9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 27 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision	
A	5th	*
B	Original	
1	1st	
2	1st	
3	Original	
4	1st	
5	1st	
6	1st	
7	Original	
8	Original	
9	Original	
10	2nd	
10.1	Original	
11	3rd	*
12	2nd	*
13	1st	
14	Original	
15	Original	
16	3rd	*
17	Original	
18	1st	
19	1st	
20	1st	
21	3rd	
22	1st	
22.1	1st	*
23	3rd	*
24	4th	*
24.1	3rd	*
25	2nd	*
26	4th	
27	3rd	*

* Denotes change
\# Withdrawn

Continued

9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 27 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof. (T)

Sheet	Original or Number of Revision	
A	4th	*
B	Original	
1	1st	
2	1st	
3	Original	
4	1st	
5	1st	
6	1st	
7	Original	
8	Original	
9	Original	
10	2nd	
10.1	Original	
11	2nd	*
12	1st	
13	1st	
14	Original	
15	Original	
16	2nd	*
17	Original	
18	1st	
19	1st	
20	1st	
21	3rd	*
22	1st	
22.1	Original	
23	2nd	*
24	3rd	*
24.1	2nd	*
25	1st	
26	4th	*
27	2nd	*

* Denotes change
\# Withdrawn

Continued

9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 26 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision		Sheet	Original or Number of Revision
A	3rd	*		
B	Original			
1	1st			
2	1st			
3	Original			
4	1st			
5	1st			
6	1st			
7	Original			
8	Original			
9	Original			
10	2nd			
10.1	Original			
11	1st			
12	1st			
13	1st			
14	Original			
15	Original			
16	1st			
17	Original			
18	1st			
19	1st			
20	1st			
21	2nd			
22	1st			
22.1	Original			
23	1st			
24	2nd			
24.1	1st			
25	1st			
26	3rd	*		
27	1st			

* Denotes change
\# Withdrawn

Continued

9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 26 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision		Sheet	Original or Number of Revision
A	2nd	*		
B	Original			
1	1st	*		
2	1st	*		
3	Original			
4	1st	*		
5	1st	*		
6	1st	*		
7	Original			
8	Original			
9	Original			
10	2nd	*		
10.1	Original	*		
11	1st			
12	1st	*		
13	1st	*		
14	Original			
15	Original			
16	1st	*		
17	Original			
18	1st	*		
19	1st	*		
20	1st	*		
21	2nd	*		
22	1st	*		
22.1	Original	*		
23	1st	*		
24	2nd	*		
24.1	1st	*		
25	1st	*		
26	2nd	*		
27	1st	*		

* Denotes change
\# Withdrawn

Continued

9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 26 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision		Sheet	Original or Number of Revision
A	1st	*		
B	Original			
1	Original			
2	Original			
3	Original			
4	Original			
5	Original			
6	Original			
7	Original			
8	Original			
9	Original			
10	1st	*		
11	1st	*		
12	Original			
13	Original			
14	Original			
15	Original			
16	Original			
17	Original			
18	Original			
19	Original			
20	Original			
21	1st	*		
22	Original			
23	Original			
24	1st	*		
24.1	Original	*		
25	Original			
26	1st	*		
27	Original	*		

* Denotes change
\# Withdrawn

Continued

9-1-1 - EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets A through 26 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision		Sheet	Original or Number of Revision
A	Original	*		
B	Original	*		
1	Original	*		
2	Original	*		
3	Original	*		
4	Original	*		
5	Original	*		
6	Original	*		
7	Original	*		
8	Original	*		
9	Original	*		
10	Original	*		
11	Original	*		
12	Original	*		
13	Original	*		
14	Original	*		
15	Original	*		
16	Original	*		
17	Original	*		
18	Original	*		
19	Original	*		
20	Original	*		
21	Original	*		
22	Original	*		
23	Original	*		
24	Original	*		
25	Original	*		
26	Original	*		

* Denotes change
\# Withdrawn

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

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Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

I. GENERAL

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

APPLICABILITY

This service is applicable to governmental agencies responsible for providing emergency services within the state.

TERRITORY

This service is offered in all areas in California covered by Verizon exchanges.

II. ACRONYMS AND DEFINITIONS

ACRONYMS

ALI	-	Automatic Location Identification	
ANI	-	Automatic Number Identification	
CAD	-	Computer Aided Dispatch	
CALI	-	Centralized Automatic Location Identification	(N)
CAS	-	Call Associated Signaling	
CBN	-	Call Back Number	
CPE	-	Customer Premises Equipment	
EMF	-	Enhanced Multi-Frequency	
ERA	-	Emergency Response Agency	
ESN/ESZ	-	Emergency Service Number / Emergency Service Zone	
ESRD	-	Emergency Service Routing Digits	
ESRK	-	Emergency Service Routing Key	
MDN	-	Mobile Directory Number	
MF	-	Multi-Frequency	
MIN	-	Mobile Identification Number	
MPC	-	Mobile Position Center	
MSAG	-	Master Street Address Guide	
MSC	-	Mobile Switching Center	
NCAS	-	Non-Call Associated Signaling	(N)
NCM	-	Network Control Modem	
NENA	-	National Emergency Number Association	
NID	-	Network Interface Device	
pANI	-	Pseudo ANI	
PDE	-	Position Determining Entity	
PSAP	-	Public Safety Answering Point	
PSTN	-	Public Switched Telephone Network	
SRDB	-	Selective Routing Database	(N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

I. GENERAL

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

APPLICABILITY

This service is applicable to governmental agencies responsible for providing emergency services within the state.

TERRITORY

This service is offered in all areas in California covered by Verizon exchanges.

II. ACRONYMS AND DEFINITIONS

ACRONYMS

ALI	-	Automatic Location Identification
ANI	-	Automatic Number Identification
CAD	-	Computer Aided Dispatch
CAS	-	Call Associated Signaling
CBN	-	Call Back Number
CPE	-	Customer Premises Equipment
EMF	-	Enhanced Multi-Frequency
ERA	-	Emergency Response Agency
ESN/ESZ	-	Emergency Service Number / Emergency Service Zone
ESRD	-	Emergency Service Routing Digits
ESRK	-	Emergency Service Routing Key
MDN	-	Mobile Directory Number
MF	-	Multi-Frequency
MIN	-	Mobile Identification Number
MPC	-	Mobile Position Center
MSAG	-	Master Street Address Guide
MSC	-	Mobile Switching Center
NCAS	-	Non-Call Associated Signaling
NENA	-	National Emergency Number Association
NID	-	Network Interface Device
pANI	-	Pseudo ANI
PDE	-	Position Determining Entity
PSAP	-	Public Safety Answering Point
PSTN	-	Public Switched Telephone Network (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS

9-1-1 Interoffice Facility
An intraexchange or interexchange trunk capable of forwarding ANI between central offices.

Access Lines
The connecting facility between a customer's premises network interface device (NID) and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service.

Alternate Routing
The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks to a primary PSAP are busy or out of service. This can occur automatically or may be activated upon request using Alternate Routing Channel.

Alternate Routing Channel
A two-wire voice grade circuit that connects to CPE that can manually activate alternate routing, to allow 9-1-1 calls to be sent to the alternate PSAP location. Requires the alternate and the primary PSAPs to subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s) in order to utilize this feature. (N)
Does not include the customer provided key equipment needed at the PSAP location to activate Alternate Routing Channel.

Automatic Location Identification (ALI)
The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

Automatic Location Identification (ALI) Database
The set of ALI records residing on a computer system.

Automatic Number Identification (ANI)
Telephone number associated with the access line from which a call originates.

CALI Storage/Processing
The data storage for the ALI records in the redundant CALI system, both the primary and the secondary platforms. The ALI records are updated on the CALI System multiple times a day with Change/Add/Delete activity.

CALI will provide ALI in two ways:

- The ANI of the 9-1-1 caller is received by the Utility's Selective Router, which then routes the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI as the key, to look up the location information on the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform, and will then format and transmit it back to the requesting PSAP.

- The ALI can use the ANI as the key to steer to another database to receive the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is then formatted and transmitted back to the requesting PSAP.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS

9-1-1 Interoffice Facility
An intraexchange or interexchange trunk capable of forwarding ANI between central offices.

Access Lines
The connecting facility between a customer's premises network interface device (NID) and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service.

Alternate Routing
The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks to a primary PSAP are busy or out of service. This can occur automatically or may be activated upon request using Alternate Routing Channel.

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A two-wire voice grade circuit that connects to CPE that can manually activate alternate routing, to allow 9-1-1 calls to be sent to the alternate PSAP location. Requires the alternate and the primary PSAPs to subscribe to Selective Routing and have connections to the same Selective Router in order to utilize this feature. Does not include the customer provided key equipment needed at the PSAP location to activate Alternate Routing Channel.

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

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- The ANI of the 9-1-1 caller is received by the Utility's Selective Router, which then routes the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI as the key, to look up the location information on the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform, and will then format and transmit it back to the requesting PSAP.

- The ALI can use the ANI as the key to steer to another database to receive the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is then formatted and transmitted back to the requesting PSAP. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

CALI System Ports for PSAPs
The CALI System Ports for PSAPs provides the interface for PSAPs to receive local ALI from the CALI system. The port rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall.

Call Associated Signaling (CAS) - See Phase I CAS.

Call Back Number (CBN)
CBN is a generic term for the telephone number delivered to the 9-1-1 network by the wireless carrier in the calling party number filed. It may be, but is not limited to, the MDN, the MIN, or a CBN associated with the mobile handset.

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

Call Transfer
The capability to redirect a call to another party.

CAS Hybrid - See Phase II NCAS.

Centralized Automatic Location Identification (CALI)
A remote centralized ALI database platform consisting of two host computers, one being the primary system responding to the PSAP, and the other being the secondary system.

Computer Aided Dispatch (CAD)
A computer based system that aids the PSAP by automating selected dispatching and record keeping activities. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Customer
The State to the extent authorized by law, or 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.

Customer Premises Equipment (CPE)
Communications terminal equipment owned by and located in the customer's facilities or at a PSAP.

Default Routing
The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

Dual Tandem Selective Routing (N)
Dual Tandem Selective Routing is provided using two Selective Routers that mirror the E9-1-1 call delivery effort in order to provide redundancy and a higher level of network reliability in the event of a major failure at one of the Selective Routers, or of facilities between a Selective Router and an end office or PSAP. (N)

Emergency Response Agency (ERA)
An agency authorized to respond to emergencies initiated by 9-1-1 calls.

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

Emergency Service Routing Digits (ESRD)
A pseudo ANI typically used with Call Associated Signaling (CAS) or CAS Hybrid architectures that identify the cell site or cell sector from which a wireless 9-1-1 call originates. The ESRD may also be used to retrieve the ALI associated with the wireless call.

Emergency Service Routing Key (ESRK)
A pseudo ANI typically used with Non-Call Associated Signaling (NCAS) which identifies a group of cell sites or cell sectors in a defined geographic area associated with an ESZ or group of ESZs. The ERSK may also be used to retrieve the ALI associated with the wireless call.

End Office
The central office(s) within the area from which 9-1-1 calls are originated.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Customer
The State to the extent authorized by law, or 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.

Customer Premises Equipment (CPE)
Communications terminal equipment owned by and located in the customer's facilities or at a PSAP.

Default Routing
The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

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An agency authorized to respond to emergencies initiated by 9-1-1 calls.

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A pseudo ANI typically used with Call Associated Signaling (CAS) or CAS Hybrid architectures that identify the cell site or cell sector from which a wireless 9-1-1 call originates. The ESRD may also be used to retrieve the ALI associated with the wireless call.

Emergency Service Routing Key (ESRK)
A pseudo ANI typically used with Non-Call Associated Signaling (NCAS) which identifies a group of cell sites or cell sectors in a defined geographic area associated with an ESZ or group of ESZs. The ERSK may also be used to retrieve the ALI associated with the wireless call.

End Office
The central office(s) within the area from which 9-1-1 calls are originated. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

End User
An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a "Caller".

Enhanced 9-1-1 (E9-1-1) Service Area
The geographic area in which the customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

Enhanced Multi-Frequency
The ability to pass 20 digits from the 9-1-1 Selective Router to the PSAP.

