

ENHANCED EMERGENCY NUMBER SERVICE (E911)

1. GENERAL

1.1 Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring and dispatching of public emergency telephone calls dialed to 911. Equipment used in conjunction with E911 Services located at the PSAP must be provided by the customer.

1.2 E911 Service is offered subject to the availability of central office facilities.

1.3 The E911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police, ambulance, fire and other services within the telephone central office areas arranged for E911 Service calling.

1.4 E911 Service is provided with one of the following service arrangements: (C)

Service Arrangement "A". Includes the following features: (C)

- Dedicated E911 Trunks,
- Automatic Number Identification (ANI) Spill,
- Selective Routing,
- Data Base,
- Local Loop,
- Third Party Connectivity
- Wireless Selective Routing
- Wireless Automatic Location Identification

Service Arrangement "B": Includes the following features:

- Dual Selective Routing
- Automatic Location Identification Service
- Database Administration Service
- PSAP Disaster Recovery Service
- Company Exchange Switching System to PSAP

Some material previously on the sheet now appears on Original Sheet 1A.

(C) Indicates Change

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

1. GENERAL (Continued)

1.4 (Continued)

1.4.1 Dedicated E911 Trunks are dedicated trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the Dedicated E911 Trunk.

- a. Multi-Frequency (MF) to Signaling System 7 (SS7) Trunk Conversion MF, in band, to SS7, out-of-band, signaling is an enhancement that makes possible the forwarding of 10 digit ANI or Calling Party Identification (CPI) spills for use in identifying wireless subscribers.

1.4.2 ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.

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- a. The PSAP's premises equipment used in conjunction with E911 ANI Spill Service must be reviewed (C) by the Company to determine the compatibility of the unit with the E911 Service requested. If changes are necessary to make this service compatible with the services offered herein, appropriate charges apply as shown in Paragraphs 3.3 through 3.6 following.

1.4.3 Selective Routing Service is available from digital central offices only when an E911 System is served by more than one PSAP. This service routes the call to the correct PSAP based on the caller's telephone number when an exchange is served by more than one E911 system.

1.4.4 Data Base Service provides the E911 computer data base with information on the access line subscriber's location, name, telephone number and Emergency Service Number (ESN), as well as periodic updates.

1.4.5 The Local Loop is the facility connecting a PSAP to its serving central office. The Local Loop rate applies to each loop. A minimum of two loops per PSAP is required.

1.4.6 Third Party Connectivity provides access to a non-company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a company-controlled database, software makes a request for data through a Third Party-controlled databases to retrieve the data. Third Party Connectivity is composed of the following two components.

- a. The Third Party Database Provider must supply a minimum of two 56K or higher circuits to each Regional ALI Platform.
- b. Steerable ALI Software is charged to each Third Party Database Provider for each Company controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a software product that provides a means of querying to a third party database to retrieve the proper ANI/ALI information for a given request.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

1. GENERAL (Continued)

1.4 (Continued)

- 1.4.7 Wireless Selective Routing - Wireless Service Providers interconnect facilities to the Company Selective Router(s). An Emergency Service Routing Number (ESRN), along with the voice connection, is sent by the Wireless Service Provider to the Selective Router. The Selective Router uses this number to determine routing and sends both the Emergency Service Routing Number and voice call to the appropriate PSAP. This service does not include dedicated circuits needed to connect Wireless Service Providers to Company Selective Routers.
- 1.4.8 Wireless Automatic Location Identification - Upon receipt of an ALI query from the PSAP, the ALI system will respond with geographic information such as cell site/sector associated with the ESRN, or upon receipt of an ALI query, the ALI system will be directed to query a third party system to retrieve geographic information such as longitude/latitude coordinates of the wireless caller. This information, when received from the third party system, is processed back to the requesting PSAP.
- 1.4.9 Dual Selective Routing - This service provides for the routing of 9-1-1 calls to the PSAP based upon predetermined routing information. The service provides two Selective Routers interconnected to each PSAP(s). Both Selective Routers are also interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to the other Selective Router if there are no circuits available to the target PSAP from the Selective Router initially processing the call.

