J. Doherty, Jr., Assistant Vice-President, One Parkway, Philadelphia, Pa.

ALERTING AND REPORTING SYSTEMS

B. PUBLIC EMERGENCY REPORTING SERVICE (Cont'd) (C)

3. REGULATIONS

- a. A maximum of six and a minimum of two customer-provided stations at various locations may be connected to this service. (C)
- b. Outward calls cannot be made from the customer-provided stations of this service. (C)
- c. All customer-provided stations connected to this service are manual (dialless) stations. (C)
- d. The customer shall obtain for the Telephone Company the consent of the owners, or lessees, of all premises upon which the equipment and circuits for this service are to be located.
- e. Only one customer-provided answering station can answer each call. Lifting the switchhook plunger switches the telephone transmitter to the circuit for talking purposes. Prior to lifting the plunger, answering parties should first monitor the line to determine whether the call already has been answered by another. (C)
- f. Each such service, including all of its extension services, is provided only to a single customer, usually a fire company, and that customer alone is responsible for payment of the entire bill.

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- g. The Telephone Company shall not be liable for damages arising out of failure or malfunction of any of the customer-provided equipment which is interconnected with the Telephone Company's facilities, and the customer shall indemnify and save the Telephone Company harmless from any and all damages, losses, claims, expenses, or demands of any kind arising out of or in connection with any such failure or malfunction of such customer-provided equipment.

- h. Calls to this public emergency reporting service normally cannot be traced to their source. (C)

4. RATES

	Monthly Rate	
Auxiliary Line Equipment At Central Office	\$3.43	
The line from the central office is furnished at the rates specified elsewhere in Tariffs of the Telephone Company for an individual business line.		(C)
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(C) Indicates change.

ISSUED DECEMBER 12, 1984.

EFFECTIVE (FEBRUARY 10, 1985)
FEBRUARY 17, 1985.

By J. J. Doherty, Jr., Assistant Vice-President, One Parkway, Philadelphia, Pa.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (C)

Effective July 15, 2025, Universal Emergency Number - "9-1-1" service is no longer available to new customers. (C)
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1. GENERAL

Wherever appropriate equipment and facilities are available, the Telephone Company will provide universal Central Office number "9-1-1" for the use of a Public Safety Answering Point engaged in assisting a Public Agency in the protection of the safety and/or property of the general public. It is intended that the use of the "9-1-1" telephone number will provide the public with rapid and direct telephone access to a Public Safety Answering Point.

2. GLOSSARY OF TERMS

Content - the data elements of the MSAG including, but not necessarily limited to, the data elements that are entered into the following fields A-I of a standard Master Street Address Guide (MSAG) record:

A	Tax area record
B	Locality
C	Street
D	Thoroughfare
E	Directional [where required]
F	Even (E), odd (O), or all (A) [applied to house numbers]
G	Low-high range of house numbers
H	Public Safety Answering Point (PSAP)
I	Latitude/Longitude (LAT/LONG) [where required]

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Dedicated Line - a communication path connecting a Public Safety Answering Point to one or more locations through other than Exchange Access Lines. This includes private lines, tie lines, and on-premises channels.

Dial Line - a communication path connecting a Public Safety Answering Point to various other points by dialing a numeric code or codes. This includes Exchange Access Lines, Private Branch Exchange Lines, Centrex Lines, and Intercommunication Lines.

Emergency Services - those services, including, but not limited to, fire fighting, law enforcement, ambulance and medical, provided for the protection and/or preservation of persons and/or property in circumstances of immediate and significant threat of injury or harm.

Formatting, Format - changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1" (Cont'd)

2. GLOSSARY OF TERMS (Cont'd)

Host Telephone Company - the service provider, which is also the telecommunications public utility, that provides 9-1-1 service to the county/municipality and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

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Local Government - any political subdivision, or any combination or group thereof, within the Commonwealth of Pennsylvania.

Master Street Address Guide (MSAG) - a file containing all street names, house/building numbers, and address ranges in the "9-1-1" serving area.

