

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
ALABAMA  
ISSUED: December 1, 2010  
BY: President - Alabama  
Birmingham, Alabama

GENERAL SUBSCRIBER SERVICES TARIFF

Ninth Revised Page 1  
Cancels Eighth Revised Page 1

EFFECTIVE: January 1, 2011

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

CONTENTS

<b>A13.1 through A13.26</b>	<b>Reserved For Future Use</b>	34	(N)
<b>A13.27</b>	<b>Emergency Reporting Services</b>	34	(T)(N)

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 TELECOMMUNICATIONS, INC.  
 ALABAMA  
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GENERAL SUBSCRIBER SERVICES TARIFF

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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The pages listed below represent blank pages that replaced previous revisions. All material has been deleted from the specified page by the revision listed here.

(N)

Page	Revision	Page	Revision	Page	Revision	
Contents 2	11	9.1	2	18.1	15	(N)
Contents 3	7	10	9	19	9	(N)
Contents 4	21	11	2	20	4	(N)
Contents 4.1	4	12	6	21	3	(N)
Contents 5	12	13	4	22	6	(N)
Contents 6	8	14	6	23	5	(N)
Contents 7	13	15	3	24	5	(N)
Contents 8	4	16	5	25	4	(N)
		16.1	3	26	4	(N)
2	3	16.2	4	27	5	(N)
3	3	17	5	28	5	(N)
4	6	17.1	6	28.1	4	(N)
4.0.1	12	17.1.1	2	28.2	4	(N)
4.1	5	17.2	10	29	5	(N)
5	23	17.3	19	29.1	4	(N)
5.1	20	17.4	16	29.2	4	(N)
6	26	17.5	7	30	5	(N)
6.1	12	17.5.0.1	4	30.1	4	(N)
7	6	17.5.1	7	30.2	4	(N)
7.1	7	17.5.1.1	3	31	5	(N)
7.2	2	17.5.2	11	31.1	4	(N)
8	5	17.6	20	31.2	4	(N)
8.1	3	17.7	3	32	5	(N)
9	6	18	12	33	4	(N)

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ALABAMA

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

**(DELETED)**

(D)

### A13.1 through A13.26 Reserved For Future Use

(N)

### A13.27 Emergency Reporting Services

#### A13.27.1 Universal Emergency Number Service – 911<sup>1</sup>

##### A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
2. No charge applies to the calling party for calls placed to the 911 emergency number.

**Note 1:** This Tariff is applicable to new systems or additions to existing systems ordered on or after May 7, 1971.

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ALABAMA  
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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

##### B. Rules And Regulations

1. 911 Service is provided by the Company where facilities and operating conditions permit.
2. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any government agency's locality.
3. The 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 matter.
4. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.
5. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the tariff rate for the time such interruption is due to the negligence or willful act of the customer of the service.
6. In the white pages of the directory, a seven-digit non-emergency number must be listed along with the 911 number for *the participating public agencies*. (C)
7. Application for 911 service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
  - a. That at least one PSAP will be provided and staffed on a 24 hour coverage basis.
  - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  - c. That the customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
  - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.1 Universal Emergency Number Service - 911 (Cont'd)**

C. Basic 911

1. Definition Of Service

A Basic 911 (B911) system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for B911 service. The other components of a B911 system include the customer-provided station equipment at the PSAP and the one-way incoming 911 exchange lines. Basic 911 cannot be provisioned with any Caller ID service arrangements.

2. (DELETED)

3. Rates And Charges

a. Messages

No charge applies to the calling party for calls placed to the 911 emergency number.

b. 911 Exchange Lines

**Per Month**

**USOC**

**\$279.00**

**NA**

(C)(I)

**(DELETED)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.27 Emergency Reporting Services (Cont'd)****A13.27.1 Universal Emergency Number Service - 911 (Cont'd)****C. Basic 911 (Cont'd)****3. Rates And Charges (Cont'd)****c. Dedicated Facilities**

When dedicated-direct arrangements are provided from exchanges other than that in which the PSAP is located due to the customer's request, or when dedicated-direct arrangements are provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for Foreign Exchange or Foreign Central Office Service will apply as specified in Section A9. of *the General Exchange Guidebook*. (T)

**d. Inter-Office Lines**

Non-dedicated lines required between central offices are provided at no charge when the central offices involved are located in exchanges which have local calling to the exchange in which the PSAP is located.