The following are features of Dual Selective Routing:

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

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

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

ENHANCED EMERGENCY NUMBER SERVICE (E911)

1. GENERAL (Continued)1.4.9 Dual Selective Routing (Continued)

The following are features of Dual Selective Routing: (Continued)

Alternate Routing - Automatically routes 911 calls to a predetermined alternate location if all facilities connecting the Selective Router to the PSAP are busy or not available.

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

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

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

- 1.4.10 Automatic Location Identification (ALI) Service - Automatic Location Identification is a feature which provides 9-1-1 caller location information. This service stores subscriber information associated with the 911 service area. It is used by PSAPs to retrieve location data of a 9-1-1 caller. This service is provided via a network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. Both network components are connected to the PSAP, This Service provides location information for both wireline and wireless callers as follows:

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

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

- 1.4.11 Database Administration Management Service (DBMS) - This Service is required when subscribing to the Dual Selective Routing and/or Automatic Location Identification features. It provides the following:

- Validates wireline subscriber address to match the Master Street Address Guide (MSAG).
- Assigns routing information to telephone numbers and other ESRNs based on routing criteria of the MSAG or the Tax Area Records contained in the Company's customer record information system.
- Provides addition, deletion, and change updates of: (1) subscriber names, telephone numbers, addresses to the ALI System(s) and (2) Updates routing information to the Selective Router(s).

Material appearing on this sheet previously appeared on 3rd Revised Sheet 2.

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

1. GENERAL (Continued)

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

1.4.13 The following Service is no longer available for new installations. The Service will continue to be provided to existing Customers subject to availability of replacement parts. (C)

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

1.5 Provision of E911 Services will be in compliance with any rules, regulations and/or funding mechanism enacted by the Commonwealth.

1.6 Glossary of Terms

- a. Host Telephone Company is the service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.
- b. Telephone Company or the Company is a telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving collective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider".
- c. Content is the data elements of the MSAG (including but not necessarily limited to) the data elements that are entered in the following fields A-1 of a standard MSAG record:
 - (1) Tax area record
 - (2) Locality
 - (3) Street
 - (4) Thoroughfare
 - (5) Directional [where required]
 - (6) Even (E), odd (O), or all (A) [applied to house numbers]
 - (7) Low high range of house numbers
 - (8) PSAP (Public Safety Answering Point)
 - (9) LAT/LONG (Latitude/Longitude) [where required]
- d. Formatting Format shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purpose of validating against MSAG records.

Some material previously appearing on this sheet now appears on 1st Revised Sheet 1C.

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

2. RULES AND REGULATIONS

- 2.1 The service is limited to the use of central office telephone number 911 as the emergency telephone number. Only one E911 Service will be provided within any government agency's locality.
- 2.2 The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 2.3 E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.
- 2.4 E911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- 2.5 The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- 2.6 E911 Service information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency E911 Service calls.
- 2.7 Any party residing within the E911 Service serving area forfeits the privacy afforded by non-listed and non-published service to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- 2.8 The Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this Section and other Sections of this Tariff.
- 2.9 The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.

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- 2.10 E911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered. (C)
- 2.11 Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. (C)

ENHANCED EMERGENCY NUMBER SERVICE (E911)

B. RULES AND REGULATIONS (Cont'd)

2.12 Basic termination liability formula

(C)

If the service is cancelled in whole or in part by the customer or is terminated for cause by the Company prior to expiration of the agreed to five-year period, the customer shall be required to pay a sum determined by the application of the following formula:

Termination Charge = Monthly Rate for All Services X # of Months Remaining in Five-Year Basic Termination Liability Agreement

2.13 Docket No. P-00971203

(C)

- a. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203, Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- b. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- c. The Telephone Company's liability and insurance provisions are fully stated in Pa. P.U.C. No. 4, Section 28 and 28A.
- d. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- e. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- f. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service. (C)
- g. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.