J-Std-034
A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the changes necessary to various existing standards to accommodate the Phase I requirements. This standard identifies the interconnection between the Mobil Switching Center (MSC) and the 9-1-1 Selective Router/switch.

J-Std-036
A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for 9-1-1 service relating to wireless E9-1-1 implementation.

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

Mobile Directory Number (MDN)
The telephone number dialed to reach a wireless telephone.

Mobile Identification Number (MIN)
A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network.

Mobile Position Center (MPC) (L)
The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by, and is not the responsibility of, the Utility. (L)

(L) Material moved from 1st Revised Sheet 6.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

End User
An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a "Caller".

Enhanced 9-1-1 (E9-1-1) Service Area
The geographic area in which the customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

Enhanced Multi-Frequency
The ability to pass 20 digits from the 9-1-1 Selective Router to the PSAP.

J-Std-034
A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the changes necessary to various existing standards to accommodate the Phase I requirements. This standard identifies the interconnection between the Mobil Switching Center (MSC) and the 9-1-1 Selective Router/switch.

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A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for 9-1-1 service relating to wireless E9-1-1 implementation.

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

Mobile Directory Number (MDN)
The telephone number dialed to reach a wireless telephone.

Mobile Identification Number (MIN)
A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Mobile Switching Center (MSC) (L)
The wireless equivalent of a central office, which provides switching functions for wireless calls. The MSC is not provided by the Utility and is not the responsibility of the Utility. (L)

Multi-Frequency (MF)
A type of signaling used on inter-office and 9-1-1 trunks.

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

National Emergency Number Association 03-002
A technical reference, developed by the NENA Network Technical Committee, which provides recommendations for the implementation of Enhanced Multi-Frequency (EMF) Signaling, from the 9-1-1 Selective Router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

Network Control Modem (NCM) (N)
The NCM allows an authorized PSAP representative to quickly reroute calls to a pre-designated alternate answering point, in the event of an emergency or for any other reason. With the dial-up NCM, the authorized PSAP representative may dial into the NCM from any telephone, pass multiple security checks, and then activate the reroute of incoming E9-1-1 calls to the alternate answering point. (N)

Nonpublished Number
End user information that is not listed in the Utility's alphabetical directory or information records available to the general public.

Phase I 9-1-1
The service by which the WSP delivers information to the designated PSAP. This information includes the wireless end user's call back number and cell site/sector information when a wireless end user makes a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034 per CC Docket No. 94-102.

Phase I Call Associated Signaling (CAS)
A method of delivering the CBN (may not be a true call back number) and ESRD of the cell site/sector from which the wireless call originated. These 20 digits are delivered from the wireless carrier's Mobile Switching Center to the 9-1-1 Selective Router using SS7 signaling protocol. From the 9-1-1 Selective Router, the 20 digits are transmitted to the PSAP. The PSAP would then query the ALI database using the ESRD to retrieve cell/site sector information stored in the ALI database.

(L) Material formerly on this sheet moved to 1st Revised Sheet 5.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Mobile Position Center (MPC)
The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by, and is not the responsibility of, the Utility.

Mobile Switching Center (MSC)
The wireless equivalent of a central office, which provides switching functions for wireless calls. The MSC is not provided by the Utility and is not the responsibility of the Utility.

Multi-Frequency (MF)
A type of signaling used on inter-office and 9-1-1 trunks.

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

National Emergency Number Association 03-002
A technical reference, developed by the NENA Network Technical Committee, which provides recommendations for the implementation of Enhanced Multi-Frequency (EMF) Signaling, from the 9-1-1 Selective Router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

Nonpublished Number
End user information that is not listed in the Utility's alphabetical directory or information records available to the general public.

Phase I 9-1-1
The service by which the WSP delivers information to the designated PSAP. This information includes the wireless end user's call back number and cell site/sector information when a wireless end user makes a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034 per CC Docket No. 94-102.

Phase I Call Associated Signaling (CAS)
A method of delivering the CBN (may not be a true call back number) and ESRD of the cell site/sector from which the wireless call originated. These 20 digits are delivered from the wireless carrier's Mobile Switching Center to the 9-1-1 Selective Router using SS7 signaling protocol. From the 9-1-1 Selective Router, the 20 digits are transmitted to the PSAP. The PSAP would then query the ALI database using the ESRD to retrieve cell/site sector information stored in the ALI database. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Phase I Non-Call Associated Signaling (NCAS)
A method of delivering the voice portion of the wireless 9-1-1 call using CAMA or SS7 trunking from the wireless carrier's MSC to the 9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the 9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's CBN (may not be a true call back number) and cell site/sector information for delivery back to the PSAP.

Phase II 9-1-1
The service by which the WSP delivers to the designated PSAP the wireless end user's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates which meet the accuracy standards set forth in CC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

Phase II NCAS (also known as "CAS Hybrid")
A method of delivering the CBN (may not be a true call back number) and ESRD of the cell site/sector from which the call originated. These 20-digits are delivered from the wireless carrier's Mobile Switching Center to the 9-1-1 Selective Router , which passes all 20 digits to the ALI Database for creation of a wireless data record indexed by the CBN. From the 9-1-1 Selective Router, the 10-digit CBN is transmitted to the PSAP. The PSAP will query the ALI database using the CBN. The ALI database will incorporate the location data and callback number into the wireless data record that was created, and return this information to the PSAP.

Phase II Wireline Compatibility Mode (also known as Phase I "NCAS")
A method of delivering the voice portion of the wireless 9-1-1 call using CAMA or SS7 trunking from the wireless carrier's MSC to the 9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the 9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's location information (including callback number) for delivery back to the PSAP.

Position Determining Entity (PDE)
The PDE determines the precise geographic location of a wireless handset when the wireless caller places a 9-1-1 call or while the call is in progress. The PDE is not provided by, and is not the responsibility of, the Utility.

Pseudo ANI (pANI)
A telephone number used to support routing of wireless 9-1-1 calls. It may identify a wireless cell site/sector or PSAP to which the call should be routed. Also known as a routing number, Emergency Services Routing Key (ESRK) or Emergency Services Routing Digit (ESRD).

Public Switched Telephone Network (PSTN)
Any common carrier network that provides circuit switching between public users. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

II. ACRONYMS AND DEFINITIONS - Continued

DEFINITIONS - Continued

Public Safety Answering Point (PSAP)
A facility equipped and staffed to receive 9-1-1 calls. A *primary* PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated as the *secondary* PSAP.

Records
The subscriber information associated with a telephone number.

For Wireline billing, the total number of records will be equal to the Utility's subscriber access lines plus all other Local Service Provider's actual number of record counts in the 9-1-1 database.

For Wireless billing, the number of records will be equal to the Utility's subscriber access lines and non-Utility Wireline records in the geographic area for which the customer is requesting Wireless 9-1-1 Service (known as the wireless 9-1-1 area).

Selective Routing (SR)
The routing of a 9-1-1 call to the proper PSAP based upon the location of the wireless caller or the address of the wireline caller. Selective Routing is controlled by the ESN which is derived from the customer's MSAG. The Selective Router may also be referred to as the 9-1-1 Tandem.

Service Control Point (SCP)
A centralized database system used for, among other things, Wireless 9-1-1 Service applications. It specifies the routing of 9-1-1 calls from the cell site to the PSAP. This hardware device contains special software and data that includes information on all relevant cell site locations and cell sector identifiers. This SCP equipment is not provided by, and is not the responsibility of, the Utility.

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

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

Wireless 9-1-1 Area
The geographic area within which the customer is requesting Wireless 9-1-1 Service.

Wireless Service Provider (WSP)
Cellular, satellite or other radio-based telephony or data transport commercial entity.

X, Y Coordinates
Shorthand expression for coordinates that identify a specific location in two dimensions representing latitude and longitude. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

III. DESCRIPTION OF SERVICE

The 9-1-1 Service offering is available to government agencies that are responsible for the provision of emergency services within the state. This service enables a wireline caller dialing 9-1-1 from a line with access to the local exchange telephone network, or a wireless caller with access to the wireless network, arranged to provide 9-1-1 Service, to be automatically connected to the designated Public Safety Answering Point (PSAP).

Basic 9-1-1 Service enables a caller dialing 9-1-1 to reach an answering point. No Automatic Number Identification (ANI) or Automatic Location Identification(ALI) is provided.

Enhanced 9-1-1 (E9-1-1) is the provisioning of 9-1-1 Service with the additional features of ANI, ALI, and Selective Routing (SR). E9-1-1 is the only form of emergency telephone service provided by the Utility. Thus, all references to 9-1-1 refer to E9-1-1 Service.

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE

A 9-1-1 system which includes network switching and database capability of providing Selective Routing, ANI and ALI. The ALI database is developed from the customer's MSAG and Utility records and remains the property of the Utility.

In the event the customer requests the creation of the MSAG/ALI database prior to full application to 9-1-1 Service, charges for ALI database creation and maintenance will apply from the date of starting the implementation (see IX. Rates, ALI Database Administration).

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

ALI Database Administration
ALI Database Administration is the processing of subscriber records against the Master Street Address Guide (MSAG) for the creation of ALI records and/or the creation of Selective Routing records. Subscriber records that do not pass validation against the MSAG are returned to the PSAP to either correct the subscriber information or correct the MSAG so the subscriber record can pass MSAG validation. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

Selective Routing for Wireline (also applies to Wireless)
Selective Routing is performed by Selective Routers - also called 9-1-1 Tandems. End offices have circuits connecting them to the Selective Router and pass the ANI or ESRK or ESRD over those circuits. The ANI or ESRK or ESRD is looked up in the Selective Routing database to determine which PSAP to deliver the voice call ANI for wireline or ESRK or ESRD with or without the CBN are also delivered via the voice path to the PSAP. Selective Routing can also be performed by NPA NXX or Incoming Trunk Group to the designated PSAP for all calls with the same NPA NXX or all calls delivered on the same incoming trunk group.

Selective Routing also includes default routing in the event of ANI failure, garbled digits, or other causes. Each incoming 9-1-1 facility group to the Selective Router is assigned to a designated default PSAP. No ANI/ALI data is provided when a call is sent to Default Routing.

Dual Tandem Selective Routing (L) (N)

Dual Tandem Selective Routing is the Utility recommended service offering for E9-1-1 Selective Routing Service. It includes all features of Selective Routing, including Alternate and Default Routing of E9-1-1 calls, and also links two Selective Routers. This architecture, using two Selective Routers with mirror-imaged databases, provides a higher level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. In addition, there are circuits provisioned between the E9-1-1 Tandems to allow calls to switch to the other E9-1-1 Tandem if there are no circuits available to the target PSAP. This provides an additional network path to complete the call to the target PSAP. End offices have circuits connecting them to each of the Selective Routers. Since each end office has a trunk group to each Selective Router, the architecture also allows calls to be completed in the event of a major facilities failure between the end office or PSAP, and one of the Selective Routers. Information passed over the network during call set-up includes the ANI for wireline calls, and the ESRK or ESRD for wireless calls. Once the call is received at the E9-1-1 Tandem, the Selective Routing Database (SRDB) is searched for the ANI, ESRK, or ESRD to determine to which PSAP the voice call should be delivered. ANI for wireline, or ESRK or ESRD for wireless, with or without the CBN, are also delivered via the voice path to the PSAP.

The customer is advised the features/functionality, and higher level of reliability provided with Dual Tandem Selective Routing, including circuit redundancy, is not available with Selective Routing. The customer, having been provided this information, understands and acknowledges the differences in the level of reliability between the services, and that by subscribing to Selective Routing service, does not have the redundancy provided with Dual Tandem Selective Routing. (N)

(L)

(L) Material formerly on this sheet moved to Original Sheet 10.1.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

Selective Routing for Wireline (also applies to Wireless)
Selective Routing is performed by Selective Routers - also called 9-1-1 Tandems. End offices have circuits connecting them to the Selective Router and pass the ANI or ESRK or ESRD over those circuits. The ANI or ESRK or ESRD is looked up in the Selective Routing database to determine which PSAP to deliver the voice call ANI for wireline or ESRK or ESRD with or without the CBN are also delivered via the voice path to the PSAP. Selective Routing can also be performed by NPA NXX or Incoming Trunk Group to the designated PSAP for all calls with the same NPA NXX or all calls delivered on the same incoming trunk group.