**e. (DELETED)****f. PSAP Terminal Equipment**

Customer-provided equipment furnished to terminate 911 exchange lines at any PSAP will be required to conform to the general provisions set forth in Section A15. of *the General Exchange Guidebook*. (T)

**g. Access to Interexchange Carriers and Company tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate Tariffs/*Guidebooks*. (T)**

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ALABAMA

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BY: President - Alabama

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.2 Municipal Emergency Reporting Service (Obsoleted, See Section A113)**

(M)

**A13.27.3 Reserved For Future Use**

GENERAL SUBSCRIBER SERVICES TARIFF

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.4 (DELETED)**

(D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.4 (DELETED) (Cont'd)

(D)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911)

##### A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911.

E911 Service requires the interaction of two distinct services: the functions provided via network-related "Service Features", and those associated with customer premises terminal equipment (PSAP equipment). "Service Features" is a regulated offering of the Local Exchange Company only, and rates and charges for same are included herein. PSAP equipment may be provided by the Company or other vendors. While the functionality of PSAP equipment is regulated by the terms and conditions set forth by the Alabama Public Service Commission, rates and charges for such equipment are subject only to economic market forces, and are therefore excluded.<sup>1</sup>

**Note 1:** APSC Docket No. 18800 dated June 12, 1991, ordered that E911 PSAP equipment be detariffed. In order to allow existing E911 PSAP equipment customers to smoothly transition to this detariffed environment, the Company may continue to provide E911 PSAP equipment to those customers at tariffed rates in effect prior to the effective date of this tariff until such customers enter into a contract for E911 PSAP equipment with the Company or another supplier.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### A. General (Cont'd)

2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality, other state or local governmental unit, an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated, or an authorized reseller. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

##### B. Definition Of Terms

###### ADDITIONAL E911 EXCHANGE LINE

Additional terminating line at a PSAP that may be ordered by the customer as an optional feature.

###### ALTERNATE ROUTING (AR)

A feature provided to allow E911 calls to be routed to a designated alternate location if

1. all E911 exchange lines to the primary PSAP are busy, or
2. the primary PSAP closes down for a period.

This is a standard feature of E911 Service.

###### AUTOMATIC LOCATION IDENTIFICATION (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple station lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of wireless carriers that are interconnected to BellSouth's 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to BellSouth's ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the wireless carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the wireless carriers' loading of their respective Pseudo-ANI (P-ANI) records into BellSouth's 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction.

###### AUTOMATIC NUMBER IDENTIFICATION (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller.

###### CENTRALIZED AUTOMATED MESSAGE ACCOUNTING (CAMA) MF SIGNALING

(N)

A signaling protocol for sending 8 digits of ANI from the 911 tandem to the PSAP.

(N)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### B. Definition Of Terms (Cont'd)

###### DATA MANAGEMENT SYSTEM (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

###### DEFAULT ROUTING (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped for Selective Routing.

###### EMERGENCY COMMUNICATIONS DISTRICT (ECD)

An area composed of the territory lying wholly within a municipality or of any part or all of the territory lying wholly within a county, created by the governing body of the municipality or the county by passage of a resolution or ordinance in accordance with the State Code of Alabama, 1975, Volume 10, Title 11, Chapter 98.

###### EMERGENCY SERVICE NUMBER (ESN)

A number that defines the set of emergency services (e.g. police, fire, hospital) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs.

###### END OFFICE

The Central Office(s) in the E911 System which receives originating E911 calls.

###### ENHANCED 911 (E911) CONTROL OFFICE

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

###### ENHANCED 911 SERVICE AREA

The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

###### ENHANCED MF SIGNALING (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMF Signaling is required when five or more area codes are served by a single 911 tandem

(N)

(N)

###### FORCED DISCONNECT

A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

###### MANUAL TRANSFER

A feature that enables the PSAP attendant to transfer an incoming E911 call by dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk and is a standard feature of E911 Service.