(C) Indicates Change

ENHANCED EMERGENCY NUMBER SERVICE (E911)

2. RULES AND REGULATIONS (Continued)

2.14 Docket No. P-00971203 (Continued)

(C)

- a. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
 - b. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the country/municipality is accurate and conforms to the county's/municipality's MSAG format.
- 2.15 Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- 2.16 In addition to all other terms and conditions, the following customer requirements will apply:
- 2.16.1 The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
 - 2.16.2 The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - 2.16.3 The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
 - 2.16.4 The customer will subscribe to a minimum of two Dedicated E911 Trunks per central office, with the exception of remote unit situations, for adequate handling of incoming E911 Service calls.
- 2.17 The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder.
- 2.18 The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission of service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES

3.1 The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.

3.2 Enhanced 911 Services

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
3.2.1 Dedicated E911 Trunks	1	1	(C)
3.2.2 ANI, Per 1,000 Lines	150.00	11.00	
3.2.3 Selective Router, Per 1,000 Lines	140.00	45.00	
a. Interexchange Trunk – DS0 (End Ofc to SR) ²	50.00	35.00	(C)
b. Selective Router DS1 Facility Host C.O. to SR	300.00	250.00	(C)
c. Selective Router Port – DS1	200.00	210.00	(C)
3.2.4 Data Base			
a. ALI Data Base Processing, Per 1,000 Lines	700.00	70.00	(C)
b. Operator Position Interface ANI/ALI Controller ³	500.00	400.00	(C)
c. Regional ALI Storage per 1,000 Lines ⁴	-	25.00	(C)

¹ Applicable rates and charges for private line service as set forth in Section 3 and Section 12 of this Tariff. Customers will not be charged for additional trunks required to route calls from numbers in an overlay area code as a result of technical limitations in certain central office switches. (C)

² Interexchange Trunk – DS0 (End Ofc to SR) provisions individual 9-1-1 trunks from end offices to the selective router via 2-wire DS0. It is again applied for individual 9-1-1 trunks from the selective router to the host central office. The existing selective router port charge of \$54.12 would apply in both instances. The 2W DS0 rate is also applicable to Meet Point situations. (C)

³ Interface to the ANI/ALI Controller portion of the Selective Router. CPE Equipment not included in rate. Requires CML PSAP Equipment. (C)

⁴ Rate is in addition to the existing ALI rates of \$0.70 Nonrecurring Charge and \$0.07 per line which have been multiplied to a per 1,000 line base of \$700.00 Nonrecurring Charge and \$70.00 Monthly Recurring Charge per 1,000. (C)

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES (Continued)

3.2 Enhanced 911 Services (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
3.2.5 Local Loop			
a. Host Central Office to PSAP – 2W	\$50.00	\$37.50	
b. Host Central Office to PSAP – 4W	100.00	75.00	
c. Host Central Office to PSAP – DS1	250.00	200.00	
3.2.6 Regional ALI Port			
a. PSAP Port ¹	-	63.44	(C)
b. Steerable ALI Software	1,000.00	71.42	
c. Central Office NCAS – 3rd Party	250.00	200.00	
3.2.7 Wireless Selective Router ²	-	6.50	(C)
3.2.8 Wireless Automatic Location Identification ²	-	6.00	(C)

¹ Used for Printer, Special Information, etc. (C)

² Wireless Subscriber count will be based on 100% of the existing wireline record counts within the 9-1-1 Service Area. (C)

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES (Continued)

3.2 Enhanced 911 Services (Continued)

	<u>Monthly Rate</u>
3.2.9 Dual Selective Router	
a. Subscribing to Wireline only, Per 1,000 Access Lines/Records ^{1, 2}	\$13.00
b. Subscribing to both Wireline and Wireless, Per 1,000 Wireline Access Lines/Records ^{1, 2}	6.50
Per 1,000 Wireless Access Lines/Records ^{2, 3}	6.50
c. Selective Router to PSAP, Per facility	63.00
d. Selective Router to Company Exchange Switching System, Per facility	77.00
e. Selective Router to Participating Exchange Switching System, Per facility ⁴	66.00
3.2.10 Automatic Location Identification	
a. Subscribing to Wireline only, Per 1,000 Access Lines/Records ^{1, 2}	12.00
b. Subscribing to both Wireline and Wireless, Per 1,000 Wireline Access Lines/Records ^{1, 2}	6.00
Per 1,000 Wireless Access Lines/Records ^{2, 3}	6.00
c. ALI to PSAP Connection, per PSAP	211.50

(C)

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

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

³ Wireless Subscriber counts are assumed to be equal to 100% of the wireline record counts within the 9-1-1 Service Area.