Selective Routing also includes default routing in the event of ANI failure, garbled digits, or other causes. Each incoming 9-1-1 facility group to the Selective Router is assigned to a designated default PSAP. No ANI/ALI data is provided when a call is sent to Default Routing.

Centralized Automatic Location Identification (CALI) System
Centralized Automatic Location Identification (CALI) System consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each another. All other network connections (for example: for steering) are the responsibility of the customer and/or their Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.) that requires steering. The PSAP must also purchase ALI Database Access and PSAP Network Termination service as provided in Section IX, items G and H. The customer must also subscribe to ALI Database Administration in order to subscribe to CALI services. (C) (C)

CALI Storage / Processing for Wireline (also applies to Wireless)
The CALI system stores the ALI database for subscribers in areas where the Utility is selected to be the 9-1-1 Database Provider. CALI will process ALI in two ways:

- Upon receipt of an ALI query from the PSAP, the CALI database will use the ANI to look up and respond with the matching ALI if it resides on the CALI platform. The ALI will then be formatted and transmitted back to the requesting PSAP.

- The CALI can also steer the ANI to another ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is formatted and transmitted back to the requesting PSAP.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

Selective Routing for Wireline (also applies to Wireless)
Selective Routing is performed by Selective Routers - also called 9-1-1 Tandems. End offices have circuits connecting them to the Selective Router and pass the ANI or ESRK or ESRD over those circuits. The ANI or ESRK or ESRD is looked up in the Selective Routing database to determine which PSAP to deliver the voice call ANI for wireline or ESRK or ESRD with or without the CBN are also delivered via the voice path to the PSAP. Selective Routing can also be performed by NPA NXX or Incoming Trunk Group to the designated PSAP for all calls with the same NPA NXX or all calls delivered on the same incoming trunk group.

Selective Routing also includes default routing in the event of ANI failure, garbled digits, or other causes. Each incoming 9-1-1 facility group to the Selective Router is assigned to a designated default PSAP. No ANI/ALI data is provided when a call is sent to Default Routing.

Centralized Automatic Location Identification (CALI) System
Centralized Automatic Location Identification (CALI) System consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each another. All other network connections (for example: for steering) are the responsibility of the customer and/or their Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.) that requires steering. The PSAP must also purchase from the Utility two 9.6 Kbps or higher circuits from the PSAP location, one to the primary CALI system and the second one to the secondary CALI system. These circuits may be provisioned from the Utility's tariff depending on the type of circuit. The customer must also subscribe to ALI Database Administration in order to subscribe to CALI services.

CALI Storage / Processing for Wireline (also applies to Wireless)
The CALI system stores the ALI database for subscribers in areas where the Utility is selected to be the 9-1-1 Database Provider. CALI will process ALI in two ways:

- Upon receipt of an ALI query from the PSAP, the CALI database will use the ANI to look up and respond with the matching ALI if it resides on the CALI platform. The ALI will then be formatted and transmitted back to the requesting PSAP.

- The CALI can also steer the ANI to another ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is formatted and transmitted back to the requesting PSAP. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

Centralized Automatic Location Identification (CALI) System (L)

Centralized Automatic Location Identification (CALI) System consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each another. All other network connections (for example: for steering) are the responsibility of the customer and/or their Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.) that requires steering. The PSAP must also purchase ALI Database Access and PSAP Network Termination service as provided in Section IX, items G and H. The customer must also subscribe to ALI Database Administration in order to subscribe to CALI services.

CALI Storage / Processing for Wireline (also applies to Wireless)

The CALI system stores the ALI database for subscribers in areas where the Utility is selected to be the 9-1-1 Database Provider. CALI will process ALI in two ways:

- Upon receipt of an ALI query from the PSAP, the CALI database will use the ANI to look up and respond with the matching ALI if it resides on the CALI platform. The ALI will then be formatted and transmitted back to the requesting PSAP.

- The CALI can also steer the ANI to another ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is formatted and transmitted back to the requesting PSAP. (L)

(L) Material moved from 2nd Revised Sheet 10.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

CALI Storage / Processing for Wireline (also applies to Wireless) - Continued

If Steering is needed:

- For Wireline CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the other database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

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- For Wireless CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the geographic Wireless 9-1-1 area for processing records from another database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C)

CALI System Ports for PSAPs
The CALI System Ports for PSAPs includes the two ports that are required for redundancy; one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall clearance. The customer must also purchase ALI Database Access and PSAP Network Termination service as provided in Section IX.

Circuits from each of the CALI systems to other databases are not included in this CALI service. The customer must subscribe to facilities from each of the CALI systems to the other databases, if steering is required.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

CALI Storage / Processing for Wireline (also applies to Wireless) - Continued

If Steering is needed:

- For Wireline CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the other database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

- For Wireless CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the geographic Wireless 9-1-1 area for processing records from another database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

CALI System Ports for PSAPs
The CALI System Ports for PSAPs includes the two ports that are required for redundancy; one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall clearance. The customer must also purchase ALI Database Access and PSAP Network Termination service as provided in Section IX. (T)

Circuits from each of the CALI systems to other databases are not included in this CALI service. The customer must subscribe to facilities from each of the CALI systems to the other databases, if steering is required.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

CALI Storage / Processing for Wireline (also applies to Wireless) - Continued

If Steering is needed:

- For Wireline CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the other database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

- For Wireless CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the geographic Wireless 9-1-1 area for processing records from another database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

CALI System Ports for PSAPs
The CALI System Ports for PSAPs includes the two ports that are required for redundancy; one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall clearance. The customer must also purchase ALI Database Access and PSAP Network Termination service as provided in Section IX, items G and H. (C) (C)

Circuits from each of the CALI systems to other databases are not included in this CALI service. The customer must subscribe to facilities from each of the CALI systems to the other databases, if steering is required. (D) (T)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELINE** SERVICE - Continued

CALI Storage / Processing for Wireline (also applies to Wireless) - Continued

If Steering is needed:

- For Wireline CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the other database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

- For Wireless CALI Storage/Processing, the customer must provide an initial record count for the number of records it has in the geographic Wireless 9-1-1 area for processing records from another database. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

CALI System Ports for PSAPs
The CALI System Ports for PSAPs includes the two ports that are required for redundancy; one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall clearance. The customer must provide a 9.6 Kbps or higher circuit from the PSAP to the primary system and a second 9.6 Kbps or higher circuit from the PSAP to the secondary system.

Circuits from each of the CALI systems to other databases are not included in this CALI service. These circuits may be provisioned from the applicable Utility's tariff, depending on the type of circuit provisioned. The customer must also subscribe to similar circuits from each of the CALI systems to the other databases, if steering is required. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELESS** SERVICE

CAS
The Utility offers CAS in a Phase I wireless configuration, which allows for 20 digits (CBN and ESRD) to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the PSAP. Upon receipt of the ESRD and CBN at the PSAP, a request for ALI data, using the ESRD, is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the information to the dispatcher. The ESRD ALI data is stored in the database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for retrieval of CALI and/or wireless Selective Routing, and the transmission of the record(s) to the Utility. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

NCAS Phase I and Phase II Wireline Compatibility Mode
The Utility offers this configuration which allows for 10-digit ESRK to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the designated PSAP. Upon receipt of the ESRK at the PSAP, an ALI query is made using the ESRK, via the data path to the appropriate ALI platform. The ALI platform directs the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record, when received by the ALI platform from the wireless database, is reformatted into the PSAP's Phase I or Phase II display and processed back to the requesting PSAP.

Phase II NCAS (CAS Hybrid)
The Utility offers Phase II NCAS (CAS Hybrid) which allows for 20-digit ESRD and CBN to be received, via the signaling path, at the appropriate Selective Router and forwards the CBN from the Selective Router to the designated PSAP. The Selective Router sends the CBN and ESRD to the ALI database, where a dynamic ALI record is created for the call. The PSAP requests ALI from the ALI database that contains the dynamic ALI record using the CBN. The ALI database, using the CBN, then requests ALI from the WSP's ALI database. Upon receipt, the ALI information is returned to the requesting PSAP. The ALI record contains both the CBN and the ESRD.

Selective Routing for Wireless
Allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP.

Selective Routing is also referred to as Wireless Tandem Routing.

Dual Tandem Selective Routing is also available for wireless.

For Wireless Selective Routing, the customer must provide an initial record count of records that exist in another database in the geographic Wireless 9-1-1 area. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this record count for steering to another database the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELESS** SERVICE

CAS
The Utility offers CAS in a Phase I wireless configuration, which allows for 20 digits (CBN and ESRD) to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the PSAP. Upon receipt of the ESRD and CBN at the PSAP, a request for ALI data, using the ESRD, is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the information to the dispatcher. The ESRD ALI data is stored in the database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for retrieval of CALI and/or wireless Selective Routing, and the transmission of the record(s) to the Utility. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

NCAS Phase I and Phase II Wireline Compatibility Mode
The Utility offers this configuration which allows for 10-digit ESRK to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the designated PSAP. Upon receipt of the ESRK at the PSAP, an ALI query is made using the ESRK, via the data path to the appropriate ALI platform. The ALI platform directs the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record, when received by the ALI platform from the wireless database, is reformatted into the PSAP's Phase I or Phase II display and processed back to the requesting PSAP.

Phase II NCAS (CAS Hybrid)
The Utility offers Phase II NCAS (CAS Hybrid) which allows for 20-digit ESRD and CBN to be received, via the signaling path, at the appropriate Selective Router and forwards the CBN from the Selective Router to the designated PSAP. The Selective Router sends the CBN and ESRD to the ALI database, where a dynamic ALI record is created for the call. The PSAP requests ALI from the ALI database that contains the dynamic ALI record using the CBN. The ALI database, using the CBN, then requests ALI from the WSP's ALI database. Upon receipt, the ALI information is returned to the requesting PSAP. The ALI record contains both the CBN and the ESRD.

Selective Routing for Wireless
Allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP.

Selective Routing is also referred to as Wireless Tandem Routing.

Dual Tandem Selective Routing is also available for wireless. (N)

For Wireless Selective Routing, the customer must provide an initial record count of records that exist in another database in the geographic Wireless 9-1-1 area. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this record count for steering to another database on an annual basis, or a 10% annual increase will be assumed.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

III. DESCRIPTION OF SERVICE - Continued

ENHANCED 9-1-1 (E9-1-1) **WIRELESS** SERVICE

CAS
The Utility offers CAS in a Phase I wireless configuration, which allows for 20 digits (CBN and ESRD) to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the PSAP. Upon receipt of the ESRD and CBN at the PSAP, a request for ALI data, using the ESRD, is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the information to the dispatcher. The ESRD ALI data is stored in the database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for retrieval of CALI and/or wireless Selective Routing, and the transmission of the record(s) to the Utility. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

NCAS Phase I and Phase II Wireline Compatibility Mode
The Utility offers this configuration which allows for 10-digit ESRK to be received, via the signaling path, at the appropriate Selective Router which is then forwarded from the Selective Router to the designated PSAP. Upon receipt of the ESRK at the PSAP, an ALI query is made using the ESRK, via the data path to the appropriate ALI platform. The ALI platform directs the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record, when received by the ALI platform from the wireless database, is reformatted into the PSAP's Phase I or Phase II display and processed back to the requesting PSAP.

Phase II NCAS (CAS Hybrid)
The Utility offers Phase II NCAS (CAS Hybrid) which allows for 20-digit ESRD and CBN to be received, via the signaling path, at the appropriate Selective Router and forwards the CBN from the Selective Router to the designated PSAP. The Selective Router sends the CBN and ESRD to the ALI database, where a dynamic ALI record is created for the call. The PSAP requests ALI from the ALI database that contains the dynamic ALI record using the CBN. The ALI database, using the CBN, then requests ALI from the WSP's ALI database. Upon receipt, the ALI information is returned to the requesting PSAP. The ALI record contains both the CBN and the ESRD.