###### MASTER STREET ADDRESS GUIDE (MSAG)

A listing of all streets and house number ranges within a 911 service area. The streets and address ranges are assigned selective routing codes, or emergency service numbers (ESNs), to enable proper routing of 911 calls.

(M)

###### PUBLIC SAFETY ANSWERING POINT (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Material previously appearing on this page now appears on page(s) 49.1 of this section.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### B. Definition Of Terms (Cont'd)

###### SELECTIVE ROUTING (SR)

A feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

###### SERVING CENTRAL OFFICE

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

###### UNIVERSAL EMERGENCY NUMBER SERVICE

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and the equipment specified in this Tariff section that are associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

###### WIRELESS CARRIER

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

##### C. Rules And Regulations

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of *the General Exchange Guidebook or Private Line Guidebook*. (T)
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
5. E911 Service is provided solely for the benefit of the customer operating the PSAP as an aid in handling assistance calls in connection with fire, police and other emergencies. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any relationship with or any Company obligation direct or indirect, to any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
7. Temporary suspension of service is not provided for any part of the E911 Service.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. Rules And Regulations (Cont'd)

8. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 Service. When the Selective Routing feature is provided, in such circumstances, Default Routing and central office identification will be provided in lieu of Selective Routing and ANI Display.
9. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this Tariff, *the General Exchange Guidebook or the Private Line Guidebook*. (T)
10. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
11. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof shall not exceed the greater of \$50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.
12. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for E911 Service.
13. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. Rules And Regulations (Cont'd)

14. Application for E911 service must be executed in writing by each customer. 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. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. When an order for E911 Service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. At least one local law enforcement agency must be included among the participating agencies in any E911 offering. (T)
15. Any terminal equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call and must comply with the guidelines for such equipment adopted by the Alabama Public Service Commission. (T)
16. The customer must furnish the Company its agreement to the following terms and conditions. (T)
- a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
  - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 Service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties.
  - d. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
  - e. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.
17. 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 emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing information to the Company. (T)
- a. 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 Company prior to the effective date of service.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. Rules And Regulations (Cont'd)

##### 17. (Cont'd)

- b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, emergency medical 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 E911 calls to the proper PSAP.
- c. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations.
- d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
- e. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file.

(T)

18. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this Tariff, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc. ESNs will not be assigned to allow wireless pseudo-ANIs of multiple Emergency Communications Districts (ECDs) to be aggregated for auditing and billing purposes under a single ECD.

(T)

19. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's serving area.

(T)

20. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:

(T)

- a. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
- b. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
- c. Customer shall use due care in providing for the security and confidentiality of the information.
- d. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. Rules And Regulations (Cont'd)

##### 20. (Cont'd)

e. As soon as customer has completed using the information for the purposes authorized in the Tariff or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed.

21. E911 Service is not eligible for concession service as specified in Section A2. of *the General Exchange Guidebook*.

(T)

22. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, and other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: (1) for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, and which arises out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or (2) 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, location or use of 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone number used by the party or parties accessing 911 service hereunder, or (3) arising out of any act or omission of the customer, in the course of using services provided pursuant to this Tariff.

BELLSOUTH  
TELECOMMUNICATIONS  
ALABAMA  
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Birmingham, Alabama

## GENERAL SUBSCRIBER SERVICES TARIFF

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Cancels Fourth Revised Page 46

EFFECTIVE: November 13, 2015

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.27 Emergency Reporting Services (Cont'd)****A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)****D. Service Features**

1. E911 Service is available in five service feature offerings.
  - a. Automatic Number Identification (ANI)  
Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.
  - b. Selective Routing (SR)  
Charges are based on the total number of access lines served by the local switching offices equipped for SR only.
  - c. Automatic Number Identification and Selective Routing (ANI/SR)  
Charges are based on the total number of access lines to which both ANI and SR applies.
  - d. Automatic Number Identification and Automatic Location Identification (ANI/ALI)  
Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.
  - e. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)  
Charges are based upon the total number of access lines to which ANI, ALI, and SR apply.  
  
