

UNIVERSAL NUMBER 911 EMERGENCY SERVICE

Effective July 15, 2025, Universal Number 911 Emergency Service is no longer available to new customers.

(C)

Wherever feasible, the Telephone Company will provide a universal central office number "911" for the use of public emergency answering centers engaged in assisting local governments to protect the safety and property of the general public. It is intended that use of the "911" number will provide the public with a means of simple and direct telephone access to such local emergency answering centers.

In providing this service, the Telephone Company will arrange to route "911" telephone calls from telephones with specified Area Code and central office designations to an emergency answering center specified by an appropriate local government or governments.

A. CONDITIONS

1. An emergency answering center must be prepared to receive all "911" calls and to dispatch, or to request an appropriate person, organization or agency to dispatch, police, fire, ambulance or other emergency services as reasonably available and required.
2. The Universal "911" emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. "911" lines are one-way incoming lines only. Normal exchange lines will be required for incoming telephone calls, other than local "911" calls, and for all outgoing telephone calls from the emergency answering center.
3. All "911" calls from a given central office district must be routed to the same answering lines.
4. Applicants for this service must agree to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
5. Applicants for this service must provide an adequate number of trained personnel to meet public demand on a 24 hour basis.
6. This offering is limited to the central office number "911" only.
7. An application for "911" service must be executed by one or more appropriate local governments or their duly constituted agent. If execution is by an agent, the Telephone Company must be provided with satisfactory evidence of appointment.
8. Applicants for this service must make arrangements to serve the entire central office district(s) in question even though central office district boundaries and community boundaries do not coincide.
9. Qualified applications for Universal Emergency Service Number "911" will be granted on a first come first served basis.

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A. CONDITIONS (Cont'd)

10. Calls placed to "911" lines will not normally be traceable to the originator.
11. The customer agrees to give the Telephone Company 60 days' written notice before terminating the "911" service. Service and facilities associated with "911" service are subject to applicable minimum contract periods.
12. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

B. RATES

1. No charge applies to the calling party for calls to the "911" emergency number.
2. Service and facilities will be provided to applicants contracting for "911" service at rates and conditions specified elsewhere in this tariff, as supplemented herein.
3. Number "911" lines furnished at rates and charges for individual business exchange lines or trunks, foreign exchange mileage plus supplemental charges and foreign central office mileage, as appropriate.
4. Any special assemblies of equipment will be furnished, when feasible, at custom rates based upon cost.