Selective Routing for Wireless
Allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP.

Selective Routing is also referred to as Wireless Tandem Routing.

For Wireless Selective Routing, the customer must provide an initial record count of records that exist in another database in the geographic Wireless 9-1-1 area. This record count must be provided to the Utility for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Utility will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this record count for steering to another database on an annual basis, or a 10% annual increase will be assumed. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CONDITIONS

9-1-1 Service is restricted to one-way incoming emergency call service only.

9-1-1 Service responsibilities are as follows:

- The customer is responsible for procuring PSAP equipment. This equipment must meet network compatibility requirements, receive voice and ANI from 9-1-1 wireline callers, and ESRK or ESRD, and CBN from 9-1-1 wireless callers. The customer's PSAP equipment must either contain the ALI database or provide the ability to retrieve ALI information on a per call basis from the Utility's CALI database. The customer's equipment must provide ANI and ALI display and control. If Utility changes are necessary to achieve compatibility with customer-owned equipment, an approved tariff or an Individual Case Basis (ICB) contract will be required before such service becomes available. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

- The customer must subscribe to ALI Database Processing services in order to subscribe to CALI and/or Selective Routing or Dual Tandem Selective Routing. (N)

- The Utility is responsible for network provisioning, including Selective Routing, Dual Tandem Selective Routing, and ALI database services, upon receipt of a customer's request for service. (N)

9-1-1 Service is limited to the use of the central office telephone number "9-1-1" as the emergency telephone number. In addition, only Enhanced 9-1-1 Service as set forth in III. DESCRIPTION OF SERVICE, will be provided within a telephone exchange. Where Selective Routing or Dual Tandem Selective Routing is utilized to split an exchange's end user lines between multiple customers (as in the case of an exchange crossing a county line), each customer will pay for 9-1-1 Service based upon the number of network access lines located within each customer's territory. (N)

The Utility shall not be required to provide 9-1-1 Service to less than an entire central office unless a Selective Router is utilized. The Utility does not answer or forward 9-1-1 Service calls as a provider of emergency services, but furnishes the use of its facilities to enable the customer's personnel to accept such calls at the customer's designated premises.

9-1-1 Service is provided solely for the benefit of the governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Utility obligation toward, or any right of action on behalf of any third person or other legal entity.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

IV. CONDITIONS

9-1-1 Service is restricted to one-way incoming emergency call service only.

9-1-1 Service responsibilities are as follows:

- The customer is responsible for procuring PSAP equipment. This equipment must meet network compatibility requirements, receive voice and ANI from 9-1-1 wireline callers, and ESRK or ESRD, and CBN from 9-1-1 wireless callers. The customer's PSAP equipment must either contain the ALI database or provide the ability to retrieve ALI information on a per call basis from the Utility's CALI database. The customer's equipment must provide ANI and ALI display and control. If Utility changes are necessary to achieve compatibility with customer-owned equipment, an approved tariff or an Individual Case Basis (ICB) contract will be required before such service becomes available. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

- The customer must subscribe to ALI Database Processing services in order to subscribe to CALI and/or Selective Routing.

- The Utility is responsible for network provisioning, including Selective Routing and ALI database services, upon receipt of a customer's request for service.

9-1-1 Service is limited to the use of the central office telephone number "9-1-1" as the emergency telephone number. In addition, only Enhanced 9-1-1 Service as set forth in III. DESCRIPTION OF SERVICE, will be provided within a telephone exchange. Where Selective Routing is utilized to split an exchange's end user lines between multiple customers (as in the case of an exchange crossing a county line), each customer will pay for 9-1-1 Service based upon the number of network access lines located within each customer's territory.

The Utility shall not be required to provide 9-1-1 Service to less than an entire central office unless a Selective Router is utilized. The Utility does not answer or forward 9-1-1 Service calls as a provider of emergency services, but furnishes the use of its facilities to enable the customer's personnel to accept such calls at the customer's designated premises.

9-1-1 Service is provided solely for the benefit of the governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Utility obligation toward, or any right of action on behalf of any third person or other legal entity. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

IV. CONDITIONS - Continued

Utility ALI will not be provided to customer-owned equipment until Utility privacy, state and federal law requirements concerning end user records are met. The customer-owned CPE must:

- be located in a secure space with access limited to authorized personnel;

- block manual query of ALI except in response to a 9-1-1 call from the ANI received via the voice/signaling path. Manual query is allowed on the basis of an ANI failure where the caller provides the calling telephone number or where ANI is received but does not retrieve the ALI listed for that telephone number.

- The Utility will provide to the customer upon request, not to exceed more than once per twelve months, a complete copy of the MSAG file to permit the customer to verify the accuracy of the police, fire, and ambulance PSAP routing designations at no charge.

- Changes, deletions, and additions which the customer desires to have made in the MSAG file should be submitted on an "as-occurred" basis.

- The Utility will provide status to the customer on changes, deletions and additions to the MSAG using the same media in which the change was requested.

Wireless 9-1-1 Service is only available with Enhanced 9-1-1 wireline features, and is subject to the regulations specified for Wireline 9-1-1. In accordance with the CC Docket No. 94-102, Wireless 9-1-1 Phase I and Phase II services provide PSAPs with the wireless 9-1-1 caller's location and mobile CBN (may not be a true call back number), as specified by the FCC.

The Utility is obligated under the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its end user's rights to privacy and to protect its proprietary ALI database. When the Utility or other local exchange carrier provides the ALI controller service to the customer's PSAP, these requirements are met by the direct control that the Utility or other local exchange carrier retains over the ALI software. When the ALI controller software for a customer premises-based ALI database is provided by a party other than the Utility or other local exchange carrier, a secure access method is provided to ensure the privacy and protection of the ALI records, and to protect the Utility's mainframe computer operations. The ALI information will be provided in industry accepted standard format. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

IV. CONDITIONS - Continued

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Utility. Calls from a Utility pay telephone shall not require a coin to be deposited or payment of any charge. Calls from mobile stations, cellular phones and calls using toll facilities are subject to the Wireless Provider's charges, if any.

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

In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a seven-digit local exchange administrative telephone number. This non-emergency number will be listed in the directory at no charge. The PSAP must also subscribe to at least one nonpublished seven-digit emergency number usable by other PSAPs, operator services and public safety agencies to reach the PSAP.

The Utility will not prorate billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

The PBX and CentraNet® subscribers and other Local Service Providers may provide address information for each telephone station to the Utility's database management system in accordance with Schedule Cal. P.U.C. No. A-20, Private Switch (PS) 9-1-1 Emergency Telephone Service, also known as Private Switch ALI (PS/ALI). When such address information is not provided to the Utility, there will be no sub-addresses (e.g., room, floor or apartment numbers) within the standard ALI format. In such cases, the Utility will provide only the location of the main number to the PSAP for 9-1-1 calls originating under these circumstances. The Utility is not responsible for obtaining any address information for these types of services from the respective Service Providers.

Information provided by the Utility as part of the provision of 9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

When the customer orders 9-1-1 Service, the Utility will bill the customer upon the in-service date of the service. Where an additional component or service is ordered to commence operation at a date other than the in-service date, that component or service will be billed upon its specific in-service date.

Customer-initiated changes and rearrangements that affect service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates, require a comparative listing (current vs. changed) of changes providing direct and individual reference to existing designations.

Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Utility cannot guarantee the completion of the call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CONDITIONS - Continued

The rates and charges for 9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the service.

Information concerning MSAG, error reports, and audit reports will be provided to the customer upon request in either paper or electronic media. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Utility. The Utility is restricted from providing information that is prohibited by federal, state and local laws and regulations.

The Utility reserves the right to select and determine the type of equipment it utilizes to provide 9-1-1 Service.

The Utility reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

The Utility must receive a formal request for 9-1-1 Service before it initiates any action to develop MSAG and/or ALI databases, provision network services (circuits, trunks, Selective Routing or Dual Tandem Selective Routing), or CALI services. The Utility's recommended service offering for E9-1-1 requires Dual Tandem Selective Routing to provide additional reliability and diversity. The request for service will document the customer's selection of either Selective Routing or Dual Tandem Selective Routing, and other related information for the E9-1-1 services provided pursuant to this tariff.

Upon receiving the order for Dual Tandem Selective Routing, the Utility will provide an estimated installation date to the customer.

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

Selective Routing, Dual Tandem Selective Routing, ALI Database Administration, and CALI service are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Verizon California Inc. Product Guide, Section 2, Termination Liability.

The Utility will adjust the customer's bill for charges based on updated ALI record counts the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

V. WIRELESS REGULATIONS

The Utility will deliver to each PSAP customer the data specified by the FCC in CC Docket 94-102, including the cell site or sector location, the call back number, and in Phase II, the latitude and longitude associated with the caller's location. The Utility disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the customer. In addition, the Utility shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CONDITIONS - Continued

The rates and charges for 9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the service.

Information concerning MSAG, error reports, and audit reports will be provided to the customer upon request in either paper or electronic media. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Utility. The Utility is restricted from providing information that is prohibited by federal, state and local laws and regulations.

The Utility reserves the right to select and determine the type of equipment it utilizes to provide 9-1-1 Service.

The Utility reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

The Utility must receive a formal request for 9-1-1 Service before it initiates any action to develop MSAG and/or ALI databases, provision network services (circuits, trunks, Selective Routing or Dual Tandem Selective Routing), or CALI services. The Utility's recommended service offering for E9-1-1 requires Dual Tandem Selective Routing to provide additional reliability and diversity. The request for service will document the customer's selection of either Selective Routing or Dual Tandem Selective Routing, and other related information for the E9-1-1 services provided pursuant to this tariff.

Upon receiving the order for Dual Tandem Selective Routing, the Utility will provide an estimated installation date to the customer.

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

Selective Routing, Dual Tandem Selective Routing, ALI Database Administration, and CALI service are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Verizon California Inc. Product Guide, Section 2, Termination Liability. (T) (T)

On an annual basis, the Utility will adjust the customer's bill for charges based on updated ALI record counts.

V. WIRELESS REGULATIONS

The Utility will deliver to each PSAP customer the data specified by the FCC in CC Docket 94-102, including the cell site or sector location, the call back number, and in Phase II, the latitude and longitude associated with the caller's location. The Utility disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the customer. In addition, the Utility shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CONDITIONS - Continued

The rates and charges for 9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the service.

Information concerning MSAG, error reports, and audit reports will be provided to the customer upon request in either paper or electronic media. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Utility. The Utility is restricted from providing information that is prohibited by federal, state and local laws and regulations.

The Utility reserves the right to select and determine the type of equipment it utilizes to provide 9-1-1 Service.

The Utility reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

The Utility must receive a formal request for 9-1-1 Service before it initiates any action to develop MSAG and/or ALI databases, provision network services (circuits, trunks, Selective Routing or Dual Tandem Selective Routing), or CALI services. The Utility's recommended service offering for E9-1-1 requires Dual Tandem Selective Routing to provide additional reliability and diversity. The request for service will document the customer's selection of either Selective Routing or Dual Tandem Selective Routing, and other related information for the E9-1-1 services provided pursuant to this tariff. (N)

Upon receiving the order for Dual Tandem Selective Routing, the Utility will provide an estimated installation date to the customer. (N)

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

Selective Routing, Dual Tandem Selective Routing, ALI Database Administration, and CALI service are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. No. D&R, Rule No. 47, Termination Liability Rule.

On an annual basis, the Utility will adjust the customer's bill for charges based on updated ALI record counts.

V. WIRELESS REGULATIONS

The Utility will deliver to each PSAP customer the data specified by the FCC in CC Docket 94-102, including the cell site or sector location, the call back number, and in Phase II, the latitude and longitude associated with the caller's location. The Utility disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the customer. In addition, the Utility shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

IV. CONDITIONS - Continued

The rates and charges for 9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the service.

Information concerning MSAG, error reports, and audit reports will be provided to the customer upon request in either paper or electronic media. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Utility. The Utility is restricted from providing information that is prohibited by federal, state and local laws and regulations.

The Utility reserves the right to select and determine the type of equipment it utilizes to provide 9-1-1 Service.