When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.
2. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network.
3. The following standard features are included with each of the service offerings:
  - Forced Disconnect
  - Alternate Routing (Night Service)<sup>1</sup>
  - Speed Calling
  - Central Office Transfer Arrangements
  - Default Routing

**Note 1:** Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the Private Line *Guidebook*.

(T)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)**

**E. Rates and Charges**

1. A Service Ordering Charge - premises visit not required will be applied on a per service order basis as covered in Section A4. of *the General Exchange Guidebook*. (T)
2. Messages
  - a. The calling party is not charged for calls placed to the 911 number.
  - b. Charges for toll messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.
3. Service Features
  - a. Rounded to nearest 1000 access lines per service feature per Company (excluding WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually for purposes of updating customer billing. For each Service Feature, where the count of access lines has been adjusted upward, only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).
    - (1) Per 1000 Access Lines Served

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) Automatic Number Identification,	<b>\$370.00</b>	<b>\$38.50</b>	<b>E8X</b>
(b) Obsolete (See Section A113)			
(c) Combined Automatic Number Identification and Selective Routing	<b>3,190.00</b>	<b>115.00</b>	<b>E8T</b>
(d) Combined Automatic Number and Location Identification,	<b>3,290.00</b>	<b>145.00</b>	<b>E8V</b>
(e) Combined Automatic Number and Location Identification and Selective Routing	<b>3,290.00</b>	<b>150.00</b>	<b>E8Z</b>

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)**

**E. Rates And Charges (Cont'd)**

3. Service Features (Cont'd)

b. Optional additional E911 Exchange Line terminating at PSAP

(1) *Each*

(C)

Nonrecurring Charge	Monthly Rate	USOC
\$85.00	\$242.00	E8K

(C)

(a) Each

4. Service Features for Access Lines in a Jointly Provided System.

a. Where the Independent Company, other Local Exchange Company, or Wireless Carrier chooses to directly bill the E911 subscriber for its services, the following rates apply. These rates include the provision of the E911 control office and the control office to PSAP trunks.

(1) Per 1000 access lines served<sup>1</sup>

(a) Combined Automatic Location Identification and Selective Routing<sup>2</sup>

2,655.00

97.00

ER1

(b) Selective Routing<sup>3</sup>

2,625.00

77.00

E16

5. Enhanced Multi-Frequency Signaling (EMFS)<sup>4</sup>

(a) Per PSAP

-

-

XTAMF

**Note 1:** Rounded to nearest 1000 access lines per service feature (excluding WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually for purposes of updating customer billing. All non-Bell lines, including wireless pseudo-ANI (P-ANIs), will be grouped together and rounded to the nearest 1,000 access lines for billing purposes. For each Service Feature, where the count of access lines has been adjusted upward, for each 1000 access lines so adjusted (after rounding) only the monthly rate will apply. For purposes of counting access lines for Wireless Carriers, the quantity of pseudo-ANI records will be used in lieu of access lines. Pseudo-ANIs will be counted for each Emergency Communications District (ECD) which they serve and will not be aggregated between multiple ECDs.

**Note 2:** This rate applies to Independent Company, other Local Exchange Company, or Wireless Carrier access lines located within the E911 subscriber's jurisdiction where the subscriber selects a full-featured system (E8Z).

**Note 3:** This rate applies to Independent Company, other Local Exchange Company, or Wireless Carrier access lines located outside the subscriber's jurisdiction where the subscriber selects a full-featured system (E8Z).

**Note 4:** Enhanced Multi-Frequency Signaling (EMFS) is required per PSAP on all tandem-to-PSAP trunk groups when five or more NPAs (area codes) are resident in one of the 911 tandems serving the PSAP. EMFS delivers ten digits of ANI that includes the 3-digit NPA and the 7-digit telephone number.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.6 Wireless E911 Phase 2

##### A. Description of Service

Wireless E911 Phase 2 is only available in combination with Enhanced Universal Emergency Number Service – E911 as specified in A13.27.5 and is subject to the regulations specified therein.

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions' standards for the Wireless Service Providers (WSPs).