Non-Switched Call - a telephone call carried over exchange facilities from the calling party (originating station) to the called party (terminating station) via a directly-routed circuit.

Originating Central Office - a Telephone Company-designated switching unit used for the provisioning of exchange service.

Public Agency - the Commonwealth of Pennsylvania, or any city, county, municipal corporation, public district, or public authority located in whole or part within the Commonwealth which provides or has the authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Agency - a functional division of a Public Agency which provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Answering Point - a location operated and maintained by a Public Agency or Public Safety Agency at which requests for fire fighting, law enforcement, ambulance, medical, or other emergency services are answered.

Switched Call - a telephone call carried over exchange facilities which is routed in such a manner that a direct and continuous circuit is not provided.

Telephone Company - a telecommunications public utility regulated by the Pennsylvania Public Utility Commission which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider".

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ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

3. DESCRIPTION

- a. The Company will route "9-1-1" calls and the associated caller identification and location information to a Public Safety Answering Point (PSAP) specified by an appropriate Public Safety Agency.

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- b. The following features are available with this service:

Dual Selective Routing
Automatic Location Identification Service (ALI)
Database Administration Management Service (DBMS)

Company Exchange Switching System to PSAP

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(1) Dual Selective Routing

This service provides for the routing of "9-1-1" calls to the PSAP based upon predetermined routing information. The service provides two (2) Selective Routers interconnected to each PSAP(s). Both Selective Routers are also interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to the other Selective Router if there are no circuits available to the target PSAP from the Selective Router processing the call.

The following are standard features of this Service.

(a) Wireline Selective Routing

All participating Local Exchange Carrier Switches within a geographic area are connected to both Selective Routers via dedicated circuits. The Telephone Number along with the voice connection is sent by the Servicing Exchange Switch of the "9-1-1" caller to the Selective Router. The routing of the call to the appropriate PSAP is based on either the location associated with the telephone number or, when using Interim Selective Routing, the Tax Area Record. The Selective Router sends both the telephone number and voice call to the appropriate PSAP.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

3. DESCRIPTION (Cont'd)

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b. The following features are available with this service: (Cont'd)

(1) Dual Selective Routing (Cont'd)

(b) Wireless Selective Routing

Wireless Service Providers interconnect facilities to the Company Selective Router(s). An Emergency Service Routing Number (ESRN), along with the voice connection, is sent by the Wireless Service Provider to the Selective Router. The Selective Router uses this number to determine routing and sends both the Emergency Service Routing Number and voice call to the appropriate PSAP. This service does not include dedicated circuits needed to connect Wireless Service Providers to Telephone Company Selective Routers.

(c) Default Routing

Routes "9-1-1" calls to a predetermined PSAP when the Selective Router processes a "9-1-1" call that has an incomplete or missing telephone number/ESRN or if routing is determined by the incoming facility group. Each incoming facility group connecting to the Selective Router is assigned to a designated default PSAP.

(d) Alternate Routing

Automatically routes "9-1-1" calls to a predetermined alternate location if all facilities connecting the Selective Router to the PSAP are busy or not available.

(e) Manual Transfer

This feature enables a PSAP to transfer an incoming "9-1-1" call to any emergency agency (e.g. police, fire, ambulance) by dialing the telephone number of the agency or a pre-established two-digit speed calling code.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

3. DESCRIPTION (Cont'd)

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b. The following features are available with this service: (Cont'd)

(1) Dual Selective Routing (Cont'd)

(f) Fixed Transfer

This feature enables a PSAP to transfer incoming "9-1-1" calls to a single combination of emergency agencies (e.g. police, fire, ambulance). Only one combination, per PSAP, is available with this feature.

(g) Selective Transfer

This feature enables a PSAP to transfer incoming "9-1-1" calls based on a unique combination of emergency agencies (e.g. police, fire, ambulance) based on the specific location of the 9-1-1 caller.