The Utility reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

The Utility must receive a formal request for 9-1-1 Service before it initiates any action to develop MSAG and/or ALI databases, provision network services (circuits, trunks, Selective Routing), or CALI services.

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

Selective Routing, ALI Database Administration, and CALI service are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. No. D&R, Rule No. 47, Termination Liability Rule.

On an annual basis, the Utility will adjust the customer's bill for charges based on updated ALI record counts.

V. WIRELESS REGULATIONS

The Utility will deliver to each PSAP customer the data specified by the FCC in CC Docket 94-102, including the cell site or sector location, the call back number, and in Phase II, the latitude and longitude associated with the caller's location. The Utility disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the customer. In addition, the Utility shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

V. WIRELESS REGULATIONS - Continued

PSAPs must have all required elements of wireless 9-1-1 Phase I, utilizing ESRK or ESRD routing and cell site/sector location based information, in place before implementing Phase II. In addition, the following requirements must be met prior to Phase II implementation:

- The PSAP's ALI software must be upgraded to the Utility's wireless ALI format to accommodate the X/Y data.
- The PSAP must also ensure that the WSP has a PDE and an MPC in the WSP's network. The PDE and MPC equipment is not provided by, and is not the responsibility of, the Utility.
- The PSAP must also ensure that the WSP has obtained an executed Interconnection Agreement to obtain connection with the Utility to the Selective Router and to the Utility's ALI database to provide the Phase I and Phase II data.
- The PSAP must ensure the WSP(s) submits MSAG valid ALI records for each ESRK and/or ESRD used in accordance with NENA's recommended standard 02-010.

The Utility has, in accordance with CC Docket No. 94-102, established the demarcation point for cost allocation between the wireless carriers and the PSAPs for the Utility's 9-1-1 Selective Routers. If the parties agree to other demarcation points, an Individual Case Basis (ICB) contract will need to be filed to obtain rates in accordance with the agreed to demarcation points.

VI. CUSTOMER OBLIGATION

Requests for 9-1-1 Service must be received in writing from each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. When an agent makes request for service, the customer must provide the Utility in writing with satisfactory proof of appointment of the agent.

The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 Service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services.

The customer must confirm in writing to the Utility its concurrence to the following terms and conditions by all participating ERAs:

- The customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering.
- The primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
- Each customer must subscribe to sufficient 9-1-1 end office to Selective Router trunk(s) and Selective Router to PSAP trunk(s) to adequately handle incoming calls for its average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. CUSTOMER OBLIGATION - Continued

The customer must confirm in writing to the Utility its concurrence to the following terms and conditions by all participating ERAs: - Continued

- If a Selective Router is not used, each primary PSAP must subscribe to at least two dedicated circuits to each secondary PSAP for the purpose of forwarding or transferring calls. The number of circuits shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

The customer shall promptly notify the Utility in the event the system is not functioning properly.

Because the Utility serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by central offices within the 9-1-1 Service area whether or not the calling telephone is located on property within the geographical boundaries of the customer's public safety jurisdiction.

When the Selective Routing or Dual Tandem Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be assigned to each unique combination by the Utility. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESNs will be carried in the Utility's Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the 9-1-1 serving area. (N)

The customer's responsibility in providing ESN information includes:

- Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria, shall be furnished by the customer to the Utility by a mutually agreed upon date, prior to the effective date of service.

- After establishment of service, the customer is responsible for the accuracy of the routing information contained in the Master Street Address Guide (MSAG) file, and to advise the Utility 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 PSAP.

The MSAG must be provided in Utility standard format including a correct set of street names and ranges. An ESN must be assigned to each address with a corresponding PSAP assignment. This information is required for all local exchange carriers participating in the 9-1-1 Service. The customer is responsible for verifying the accuracy of the call routing capability by participating in tests with the Utility prior to service establishment, or any subsequent ESN and PSAP changes or additions.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VI. CUSTOMER OBLIGATION - Continued

The customer must confirm in writing to the Utility its concurrence to the following terms and conditions by all participating ERAs: - Continued

- If a Selective Router is not used, each primary PSAP must subscribe to at least two dedicated circuits to each secondary PSAP for the purpose of forwarding or transferring calls. The number of circuits shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

The customer shall promptly notify the Utility in the event the system is not functioning properly.

Because the Utility serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by central offices within the 9-1-1 Service area whether or not the calling telephone is located on property within the geographical boundaries of the customer's public safety jurisdiction.

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be assigned to each unique combination by the Utility. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESNs will be carried in the Utility's Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the 9-1-1 serving area.

The customer's responsibility in providing ESN information includes:

- Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria, shall be furnished by the customer to the Utility by a mutually agreed upon date, prior to the effective date of service.

- After establishment of service, the customer is responsible for the accuracy of the routing information contained in the Master Street Address Guide (MSAG) file, and to advise the Utility 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 PSAP.

The MSAG must be provided in Utility standard format including a correct set of street names and ranges. An ESN must be assigned to each address with a corresponding PSAP assignment. This information is required for all local exchange carriers participating in the 9-1-1 Service. The customer is responsible for verifying the accuracy of the call routing capability by participating in tests with the Utility prior to service establishment, or any subsequent ESN and PSAP changes or additions. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. CUSTOMER OBLIGATION - Continued

The customer must report MSAG changes to the Utility as soon as identified by the customer. The following must be provided:

- Changes in street names and ranges
- Changes in municipal boundaries
- Renaming of communities
- Incorporation/removal of municipalities
- Reassigning areas of responsibility of ERAs
- Establishment or termination of ERAs
- Additionally, changes in ESN boundaries
- Reassignment of an ESN to a different PSAP
- Any other address, ESN, or PSAP change that affects the ability of the 9-1-1 call to be routed to the proper PSAP must also be reported.

ALI is proprietary to the Utility, and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any local exchange carrier utilizing Utility information while acting as the ALI database provider of 9-1-1 Service to the customer agrees to abide by the terms and conditions that relate to the protection of Utility-provided information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Utility-provided information. The customer agrees that the Utility information is being furnished in strict confidence for the sole and exclusive purpose of creating a 9-1-1 database and for the dispatching of 9-1-1 calls. The Utility will submit subscriber record errors to the customer for error correction on a daily basis. The customer is responsible to correct such errors in a timely manner and return them to the Utility.

All 9-1-1 customer equipment, system software, and databases must be located in a secure area to prevent unauthorized personnel from accessing confidential information and must not be used for any purpose other than responding to a 9-1-1 call.

To the extent allowed by law, the customer shall agree to indemnify, save and hold the Utility harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Utility-provided end user information, which information is to be used solely for the purpose of providing 9-1-1 Service.

The customer may, with the prior written consent of the Utility, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Utility. The attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Utility reserves the right to refuse attachments if the Utility determines that the attachments will degrade the 9-1-1 Service ordered by the customer, Utility facilities, or otherwise affect its telephone operations.

Any terminal equipment used in connection with 9-1-1 Service shall be configured to restrict the customer from removing and/or changing the data provided by the Utility.

The customer must subscribe to ALI Database Administration in order to subscribe to CALI and/or Selective Routing or Dual Tandem Selective Routing services. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VI. CUSTOMER OBLIGATION - Continued

The customer must report MSAG changes to the Utility as soon as identified by the customer. The following must be provided:

- Changes in street names and ranges
- Changes in municipal boundaries
- Renaming of communities
- Incorporation/removal of municipalities
- Reassigning areas of responsibility of ERAs
- Establishment or termination of ERAs
- Additionally, changes in ESN boundaries
- Reassignment of an ESN to a different PSAP
- Any other address, ESN, or PSAP change that affects the ability of the 9-1-1 call to be routed to the proper PSAP must also be reported.

ALI is proprietary to the Utility, and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any local exchange carrier utilizing Utility information while acting as the ALI database provider of 9-1-1 Service to the customer agrees to abide by the terms and conditions that relate to the protection of Utility-provided information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Utility-provided information. The customer agrees that the Utility information is being furnished in strict confidence for the sole and exclusive purpose of creating a 9-1-1 database and for the dispatching of 9-1-1 calls. The Utility will submit subscriber record errors to the customer for error correction on a daily basis. The customer is responsible to correct such errors in a timely manner and return them to the Utility.

All 9-1-1 customer equipment, system software, and databases must be located in a secure area to prevent unauthorized personnel from accessing confidential information and must not be used for any purpose other than responding to a 9-1-1 call.

To the extent allowed by law, the customer shall agree to indemnify, save and hold the Utility harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Utility-provided end user information, which information is to be used solely for the purpose of providing 9-1-1 Service.

The customer may, with the prior written consent of the Utility, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Utility. The attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Utility reserves the right to refuse attachments if the Utility determines that the attachments will degrade the 9-1-1 Service ordered by the customer, Utility facilities, or otherwise affect its telephone operations.

Any terminal equipment used in connection with 9-1-1 Service shall be configured to restrict the customer from removing and/or changing the data provided by the Utility.

The customer must subscribe to ALI Database Administration in order to subscribe to CALI and/or Selective Routing services. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VII. LIABILITY

The Utility's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, and in other tariffs of the Utility. This 9-1-1 Service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Utility does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Utility shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Utility act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Utility's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariffed rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Utility. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

To the extent allowed by law, and subject to the availability of funding, customer shall indemnify and hold the Utility harmless from any claim, action, or proceeding (without limiting the generality of the foregoing) against the Utility arising out of an act or omission by customer in connection with use of the 9-1-1 system, the services and/or facilities provided by Utility. Customer agrees to use its best efforts to obtain funding and take such action within its power as may be necessary to obtain such funding.

In no event shall the Utility be liable for any claim attributable to the customer's selection of Single Mode Selective Routing service instead of the Utility's recommended Dual Tandem Selective Routing service offering set forth in this Tariff. (N) | (N)

The Utility accepts no responsibility for obtaining end user record information from private telecommunications systems. The Utility shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service, including, for example and without limitation, when a call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons, and when a failure or interruption in 9-1-1 Service is due to the attachment of any equipment by a customer to Utility facilities.

The Utility shall not be liable for any act or omission of the Utility in the good faith release of information not in the public record, including nonpublished end user information to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide a 9-1-1 Service.

The Utility shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any end user. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Utility shall have any responsibility for 9-1-1 calls that carry foreign (foreign exchange) dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

The Utility shall not be liable for 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 Utility, or arising from the use of customer provided facilities or equipment.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VII. LIABILITY

The Utility's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, and in other tariffs of the Utility. This 9-1-1 Service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Utility does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Utility shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Utility act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Utility's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariffed rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Utility. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

To the extent allowed by law, and subject to the availability of funding, customer shall indemnify and hold the Utility harmless from any claim, action, or proceeding (without limiting the generality of the foregoing) against the Utility arising out of an act or omission by customer in connection with use of the 9-1-1 system, the services and/or facilities provided by Utility. Customer agrees to use its best efforts to obtain funding and take such action within its power as may be necessary to obtain such funding.

The Utility accepts no responsibility for obtaining end user record information from private telecommunications systems. The Utility shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service, including, for example and without limitation, when a call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons, and when a failure or interruption in 9-1-1 Service is due to the attachment of any equipment by a customer to Utility facilities.

The Utility shall not be liable for any act or omission of the Utility in the good faith release of information not in the public record, including nonpublished end user information to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide a 9-1-1 Service.

The Utility shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any end user. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Utility shall have any responsibility for 9-1-1 calls that carry foreign (foreign exchange) dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

The Utility shall not be liable for 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 Utility, or arising from the use of customer provided facilities or equipment. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS

The following rate elements apply to Enhanced 9-1-1 Service:

A. DS1, 2- or 4-Wire Analog Trunk/Circuit
B. Selective Router Trunk/Channel Interface Port
C. ALI Database Administration
D. Selective Routing for Wireline or Wireless
E. Dual Tandem Selective Routing for Wireline or Wireless
F. Network Control Modem
G. Centralized Automatic Location Identification (CALI) Ports for Public Safety Answering Point (PSAP)
H. CALI Storage/Processing for Wireline and/or Wireless
I. ALI Database Access
J. PSAP Network Termination

Rates for the trunk/circuits are located in Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access.