##### B. General Regulations

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the longitude/latitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.
2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. In addition, the following requirements must be met prior to Phase 2 implementation:
  - a. PSAPs must order both the Bellsouth Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in F. following.
  - b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC) in their network.
  - c. WSPs must have obtained an E2 interface to BellSouth's ALI database that complies with the latest issue of *the Company's* Technical Reference 73610. This interface will be used by the WSP to provide the Phase 2 data. (T)

##### C. Definition of Terms

1. **Callback Number (CBN)**  
The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.
2. **E2 Interface**  
A reference point for a data path that exists between an MPC and an ESME (the ALI database). The data that traverses the E2 interface is made up of an Emergency Services Position Request and the response. The E2 interface is not provided by and is not the responsibility of the Company.
3. **Emergency Services Message Entity (ESME)**  
An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.
4. **Enhanced MF Signaling (EMFS)**  
A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMFS is required when an interconnecting wireless service provider selects Phase 2 NCAS mode without WLS911.
5. **Mobile Position Center (MPC)**  
The interface between the wireless network and the BellSouth ALI databases. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company.
6. **Mobile Switching Center (MSC)**  
The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.
7. **Phase 2 NCAS**  
In this mode the p-ANI and the CBN are both sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.
8. **Position Determining Entity (PDE)**  
The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.6 Wireless E911 Phase 2

##### C. Definition of Terms (Cont'd)

###### 9. Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or to a sector of a cell site to provide location identification for wireless E911 calls.

###### 10. WLS911

The *Company's* solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's E2 interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling. (T)

###### 11. Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

###### 12. Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the BellSouth E911 tandem and the PSAP receives eight or ten digits of ANI.

###### 13. X,Y Coordinates

The longitude and latitude of the 911 wireless caller's location.

##### D. Enhanced MF

Enhanced MF (EMF) is a signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in BellSouth's Technical Reference # 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

##### E. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

###### 1. Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the BellSouth Extended ALI Display Format to accommodate the longitude and latitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an E2 interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the E2 interface is the responsibility of the WSP.

###### 2. ALI Database Upgrade For Wireless Phase 2

The ALI Database Upgrade For Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.27 Emergency Reporting Services (Cont'd)**

**A13.27.6 Wireless E911 Phase 2 (Cont'd)**

**F. Rates and Charges**

**1. Per PSAP**

	<b>Nonrecurring</b>	<b>Monthly</b>	<b>USOC</b>	
	<b>Charge</b>	<b>Rate</b>		
(a) Enhanced MF Signaling, per PSAP	\$-	\$-	<b>XTAMF</b>	(M)(C)
(b) Extended ALI Display Format, per PSAP	<b>2,200.00</b>	-	<b>XTAL2</b>	(M)
(c) ALI Database Upgrade For Wireless Phase 2, per PSAP	-	<b>17.50</b>	<b>XTAP2</b>	(M)
(d) <b>(DELETED)</b>				(M)(D)

Material appearing on this page previously appeared on page(s) 49.1 of this section.

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**(DELETED)**

(D)

**The pages listed below represent blank pages that replaced previous revisions. All material has been deleted from the specified page by the revision listed here.**

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Page	Revision	Page	Revision	Page	Revision	Page	Revision	
52	6	61	3	68	5	80	2	(N)
52.0.1	2	62	5	68.1	3	81	2	(N)
52.1	3	62.1	4	69	2	82	2	(N)
53	6	62.2	4	70	4	83	2	(N)
54	6	62.2.1	3	71	3	84	2	(N)
55	7	62.2.2	3	72	3	85	2	(N)
55.1	7	62.3	4	73	5	86	2	(N)
55.2	8	63	2	74	4	87	2	(N)
55.3	4	64	2	75	11	88	2	(N)
56	6	65	8	75.1	7	89	3	(N)
56.1	4	65.0.1	3	76	5	90	3	(N)
57	9	65.1	6	76.1	2	91	2	(N)
58	7	65.2	2	77	6	92	4	(N)
59	8	66	2	78	5	92.1	3	(N)
60	3	67	2	79	5	93	4	(N)