(2) Automatic Location Identification (ALI) Service

Automatic Location Identification is a feature which provides "9-1-1" caller location information. This service stores subscriber information associated with the "9-1-1" service area. It is used by the PSAPs to retrieve location data of a "9-1-1" caller. This service is provided via a network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. Both network components are connected to the PSAP. This Service provides location information for both wireline and wireless callers as follows:

(a) Wireline

Upon receipt of an ALI query from the PSAP, the system will respond with the subscriber's name, street address and community associated with the telephone number. Where a customer provided Master Street Address Guide (MSAG) is not available (e.g. Interim Automatic Location Identification) the location information is provided without any validations or modifications. The information will provide the content contained in the customer record account.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

3. DESCRIPTION (Cont'd)

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b. The following features are available with this service: (Cont'd)

(2) Automatic Location Identification (ALI) Service (Cont'd)

(b) Wireless

Upon receipt of an ALI query from the PSAP, the system will respond with geographic information such as cell site/sector associated with the ESRN, or upon receipt of an ALI query, the system will be directed to query a third party system to retrieve geographic information such as longitude/latitude coordinates of the wireless caller. The information, when received from the third party system, is processed back to the requesting PSAP.

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(3) Database Administration Management Service (DBMS)

DBMS is required when subscribing to Dual Selective Routing and/or Automatic Location Identification features. It provides the following:

(a) Validates wireline subscriber address to match the MSAG;

(a) Assigns routing information to Telephone Numbers and other ESRNs based on routing criteria provided by the customer, MSAG or the Tax Area Records contained in the Telephone Company's customer record information system.

(a) Provides addition, deletion, and change updates of:

- Subscriber names, telephone numbers, addresses to the ALI System(s);

- Updates routing information to the Selective outer(s).

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

3. DESCRIPTION (Cont'd)

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- b. The following features are available with this service: (Cont'd)

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(4) Company Exchange Switching System to PSAP

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This Service interconnects Company Exchange Switching Systems directly to the PSAP via dedicated facilities. All "9-1-1" calls originating from subscribers served by the Telephone Company Exchange Switching System will be routed directly over these facilities. Both the voice connection and associated Number Identification will be provided.

- c. The following Service is no longer available for new installations. The Service will continue to be provided to existing Customers subject to availability of replacement parts.

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PSAP Disaster Recovery Service using Network Control Modems

This Service enables a person(s), having an authorized identification code and password, to reroute "9-1-1" calls to a predestinated alternate answering point. The alternate answering point may receive rerouted calls via the public switched network or over dedicated facilities, if the alternate answering point is served by the same Selective Router(s). The service may be activated or deactivated via the Public Switch Network.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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(C)

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

4. REGULATIONS

- a. This offering is limited to the Central Office number "9-1-1" only.
- b. "9-1-1" is offered on a Central Office District basis only, and the area to be served is that contained within the Central Office District boundary as identified by the Telephone Company.
- c. Where the Central Office District boundary and community boundary do not coincide, applicants for this service must, at their cost and expense, arrange to answer and process all "9-1-1" calls made within the boundary of the Central Office District(s).
- d. All "9-1-1" calls from a given Central Office District must be routed to the same answering lines unless the Dual Selective Routing (C) feature is used.
- e. It is the Public Agencies' responsibility to determine the quantity of "9-1-1" Service Lines and termination facilities which will provide adequate "9-1-1" service to the public. However, Public Agencies that apply for service must subscribe to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or preventing others from making or receiving calls over their telephone service.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1" (Cont'd)