The following services are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue these services.

- ALI Database Administration
- Selective Routing or Dual Tandem Selective Routing for Wireline or Wireless
- CALI Storage/Processing for Wireline and/or Wireless

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability. (T) (T)

A. DS0, 2- or 4-Wire Analog Trunk/Circuit: (T)

(1) Central Office to 9-1-1 Selective Router or Direct to PSAP (No Selective Router Involved) 9-1-1, per trunk

Includes a 2- wire or 4-wire voice grade circuit from a Utility central office switch to a Utility Selective Router or to a PSAP.

Provides ANI using CAMA or SS7 format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated trunks to meet P.01 grade of service from each end office regardless of host or remote arrangement.

(2) Private Switch to 9-1-1 Selective Router, per trunk[1] (L)

Includes a 2- wire or 4-wire voice grade circuit from a Private Switch to a Utility Selective Router.

Provides ANI using CAMA format.

Requires dedicated trunks to meet P.01 grade of service.

1 As set out the Company's (Utility's) PS/ALI Service Tariff, SCHEDULE Cal. A20c, Section I, the PS/ALI Service Customer may purchase E9-1-1 Trunk services from this E9-1-1 Service Tariff for use with the Company's PS/ALI Service only. (L)

(L) Material on this page formerly appeared in Section A-20, Sheet 5. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS

The following rate elements apply to Enhanced 9-1-1 Service:

A. DS1, 2- or 4-Wire Analog Trunk/Circuit
B. Selective Router Trunk/Channel Interface Port
C. ALI Database Administration
D. Selective Routing for Wireline or Wireless
E. Dual Tandem Selective Routing for Wireline or Wireless (N)
F. Network Control Modem (N)
G. Centralized Automatic Location Identification (CALI) Ports for Public Safety Answering Point (PSAP) (T)
H. CALI Storage/Processing for Wireline and/or Wireless
I. ALI Database Access
J. PSAP Network Termination (T)

Rates for the trunk/circuits are located in Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access.

The following services are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue these services.

- ALI Database Administration
- Selective Routing or Dual Tandem Selective Routing for Wireline or Wireless (N)
- CALI Storage/Processing for Wireline and/or Wireless

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 47, Termination Liability Rule.

A. DS1, 2- or 4-Wire Analog Trunk/Circuit:

Central Office to 9-1-1 Selective Router or Direct to PSAP (No Selective Router Involved) 9-1-1, per trunk

Includes a 2- wire or 4-wire voice grade circuit from a Utility central office switch to a Utility Selective Router or to a PSAP.

Provides ANI using CAMA or SS7 format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated trunks to meet P.01 grade of service from each end office regardless of host or remote arrangement.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS

The following rate elements apply to Enhanced 9-1-1 Service:

A. DS1, 2- or 4-Wire Analog Trunk/Circuit
B. Selective Router Trunk/Channel Interface Port
C. ALI Database Administration
D. Selective Routing for Wireline or Wireless
E. Centralized Automatic Location Identification (CALI) Ports for Public Safety Answering Point (PSAP)
F. CALI Storage/Processing for Wireline and/or Wireless
G. ALI Database Access (N)
H. PSAP Network Termination (N)

Rates for the trunk/circuits are located in Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access.

The following services are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue these services.

- ALI Database Administration
- Selective Routing for Wireline or Wireless
- CALI Storage/Processing for Wireline and/or Wireless

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 47, Termination Liability Rule.

A. DS1, 2- or 4-Wire Analog Trunk/Circuit:

Central Office to 9-1-1 Selective Router or Direct to PSAP (No Selective Router Involved) 9-1-1, per trunk

Includes a 2- wire or 4-wire voice grade circuit from a Utility central office switch to a Utility Selective Router or to a PSAP.

Provides ANI using CAMA or SS7 format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated trunks to meet P.01 grade of service from each end office regardless of host or remote arrangement.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS

The following rate elements apply to Enhanced 9-1-1 Service:

A. DS1, 2- or 4-Wire Analog Trunk/Circuit
B. Selective Router Trunk/Channel Interface Port
C. ALI Database Administration
D. Selective Routing for Wireline or Wireless
E. Centralized Automatic Location Identification (CALI) Ports for Public Safety Answering Point (PSAP)
F. CALI Storage/Processing for Wireline and/or Wireless

Rates for the trunk/circuits are located in Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access.

The following services are provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue these services.

- ALI Database Administration
- Selective Routing for Wireline or Wireless
- CALI Storage/Processing for Wireline and/or Wireless

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 47, Termination Liability Rule.

A. DS1, 2- or 4-Wire Analog Trunk/Circuit:

Central Office to 9-1-1 Selective Router or Direct to PSAP (No Selective Router Involved) 9-1-1, per trunk

Includes a 2- wire or 4-wire voice grade circuit from a Utility central office switch to a Utility Selective Router or to a PSAP.

Provides ANI using CAMA or SS7 format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated trunks to meet P.01 grade of service from each end office regardless of host or remote arrangement. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

A. DS1, 2- or 4-Wire Analog Trunk/Circuit: - Continued

Selective Router to PSAP, per trunk

Includes a 2-wire or 4-wire voice grade circuit from a Utility Selective Router to a PSAP.

Provides ANI using CAMA or EMF format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated 9-1-1 trunks to meet P.01 grade of service from the Utility Selective Router to the PSAP.

Provides a 2-wire voice grade Alternate Routing Channel from the PSAP to the Selective Router. Does not include the customer provided key equipment needed at the PSAP location to activate Alternate Routing.

Selective Router to Selective Router Trunks, DS0 or DS1

Includes connection between routers to allow for PSAP transfers, and selective routing between 9-1-1 Selective Routers.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Dual Tandem Selective Routing Network (L) (N)

The additional network path is provided by establishing diverse paths for the existing or minimum number of circuits in an effort to prevent total loss of the E9-1-1 system and provides additional reliability in cases of cable cuts or failures. (For example, if the local End Office or PSAP has four 9-1-1 trunks, two trunks would be terminated to one Selective Router, and the other two trunks would be terminated to another Selective Router.)

The customer must subscribe to sufficient E9-1-1 End Office to Selective Routers and Selective Routers to PSAP trunks to maintain P.01 grade of service as defined in this Tariff. The total number of trunks to both Selective Routers will be considered in determining P.01 grade of service, with a minimum of two trunks. (N)

(L)

(L) Material formerly on this sheet moved to Original Sheet 22.1.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

A. DS1, 2- or 4-Wire Analog Trunk/Circuit: - Continued

Selective Router to PSAP, per trunk

Includes a 2-wire or 4-wire voice grade circuit from a Utility Selective Router to a PSAP.

Provides ANI using CAMA or EMF format.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

Requires dedicated 9-1-1 trunks to meet P.01 grade of service from the Utility Selective Router to the PSAP.

Provides a 2-wire voice grade Alternate Routing Channel from the PSAP to the Selective Router. Does not include the customer provided key equipment needed at the PSAP location to activate Alternate Routing.

Selective Router to Selective Router Trunks, DS0 or DS1

Includes connection between routers to allow for PSAP transfers, and selective routing between 9-1-1 Selective Routers.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

B. Selective Router Trunk/Channel Interface Port, per DS0 port

Includes a port at the Utility Selective Router for 2-wire or 4-wire voice grade or digital DS0 termination.

Trunk port rate to be applied for connection of the following:

- Incoming 9-1-1 trunks from host, remote central office or Selective Router.
- Outgoing 9-1-1 trunks to PSAP, or to another Selective Router.
- Alternate Routing Channel

C. ALI Database Administration, per 1,000 Records

ALI Database Administration Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

B. Selective Router Trunk/Channel Interface Port, per DS0 port

Includes a port at the Utility Selective Router for 2-wire or 4-wire voice grade or digital DS0 termination.

Trunk port rate to be applied for connection of the following:

- Incoming 9-1-1 trunks from host, remote central office or Selective Router.
- Outgoing 9-1-1 trunks to PSAP, or to another Selective Router.
- Alternate Routing Channel

C. ALI Database Administration, per 1,000 Records

ALI Database Administration Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Provides for daily database processing for all add, delete and change activity associated with end user records.

Provides processing of customer records against the MSAG.

Provides for the creation of a file containing the updated records. Rates are based on a per 1,000 records rate using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

ALI Database Administration is provided on an initial three-year term commitment with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

B. Selective Router Trunk/Channel Interface Port, per DS0 port (L)

Includes a port at the Utility Selective Router for 2-wire or 4-wire voice grade or digital DS0 termination.

Trunk port rate to be applied for connection of the following:

- Incoming 9-1-1 trunks from host, remote central office or Selective Router.
- Outgoing 9-1-1 trunks to PSAP, or to another Selective Router.
- Alternate Routing Channel

C. ALI Database Administration, per 1,000 Records

ALI Database Administration Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. (L)

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule. (L[1])

Provides for daily database processing for all add, delete and change activity associated with end user records.

Provides processing of customer records against the MSAG.

Provides for the creation of a file containing the updated records. Rates are based on a per 1,000 records rate using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

ALI Database Administration is provided on an initial three-year term commitment with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. (L[1])

(L) Material moved from 1st Revised Sheet 22.
(L[1]) Material moved from 1st Revised Sheet 23.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

D. Selective Routing, per 1,000 Records (Wireline and Wireless)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability.

Wireline

Provides for Selective Routing of 9-1-1 calls to the PSAP.

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Wireless

Provides for Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

D. Selective Routing, per 1,000 Records (Wireline and Wireless)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted on an annual basis.

Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability. (T) (T)

Wireline

Provides for Selective Routing of 9-1-1 calls to the PSAP.

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

Wireless

Provides for Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

D. Selective Routing, per 1,000 Records (Wireline and Wireless) (L)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted on an annual basis.

Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Wireline

Provides for Selective Routing of 9-1-1 calls to the PSAP.

(L)

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

Wireless (L[1])

Provides for Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis. (L[1])

(L) Material formerly on this sheet moved to Original Sheet 22.1.
(L[1]) Material moved from 2nd Revised Sheet 24

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

C. ALI Database Administration, per 1,000 Records - Continued

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Provides for daily database processing for all add, delete and change activity associated with end user records.

Provides processing of customer records against the MSAG.

Provides for the creation of a file containing the updated records. Rates are based on a per 1,000 records rate using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

ALI Database Administration is provided on an initial three-year term commitment with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

D. Selective Routing, per 1,000 Records (Wireline and Wireless)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted on an annual basis.

Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Wireline

Provides for Selective Routing of 9-1-1 calls to the PSAP.

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

E. Dual Tandem Selective Routing, per 1,000 Records (Wireline and Wireless)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Dual Tandem Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, the intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability.

Wireline

Provides for Dual Tandem Selective Routing of 9-1-1 calls to the PSAP.

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records count using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Wireless

Provides for Dual Tandem Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid, as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area.

These counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

E. Dual Tandem Selective Routing, per 1,000 Records (Wireline and Wireless)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted on an annual basis.

Dual Tandem Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, the intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability. (T) (T)

Wireline

Provides for Dual Tandem Selective Routing of 9-1-1 calls to the PSAP.

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record.

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records count using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

Wireless

Provides for Dual Tandem Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid, as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area.

These counts will be adjusted on an annual basis.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

E. Dual Tandem Selective Routing, per 1,000 Records (Wireline and Wireless) (N)

For all routing functionality based on ESN, trunk, default or secondary routing (router to router), counts will be adjusted on an annual basis. (L)

Dual Tandem Selective Routing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, the intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability cvharges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Wireline

Provides for Dual Tandem Selective Routing of 9-1-1 calls to the PSAP. (L)

Decodes ANI and routes 9-1-1 calls based on the ESN in the ALI record. (L^1)

Provides for trunk default routing to the established PSAP in the event of ANI failure.

The rate is based on a per 1,000 records count using a combination of Utility access line counts and non-Utility record counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually.

Wireless (L^1)

Provides for Dual Tandem Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid, as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area.

These counts will be adjusted on an annual basis. (N)

(L) Material formerly on this sheet moved to 1st Revised Sheet 23.
(L^1) Material formerly on this sheet moved to 1st Revised Sheet 24.1.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

D. Selective Routing, per 1,000 Records (Wireline and Wireless) - Continued

Wireless

Provides for Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis.