⁴ Facility rate is to the "meet point" of the Participating Carrier.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES (Continued)

3.2 Enhanced 911 Services (Continued)

	<u>Monthly Rate</u>
3.2.11 Database Management Administration Service ¹ Per 1,000 Wireline Access Lines/Records ^{2, 3}	\$47.00
3.2.12 Disaster Recovery using Network Control Modems Per Modem, per Selective Router ⁴	85.00
3.2.13 Company Exchange Switching System to PSAP within the 9-1-1 Service Area	63.00

¹ Required for Wireline Selective Routing and/or Automatic Location Identification features.

² Wireline billing is based on the number of Verizon Access Lines and Non-Verizon Access Lines Records in service within the geographical boundaries of the Customer's jurisdiction.

³ Record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed (rounding below 500 downward and 500 + upward).

⁴ Not available for new installations. A business line is required for each Network Control Modem. Charges for calls, if (C) rerouted over exchange facilities, are billed from the Central Office serving the PSAP to the point of termination. Applicable rates are found in Section 2 of the appropriate Telephone -Pa. P.U.C. No. 1, 3, or 6 tariffs or Section 1 of the Telephone -Pa. P.U.C. No. 5, tariff.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES (Continued)

3.3 Special Service Arrangement Charges

3.3.1 If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

3.3.2 Costs as referred to in this section may include but are not limited to:

- a. Cost of maintenance
- b. Cost of operation
- c. Depreciation on the cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.
- d. General administration expenses, including taxes on the basis of average charges for these items.
- e. Any other item of expense associated with the particular special service arrangement.
- f. An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.

3.3.3 The cost installed mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way acquisition, and other items which are chargeable to the Company's capital accounts. (C)

3.3.4 Special service arrangement rates are subject to review and revision conditioned upon changing costs.

3.4 Program Development Charges

3.4.1 These are charges applicable to the work necessary to design, develop, test and maintain any special programming required to support E911 Service, its billing and its data base management. The rate is based on Company time and materials expended.

3.5 (Reserved for Future Use)

3.6 Quotation Preparation

3.6.1 The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's E911 service requirements. All rates for services or facilities to be provided by the Company will be determined in accordance with the guidelines in this Tariff. (C)

ENHANCED EMERGENCY NUMBER SERVICE (E911)

3. RATES AND CHARGES (Continued)

3.7 Changes to Orders

- 3.7.1 When a customer requests changes for a pending order for the provision of E911 Service, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the customer at the appropriate hourly charges. (C)

3.8 The Company may, at the customer's request, provide an alternate payment plan to that shown in this tariff.

- 3.8.1 In lieu of a lump-sum Nonrecurring Charge, customers may elect to be billed all or a portion of the Nonrecurring Charge in 36 monthly charges. (C)

ENHANCED EMERGENCY NUMBER SERVICE (E911)

4. SELECTIVE ROUTER PORT CONNECTIVITY

(C)

4.1 General

4.1.1 This establishes the hardware connection on the Selective Routing Switch that provides connectivity for the incoming 9-1-1 trunk circuits to enable local service providers and private switch providers (e.g. PBX users, shared tenant services, ALECs and wireless service providers) access to the emergency services network.

4.1.2 Selective Router Port Connectivity is required for each individual trunk circuit.

4.1.3 In addition to the standard connectivity fee, which is applied in all cases, there are additional charges specifically for software/firmware required only by wireless service providers (identified as a Wireless Additive, where applicable) to provide for multiple 10-digit data streams.

4.2 Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>IOSC</u>
Selective Router Port Charge, per trunk	None	\$54.12	90296
Wireless Additive, per wireless service trunk	None	105.32	00664

(C) Indicates Change

Issued: August 20, 2001

Effective: September 19, 2001

ENHANCED EMERGENCY NUMBER SERVICE (E911)

5. (RESERVED FOR FUTURE USE)

(C)

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5. PRIVATE SWITCH ALI Service

Private Switch ALI Service has been deleted as a tariffed offering and is available as a deregulated service offering.

(C)

GTE North Incorporated

Telephone-Pa. P.U.C. No. 4

SECTION 28A
First Revised Sheet 14
Canceling Original Sheet 14

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ENHANCED EMERGENCY NUMBER SERVICE (E911)

5. (RESERVED FOR FUTURE USE)

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