4. REGULATIONS (Cont'd)

- f. Public Agencies that apply for service must provide, at their cost and expense, an adequate number of trained personnel to operate and maintain the Public Safety Answering Point(s) on a 24 hour basis or arrange for alternative routing of "9-1-1" calls.
- g. The Universal "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. Normal exchange lines will be required for incoming telephone calls, other than local "9-1-1" calls, and for all outgoing telephone calls from the Public Safety Answering Point.
- h. An application for "9-1-1" service must be executed by one or more appropriate Public Agency(s) or their duly constituted agent. If execution is by an agent, the Telephone Company must be provided with satisfactory evidence of authority to contract for such service.
- i. Qualified applicants for "9-1-1" service will be provided service on a first-come, first-served basis.
- j. Calls placed to "9-1-1" lines where the call is forwarded, switched, or provided on other than directly routed facilities, are not traceable to the originating caller.
- k. Public Agencies who subscribe to "9-1-1" service agree to give the Telephone Company at least 60 days written notice before terminating the "9-1-1" service. Service and facilities associated with "9-1-1" service are subject to applicable minimum contract periods and termination liabilities as set forth in other Sections of this Tariff.
- l. Customer-provided equipment may be connected to "9-1-1" service, subject to the regulations in Sections 1 and 31 of this Tariff. It is the responsibility of the customer to conform its equipment to Telephone Company facilities. Any costs incurred due to modification, change or addition to customer-provided equipment shall be borne by the customer. The Telephone Company may, at its discretion, modify its facilities to conform to the customer's equipment. However, the customer assumes responsibility for all costs incurred by the Telephone Company for such modifications, additions or changes. (C)
- m. The Telephone Company's liability and its obligation to furnish "9-1-1" service are limited as set forth in Section 1 of this

Tariff and the Public Safety Emergency Telephone Act of the Commonwealth of Pennsylvania.

(C) Indicates change.

ISSUED JUNE 26, 1991.

EFFECTIVE (AUGUST 25, 1991)

AUGUST 30, 1991.

By Daniel J. Whelan, Vice-President, 315 N. 2nd St., Harrisburg, Pa.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

4. REGULATIONS (Cont'd)

- n. When Automatic Location Identification and/or Selective Routing/Transfer is provided, the Public Agency must provide the Telephone Company with all street names, house/building numbers, and address ranges in the "9-1-1" serving area. The Public Agency is also responsible for providing routing information to Public Safety Answering Point locations as well as combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the "9-1-1" serving area. The customer will associate these agencies with a street address or other mutually agreed upon routing criterion in a format acceptable to the Telephone Company. The Telephone Company will estimate and advise the Public Agency of the time necessary for it to validate its customer records information system with the Master Street Address Guide supplied by the Public Agency, before the "9-1-1" Enhanced Service system can be implemented using the Master Street Address Guide.

After establishment of service, it is the Public Agency's responsibility to continue to verify the accuracy of the routing and street address information 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 "9-1-1" calls to the proper Public Safety Answering Point.

- o. The Telephone Company does not guarantee the accuracy of the routing and information provided in "9-1-1" Service.
- p. Telephone number, name, and address identification associated with the call are considered proprietary information of the Telephone Company and may not be divulged to other parties, extracted from the "9-1-1" network, or used for any purposes other than the provisioning of emergency services by Public Agencies. The Public Agency indemnifies and saves the Telephone Company harmless from any and all claims (including any expense in connection with defending against such claims) arising out of the use of this information for any purposes other than the provisioning of emergency services by Public Agencies.
- q. Subscribers to Non-Published Telephone Number service who dial "9-1-1" will have their telephone number and location displayed to the Public Agency. (C)
- r. When Public Agencies subscribe to either Interim Selective Routing or Interim Automatic Location Identification, the following regulations apply:
- The Public Agency subscribing to any interim feature must have an approved "9-1-1" plan as required under Act 78, 35 P.S. Paragraph 7013 (c).

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1" (Cont'd)

4. REGULATIONS (Cont'd)

r. (Cont'd)

- All provisions in Tariff Pa. P.U.C.-No. 1 governing "9-1-1" Enhanced Service will apply to this service except the requirement for the customer to provide all street names, house/building numbers, and address ranges in the "9-1-1" serving area during the interim period.
- At the time of application for service, the customer of record must:
 - Specifically provide the Telephone Company with a written request for interim features based on the current unavailability of a complete Master Street Address Guide.
 - If interim features are provided for telephone exchanges other than Verizon of Pennsylvania exchanges, provide written concurrence from the other non-Verizon telephone companies serving these exchanges. (C)
 - Provide the Telephone Company, the Department of Community Affairs, and the Public Utility Commission with a written action plan detailing its plans for developing a Master Street Address Guide.
- The Public Agency will be provided a copy of Tax Area Record codes to be used in Interim Selective Routing. The Public Agency is required to verify the accuracy of the Tax Area Record codes.
- The Telephone Company does not verify or guarantee the accuracy of the routing or information provided in connection with any interim service.
- In order to subscribe to Interim Selective Routing, the customer must separately subscribe to the Interim Automatic Location Identification feature.