E. Centralized ALI (CALI) Port for PSAPs

The rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system.

Includes Data Terminal Connection for Access to CALI System.

Includes the capability to establish a secure connection with the CALI system, including security firewall.

(L)

(L)

(L) Material previously on this page moved to Original Sheet 24.1. (L)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

D. Selective Routing, per 1,000 Records (Wireline and Wireless) - Continued

Wireless

Provides for Selective Routing of a wireless 9-1-1 call to the PSAP.

Provides proper routing of a 9-1-1 call from a wireless mobile switch office providing 10- or 20-digit Multi-Frequency (MF) tones.

Decodes MF tones and routes 9-1-1 calls based on the ESN for ESRK or ESRD in the ALI record.

Provides for default routing to the established PSAP in the event of ESRK or ESRD failure.

Supports Phase I CAS and NCAS and CAS Hybrid as well as Phase II NCAS and CAS Hybrid wireless methods.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis.

E. Centralized ALI (CALI) Port for PSAPs

The rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system.

Includes Data Terminal Connection for Access to CALI System.

Includes the capability to establish a secure connection with the CALI system, including security firewall.

F. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1]

CALI Storage/Processing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule. (N)

[1] Requires CALI port. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

F. Network Control Modem (NCM)

The NCM allows an authorized PSAP representative to quickly reroute calls to a pre-designated alternate answering point, in the event of an emergency or for any other reason. With the dial-up NCM, the authorized PSAP representative may dial into the NCM from any telephone, pass multiple security checks, and then activate the reroute of incoming E9-1-1 call to the alternate answering point. In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s).

G. Centralized ALI (CALI) Port for PSAPs

The rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system.

Includes Data Terminal Connection for Access to CALI System.

Includes the capability to establish a secure connection with the CALI system, including security firewall.

H. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1]

CALI Storage/Processing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability.

Wireline Storage

Provides storage and retrieval of an ALI record for 9-1-1 calls.

The CPE platform must be compatible with the Utility's service.

Rates are based on a minimum billing of 1,000 records using a combination of Utility access line counts and non-Utility record counts. These counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

[1] Requires CALI port.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

F. Network Control Modem (NCM)

The NCM allows an authorized PSAP representative to quickly reroute calls to a pre-designated alternate answering point, in the event of an emergency or for any other reason. With the dial-up NCM, the authorized PSAP representative may dial into the NCM from any telephone, pass multiple security checks, and then activate the reroute of incoming E9-1-1 call to the alternate answering point. In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s).

G. Centralized ALI (CALI) Port for PSAPs

The rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system.

Includes Data Terminal Connection for Access to CALI System.

Includes the capability to establish a secure connection with the CALI system, including security firewall.

H. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1]

CALI Storage/Processing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Verizon California Inc. Product Guide, Section 2, Termination Liability. (T) (T)

Wireline Storage

Provides storage and retrieval of an ALI record for 9-1-1 calls.

The CPE platform must be compatible with the Utility's service.

Rates are based on a minimum billing of 1,000 records using a combination of Utility access line counts and non-Utility record counts. These counts will be adjusted on an annual basis.

[1] Requires CALI port.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

F. Network Control Modem (NCM) (N)

The NCM allows an authorized PSAP representative to quickly reroute calls to a pre-designated alternate answering point, in the event of an emergency or for any other reason. With the dial-up NCM, the authorized PSAP representative may dial into the NCM from any telephone, pass multiple security checks, and then activate the reroute of incoming E9-1-1 call to the alternate answering point. In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s). (N)

G. Centralized ALI (CALI) Port for PSAPs (L) (T)

The rate includes the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system.

(L[1])

Includes Data Terminal Connection for Access to CALI System.

Includes the capability to establish a secure connection with the CALI system, including security firewall. (L)

H. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1] (T)

CALI Storage/Processing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

Wireline Storage (L[2])

Provides storage and retrieval of an ALI record for 9-1-1 calls.

(L[1])

The CPE platform must be compatible with the Utility's service.

Rates are based on a minimum billing of 1,000 records using a combination of Utility access line counts and non-Utility record counts. These counts will be adjusted on an annual basis. (L[2])

[1] Requires CALI port.

(L) Material moved from 2nd Revised Sheet 24.
(L[1]) Material formerly on this sheet moved to 1st Revised Sheet 25.
(L[2]) Material moved from 1st Revised Sheet 25.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

F. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1] (L)

CALI Storage/Processing Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule. (L)

The following two items provide access to the Primary and Secondary ALI Databases: (N)

G. ALI Database Access – includes the following:

1. Facilities between the PSAP and the Primary Database, and
2. Facilities between the PSAP and the Secondary ALI Database.
3. Dial backup functionality to the ALI Databases over the Public Switched Network in the event of dedicated facility failure.
4. Connectivity for statistical reporting applications.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

The rates are in addition to any other Verizon tariffed or ICB contracted local loop access facilities utilized by the PSAP (i.e. loop aggregation, Sonet Ring), and are in addition to any other service provider charges for PSAP locations outside of Verizon's servicing area.

H. PSAP Network Termination

Includes Network termination equipment required at the PSAP to terminate the Network facilities and provide the interfaces to the PSAP CPE.

This rate element only applies to PSAP locations within Verizon's serving area. For locations outside Verizon's servicing area, the equipment provided for PSAP Network Termination is available for purchase from Verizon as CPE. (N)

[1] Requires CALI port. (L)

(L) Material moved from 1st Revised Sheet 24.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

H. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1] - Continued

Wireless Processing

Provides storage of ESRK or ESRD records for CAS and steering data to a wireless carrier or their vendor/agent for NCAS. Wireless Processing includes the retrieval of an ALI record for CAS, from within the CALI system and from the carrier database for wireless 9-1-1 calls.

The CPE platform must be compatible with the Utility's service.

Wireless rate includes ALI software for wireless NCAS solutions to steer to the wireless database provider.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

The following two items provide access to the Primary and Secondary ALI Databases:

I. ALI Database Access – includes the following:

1. Facilities between the PSAP and the Primary Database, and
2. Facilities between the PSAP and the Secondary ALI Database.
3. Dial backup functionality to the ALI Databases over the Public Switched Network in the event of dedicated facility failure.
4. Connectivity for statistical reporting applications.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

The rates are in addition to any other Verizon tariffed or ICB contracted local loop access facilities utilized by the PSAP (i.e. loop aggregation, Sonet Ring), and are in addition to any other service provider charges for PSAP locations outside of Verizon's servicing area.

J. PSAP Network Termination

Includes Network termination equipment required at the PSAP to terminate the Network facilities and provide the interfaces to the PSAP CPE.

This rate element only applies to PSAP locations within Verizon's serving area. For locations outside Verizon's servicing area, the equipment provided for PSAP Network Termination is available for purchase from Verizon as CPE.

[1] Requires CALI port.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

H. Centralized ALI (CALI) Storage/Processing, per 1, 000 Records for Wireline and Wireless [1] - Continued (T)

Wireless Processing (L)

Provides storage of ESRK or ESRD records for CAS and steering data to a wireless carrier or their vendor/agent for NCAS. Wireless Processing includes the retrieval of an ALI record for CAS, from within the CALI system and from the carrier database for wireless 9-1-1 calls.

The CPE platform must be compatible with the Utility's service. (L)

Wireless rate includes ALI software for wireless NCAS solutions to steer to the wireless database provider.

The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis. (D)

The following two items provide access to the Primary and Secondary ALI Databases: (L[1])

I. ALI Database Access – includes the following: (T)

1. Facilities between the PSAP and the Primary Database, and (D)
2. Facilities between the PSAP and the Secondary ALI Database.
3. Dial backup functionality to the ALI Databases over the Public Switched Network in the event of dedicated facility failure.
4. Connectivity for statistical reporting applications.

For circuits requiring multiple carriers, the Utility will use Meet Point Billing for its portion of the circuit.

The rates are in addition to any other Verizon tariffed or ICB contracted local loop access facilities utilized by the PSAP (i.e. loop aggregation, Sonet Ring), and are in addition to any other service provider charges for PSAP locations outside of Verizon's servicing area.

J. PSAP Network Termination (T)

Includes Network termination equipment required at the PSAP to terminate the Network facilities and provide the interfaces to the PSAP CPE.

This rate element only applies to PSAP locations within Verizon's serving area. For locations outside Verizon's servicing area, the equipment provided for PSAP Network Termination is available for purchase from Verizon as CPE. (L[1])

[1] Requires CALI port.

(L) Material formerly on this sheet moved to 1st Revised Sheet 24.1.
(L[1]) Material moved from 1st Revised Sheet 24.1.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

VIII. 9-1-1 WIRELINE AND WIRELESS RATE ELEMENTS - Continued

F. CALI Storage/Processing, per 1, 000 Records for Wireline and Wireless [1] - Continued

Wireline Storage

Provides storage and retrieval of an ALI record for 9-1-1 calls.

The CPE platform must be compatible with the Utility's service.

Rates are based on a minimum billing of 1,000 records using a combination of Utility access line counts and non-Utility record counts. These counts will be adjusted on an annual basis.

Wireless Processing

Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service.

In the event the customer terminates service prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Schedule Cal. P.U.C. D&R, Rule No. 47, Termination Liability Rule.

- Provides storage of ESRK or ESRD records for CAS and steering data to a wireless carrier or their vendor/agent for NCAS. Wireless Processing includes the retrieval of an ALI record for CAS, from within the CALI system and from the carrier database for wireless 9-1-1 calls.

- The CPE platform must be compatible with the Utility's service.

- Wireless rate includes ALI software for wireless NCAS solutions to steer to the wireless database provider.

- The rate per 1,000 records is based on 100% of the existing wireline record counts within the Wireless 9-1-1 area. These counts will be adjusted on an annual basis. (N)

[1] Requires CALI port. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES

	NRC	Monthly Rate	
Enhanced 9-1-1 (E9-1-1) Service			
A. DS1, 2- or 4-Wire Analog Trunk/Circuit			
Central Office to 9-1-1 Selective Router, or Direct to PSAP 9-1-1, per trunk	[2]	[2]	
Private Switch to 9-1-1 Selective Router, per trunk			(L)
Per airline mile	-	$ 2.96	|
Per trunk	$250.00	17.48	(L)
Selective Router to PSAP, 2-Wire or 4-Wire 9-1-1 Trunk or Alternate Routing Channel, per trunk or channel	[2]	[2]	
Selective Router to Selective Router, per DS0 or DS1	[2]	[2]	
B. Selective Router Trunk/Channel Interface Port, per DS0 port [1, 3]	--	$ 8.37	
C. ALI Database Administration, per 1,000 records [4, 6, 7]	--	62.13	
D. Selective Routing, per 1,000 records [4, 7, 8]			
Wireline, purchased without Wireless	--	34.91	
Wireline, purchased in conjunction with Wireless	--	17.46	
Wireless [5]	--	20.70	

1 In addition, the Subsequent Order charge in Verizon California Inc. Product Guide, Section 3, Service Charges is applicable when additional ports are ordered. (T)
2 See Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access, RATES.
3 Rate does not include trunk/channel facilities.
4 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
5 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing.
6 Records are billed based on the number of Utility access lines and non-Utility records. This rate does not include the access method to the database, where necessary. Wireless records are based on the total number of wireline records in the wireless 9-1-1 area.
7 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Verizon California Inc. Product Guide, Section 2, Termination Liability. (T)
8 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.

(L) Material on this page formerly appeared in Section A-20, Sheet 19. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES

	NRC	Monthly Rate	
Enhanced 9-1-1 (E9-1-1) Service			
A. DS1, 2- or 4-Wire Analog Trunk/Circuit			
Central Office to 9-1-1 Selective Router, or Direct to PSAP 9-1-1, per trunk	2	2	
Selective Router to PSAP, 2-Wire or 4-Wire 9-1-1 Trunk or Alternate Routing Channel, per trunk or channel	2	2	
Selective Router to Selective Router, per DS0 or DS1	2	2	
B. Selective Router Trunk/Channel Interface Port, per DS0 port [1, 3]	--	$ 8.37	
C. ALI Database Administration, per 1,000 records [4, 6, 7]	--	62.13	
D. Selective Routing, per 1,000 records [4, 7, 8]			
Wireline, purchased without Wireless	--	34.91	(X)
Wireline, purchased in conjunction with Wireless	--	17.46	|
Wireless [5]	--	20.70	(X)

1 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered.
2 See Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access, RATES.
3 Rate does not include trunk/channel facilities.
4 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
5 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing.
6 Records are billed based on the number of Utility access lines and non-Utility records. This rate does not include the access method to the database, where necessary. Wireless records are based on the total number of wireline records in the wireless 9-1-1 area.
7 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D& R, Rule No. 47, for Termination Liability Rule.
8 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.

(X) Restoring text inadvertently changed in Advice Letter No. 11,027.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES

	NRC	Monthly Rate	
Enhanced 9-1-1 (E9-1-1) Service			
A. DS1, 2- or 4-Wire Analog Trunk/Circuit			
Central Office to 9-1-1 Selective Router, or Direct to PSAP 9-1-1, per trunk	2	2	
Selective Router to PSAP, 2-Wire or 4-Wire 9-1-1 Trunk or Alternate Routing Channel, per trunk or channel	2	2	
Selective Router to Selective Router, per DS0 or DS1	2	2	
B. Selective Router Trunk/Channel Interface Port, per DS0 port [1, 3]	--	$ 8.37	
C. ALI Database Administration, per 1,000 records [4, 6, 7]	--	62.13	
D. Selective Routing, per 1,000 records [4, 7, 8]			
Wireline, when Verizon is not the Wireless Dual Tandem Routing service provider	--	34.91	(T)
Wireline, when Verizon is the Wireless Dual Tandem Routing service provider	--	17.46	|
Wireless, when Verizon is the Wireline Dual Tandem Routing service provider [5]	--	20.70	(T)

1 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered.
2 See Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access, RATES.
3 Rate does not include trunk/channel facilities.
4 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
5 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing. (N)
6 Records are billed based on the number of Utility access lines and non-Utility records. This rate does not include the access method to the database, where necessary. Wireless records are based on the total number of wireline records in the wireless 9-1-1 area.
7 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D&R, Rule No. 47, for Termination Liability Rule.
8 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES

	NRC	Monthly Rate	
Enhanced 9-1-1 (E9-1-1) Service			
A. DS1, 2- or 4-Wire Analog Trunk/Circuit			
Central Office to 9-1-1 Selective Router, or Direct to PSAP 9-1-1, per trunk	2	2	
Selective Router to PSAP, 2-Wire or 4-Wire 9-1-1 Trunk or Alternate Routing Channel, per trunk or channel	2	2	
Selective Router to Selective Router, per DS0 or DS1	2	2	
B. Selective Router Trunk/Channel Interface Port, per DS0 port [1, 3]	--	$ 8.37	
C. ALI Database Administration, per 1,000 records [4, 6, 7]	--	62.13	(T)
D. Selective Routing, per 1,000 records [4, 7, 8]			(T)
Wireline, purchased without Wireless	--	34.91	
Wireline, purchased in conjunction with Wireless	--	17.46	
Wireless [5]	--	20.70	

(L)
|
(L)

1 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered.
2 See Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access, RATES.
3 Rate does not include trunk/channel facilities.
4 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
5 9-1-1 jurisdiction must also subscribe to wireline Selective Routing.
6 Records are billed based on the number of Utility access lines and non-Utility records. This rate does not include the access method to the database, where necessary. Wireless records are based on the total number of wireline records in the wireless 9-1-1 area.

(D)
7 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D&R, Rule No. 47, for Termination Liability Rule. (T)
8 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing. (T)

(L) Material previously on this page moved to Original Sheet 27.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE (N)

IX. RATES

	NRC	Monthly Rate
Enhanced 9-1-1 (E9-1-1) Service		
A. DS1, 2- or 4-Wire Analog Trunk/Circuit		
Central Office to 9-1-1 Selective Router, or Direct to PSAP 9-1-1, per trunk	2	2
Selective Router to PSAP, 2-Wire or 4-Wire 9-1-1 Trunk or Alternate Routing Channel, per trunk or channel	2	2
Selective Router to Selective Router, per DS0 or DS1	2	2
B. Selective Router Trunk/Channel Interface Port, per DS0 port [1, 3]	--	$ 8.37
C. ALI Database Administration, per 1,000 records [4, 6, 8]	--	62.13
D. Selective Routing, per 1,000 records [4, 8, 9]		
Wireline, purchased without Wireless	--	34.91
Wireline, purchased in conjunction with Wireless	--	17.46
Wireless [5]	--	20.70
E. Centralized ALI (CALI) Port for PSAPs, per port pair [1, 7]	--	10.94
F. Centralized ALI (CALI) Storage/Processing, per 1,000 records [4, 8]		
Wireline Storage, purchased without Wireless Processing	--	35.62
Wireline Storage, purchased in conjunction with Wireless Processing	--	17.81
Wireless Processing	--	26.93

1 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered.
2 See Schedule Cal. P.U.C. No. C-1, Facilities for Intrastate Access, Section III, Special Access, RATES.
3 Rate does not include trunk/channel facilities.
4 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
5 9-1-1 jurisdiction must also subscribe to wireline Selective Routing.
6 Records are billed based on the number of Utility access lines and non-Utility records. This rate does not include the access method to the database, where necessary. Wireless records are based on the total number of wireline records in the wireless 9-1-1 area.
7 Does not include equipment (access software and hardware) needed at customer's premises to interface to the CALI platform and does not include the circuit facility.
8 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D&R, Rule No. 47, for Termination Liability Rule.
9 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing. (N)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES (Continued)

	NRC	Monthly Rate
Enhanced 9-1-1 (E9-1-1) Service (Continued)		
E. Dual Tandem Selective Routing, per 1,000 records [1, 2, 3]		
Wireline, when Verizon is not the Wireless Dual Tandem Routing service provider	--	37.40
Wireline, when Verizon is the Wireless Dual Tandem Routing service provider	--	19.95
Wireless, when Verizon is the Wireline Dual Tandem Routing service provider [4]	--	23.19
F. Network Control Modem [5]	--	59.11
G. Centralized ALI (CALI) Port for PSAPs, per port pair [6, 7]	--	10.94
H. Centralized ALI (CALI) Storage/Processing, per 1,000 records [1, 2]		
Wireline Storage, purchased without Wireless Processing	--	35.62
Wireline Storage, purchased in conjunction with Wireless Processing	--	17.81
Wireless Processing	--	26.93
I. ALI Database Access – per PSAP [2]	--	561.86
J. PSAP Network Termination - per PSAP [2]	--	171.94

1 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted the first month of each quarter of the year or more often if mutually agreed upon by the customer and the Utility. (C) (C)

2 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Verizon California Inc. Product Guide, Section 2, Termination Liability.

3 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.

4 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing.

5 In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s). This rate does not include the dedicated circuits from the PSAP to the NCM or any needed hardware at the PSAP.

6 In addition, the Subsequent Order charge in Verizon California Inc. Product Guide, Section 3, Service Charges is applicable when additional ports are ordered.

7 Does not include equipment (access software and hardware) needed at customer's premises to interface to the CALI platform and does not include the circuit facility.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES (Continued)

	NRC	Monthly Rate
Enhanced 9-1-1 (E9-1-1) Service (Continued)		
E. Dual Tandem Selective Routing, per 1,000 records [1, 2, 3]		
Wireline, when Verizon is not the Wireless Dual Tandem Routing service provider	--	37.40
Wireline, when Verizon is the Wireless Dual Tandem Routing service provider	--	19.95
Wireless, when Verizon is the Wireline Dual Tandem Routing service provider [4]	--	23.19
F. Network Control Modem [5]	--	59.11
G. Centralized ALI (CALI) Port for PSAPs, per port pair [6, 7]	--	10.94
H. Centralized ALI (CALI) Storage/Processing, per 1,000 records [1, 2]		
Wireline Storage, purchased without Wireless Processing	--	35.62
Wireline Storage, purchased in conjunction with Wireless Processing	--	17.81
Wireless Processing	--	26.93
I. ALI Database Access – per PSAP [2]	--	561.86
J. PSAP Network Termination - per PSAP [2]	--	171.94

1 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually.
2 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Verizon California Inc. Product Guide, Section 2, Termination Liability. (T)
3 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.
4 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing.
5 In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s). This rate does not include the dedicated circuits from the PSAP to the NCM or any needed hardware at the PSAP.
6 In addition, the Subsequent Order charge in Verizon California Inc. Product Guide, Section 3, Service Charges is applicable when additional ports are ordered. (T)
7 Does not include equipment (access software and hardware) needed at customer's premises to interface to the CALI platform and does not include the circuit facility.

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES (Continued)

Enhanced 9-1-1 (E9-1-1) Service (Continued)

		NRC	Monthly Rate	
E.	Dual Tandem Selective Routing, per 1,000 records [1, 2, 3]			(N)
	Wireline, when Verizon is not the Wireless Dual Tandem Routing service provider	--	37.40	
	Wireline, when Verizon is the Wireless Dual Tandem Routing service provider	--	19.95	
	Wireless, when Verizon is the Wireline Dual Tandem Routing service provider [4]	--	23.19	
F.	Network Control Modem [5]	--	59.11	(N)
G.	Centralized ALI (CALI) Port for PSAPs, per port pair [6, 7]	--	10.94	(T)
H.	Centralized ALI (CALI) Storage/Processing, per 1,000 records [1, 2]			(T)
	Wireline Storage, purchased without Wireless Processing	--	35.62	
	Wireline Storage, purchased in conjunction with Wireless Processing	--	17.81	
	Wireless Processing	--	26.93	
I.	ALI Database Access – per PSAP [2]	--	561.86	(T)
J.	PSAP Network Termination - per PSAP [2]	--	171.94	(T)

1 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually. (T)

2 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D&R, Rule No. 47, for Termination Liability Rule. (T)

3 Selective Routing rate applies whenever the router is used, i.e., primary, secondary routing in the event of router-to-router connections, default, trunk, or alternate routing.

4 9-1-1 jurisdiction must also subscribe to wireline Selective Routing or Dual Tandem Selective Routing. (N)

5 In order to utilize this feature, the primary and the alternate PSAPs must subscribe to Selective Routing or Dual Tandem Selective Routing and have connections to the same Selective Router(s). This rate does not include the dedicated circuits from the PSAP to the NCM or any needed hardware at the PSAP. (N)

6 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered. (T)

7 Does not include equipment (access software and hardware) needed at customer's premises to interface to the CALI platform and does not include the circuit facility. (T)

Continued

9-1-1 EMERGENCY TELEPHONE SERVICE

IX. RATES (Continued)

	NRC	Monthly Rate	
Enhanced 9-1-1 (E9-1-1) Service (Continued)			
E. Centralized ALI (CALI) Port for PSAPs, per port pair [1, 2]	--	10.94	(L) (T)
F. Centralized ALI (CALI) Storage/Processing, per 1,000 records [3, 4]			(T)
Wireline Storage, purchased without Wireless Processing	--	35.62	
Wireline Storage, purchased in conjunction with Wireless Processing	--	17.81	
Wireless Processing	--	26.93	(L)
G. ALI Database Access – per PSAP [4]	--	561.86	(N)
H. PSAP Network Termination - per PSAP [4]	--	171.94	(N)

1 In addition, the Subsequent Order charge in Schedule Cal. P.U.C. No. A-41 is applicable when additional ports are ordered.

2 Does not include equipment (access software and hardware) needed at customer's premises to interface to the CALI platform and does not include the circuit facility. (T)

3 Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually. (T)

4 Service is provided for an initial term period of three years with annual one-year automatic renewals. The customer must submit, in writing, at least 60 days prior to the in-service anniversary date, its intention to discontinue this service. See Schedule Cal. P.U.C. D&R, Rule No. 47, for Termination Liability Rule. (T)

(L) Material moved from 1st Revised Sheet 26.

Continued