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- Once the customer has provided the Telephone Company with a valid Master Street Address Guide of an incorporated community, the interim features will be replaced with the permanent features described in this Tariff for that community. (C)

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ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1" (Cont'd)

(C)

4. REGULATIONS (Cont'd)

- s. The Telephone Company will comply with the Protocols, as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- t. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- u. The Telephone Company's liability and insurance is fully stated in Pa. P.U.C. No. 1, Section 1, General Regulations.
- v. Cases of service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- w. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to, and required for, the provision of 9-1-1 service.
- x. The Host Telephone Company will install the county's/municipality's MSAG in read/write format and will not modify the content of the MSAG, unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth, in reasonable detail, the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- y. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth, in reasonable detail, the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1" (Cont'd)

(C)

4. REGULATIONS (Cont'd)

- z. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- aa. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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5. RATES (Cont'd)

	<u>Monthly Rate</u>
b. Automatic Location Identification (ALI)	
Subscribing to Wireline only, per 1,000 Access Lines/Records ^{1, 2}	\$12.00
Subscribing to both Wireline and Wireless, per 1,000 Wireline Access Lines/Records ^{1, 2}	6.00
per 1,000 Wireless Subscribers ^{2, 3}	6.00
ALI to PSAP Connection, per PSAP	211.50
c. Database Administration Management Service (DBMS), ⁴ per 1,000 Wireline Access Lines/Records ^{1, 2}	47.00

(C)

¹ Wireline billing is based on the number of Verizon Access Lines and non-Verizon Access Line Records in service within the geographical boundaries of the Customer's jurisdiction.

² Record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed (rounding below 500 downward and 500+ upward).

³ Wireless Subscriber count will be based on 100% of the existing wireline record counts within the "9-1-1" Service Area.

⁴ Required for Wireline Selective Routing and/or Automatic Location Identification (ALI) features.

(C) Indicates Change.

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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5. RATES (Cont'd)

Monthly Rate

d. PSAP Disaster Recovery Service,
per Modem, per Selective Router ¹ \$85.00

e. Company Exchange Switching System to PSAP,
within the 9-1-1 service area 63.00

f. Additional Rates

(1) No charge applies to the calling party
for calls to the "9-1-1" emergency
number.

(2) Charges for calls routed over the
exchange network (local or toll) from a
PSAP are billed from the Central Office
serving the PSAP to the point of
termination of the transfer. Applicable
rates are found in the appropriate Pa.
P.U.C.- No. 180A, No. 182, 182A, 185B or
185C Tariffs.

¹ No longer available for new installations. A business line is required for each (C)
Network Control Modem. Charges for calls, if rerouted over exchange facilities,
are billed from the Central Office serving the PSAP to the point of termination.
Applicable rates are found in Section 2 of the appropriate Pa. P.U.C.- No. 180A,
No. 182, 182A, 185B or 185C tariffs or Section 47 of the Product Guide for
Competitive Services (FBA Tariff No. 500) available at www.verizon.com/tariffs
under Pennsylvania Non-Tariff Documents.

(C) Indicates Change

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

5. RATES (Cont'd)

(C)

g. One-Time Wireline Credit

Verizon PA will provide Public Safety Answering Point (PSAP) customers who experienced a net increase in their 911 wireline bills for the period January 1, 2007 through December 31, 2007 with a 40% one-time credit to offset a portion of these increases that became effective January 1, 2007.

(C) Indicates Change

ALERTING AND REPORTING SYSTEMS

C. UNIVERSAL EMERGENCY SERVICE NUMBER -"9-1-1" (Cont'd)

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(C) Indicates Change.