

Emergency Number Service Access (ENSA)

/1/

A. Description

Emergency Number Service Access (ENSA) is a service which enables the use of AT&T Indiana (hereafter referred to as the "Company") facilities and databases used in the provision of Universal Emergency Number/9-1-1 Telecommunications Service, by Telecommunications Carriers (hereafter referred to as "Carriers"), where the Company is the 9-1-1 service provider.

The Carrier shall interconnect with each 9-1-1 Selective Router that serves the areas in which Carrier provides Telephone Exchange Service. Such interconnection shall be used by the Company to provide the 9-1-1 service and access to all sub-tending Public Safety Answering Points (PSAPs). The Carrier will establish such interconnection by providing itself, or leasing from a third-party (including the Company), the necessary dedicated DS1 facilities and trunk groups between the Carrier's point of interconnection and the designated 9-1-1 Selective Router switch location(s).

ENSA includes the conditioning of Carrier obtained or provided transport facilities from the interconnection point, routing to the appropriate 9-1-1 Selective Router Switch, access to 9-1-1 features and coordination of initial loading, updating and maintenance of the Carrier's customer information in Company databases, as prescribed by the Company.

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheet 1.

Emergency Number Service Access (ENSA) (cont'd)

/1/

B. Definitions9-1-1 Selective Router Switch

A 9-1-1 office providing tandem switching capability for 9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

Automatic Location Identification (ALI)

A feature that forwards the name and address associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI)

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

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

Enhanced 9-1-1 Service provides routing via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs based upon ANI capability or Default Routing. 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 or over additional E9-1-1 Exchange lines subscribed to by the customer.

Public Safety Answering Point (PSAP)

An answering location for 9-1-1 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. Calls are first directed to the Primary PSAPs for response. Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized location for a particular type of emergency call. PSAPs shall be staffed by employees or agents of service agencies such as police, fire or emergency medical services or a common bureau serving a group of such entities.

Selective Routing

A feature which allows 9-1-1 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

Telecommunications Carrier (Carrier)

A provider of telecommunications services, for whom access to facilities and databases required to provide 9-1-1 service is required by the Telecommunications Act of 1996, and the regulations of the Federal Communications Commission.

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheets 2 and 3.

Emergency Number Service Access (ENSA) (cont'd)

/1/

B. Definitions (cont'd)Universal Emergency Number/9-1-1 Telecommunications Service

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the municipality may receive telephone calls placed by persons in need of assistance who dial the telephone number 9-1-1. The 9-1-1 Service includes the lines and equipment necessary for answering, transferring and dispatching public emergency telephone calls originated by persons within the telephone central office areas arranged for 9-1-1 calling.

Universal Emergency Number/9-1-1 Telecommunications Service Customer

A municipality or other state or local governmental unit to whom authority has been lawfully delegated within a geographic area to respond to public emergency telephone calls, at a minimum for police and fire service.

C. Terms and Conditions

1. Emergency Number Service Access (ENSA) is only available to Carriers for use in the provision of Universal Emergency Number/9-1-1 Telecommunications Service, to the extent required by the Telecommunications Act of 1996, ("the Act"), Pub. L. No. 104-104, 110 Stat. 56 1996 and the rules and regulations of the Federal Communications Commission and the Indiana Utility Regulatory Commission.
2. This Part applies to Emergency Number Service Access provided by AT&T Indiana, hereafter referred to as the "Company."
3. General Regulations as found in Part 2 of this Guidebook apply to this Part unless otherwise specified in this Part. The term "customer," which appears in Part 2 General Regulations, is the equivalent of the term "telecommunications carrier" as defined by the Act and used in this Part.
4. When requested by a Carrier, the Company will provide ENSA enabling nondiscriminatory use of AT&T Indiana facilities and databases, equal in quality to that provided to itself, facilitating the provision of service to the Universal Emergency Number Service 9-1-1 Telecommunications Customer. In the event facilities are not available, the Company will provide ENSA upon availability.
5. This service is limited to accommodating the use of facilities required to furnish central office telephone number 9-1-1 as the universal emergency telephone number, as defined in Part 8, Section 3.
6. The Company will coordinate with the Carrier, provision of transport capacity sufficient to route originating 9-1-1 calls from the Carrier's interconnection point to the designated 9-1-1 Selective Router, meeting a minimum P.01 grade of service at all times.
7. The Carrier must provide a minimum of two dedicated channels from the point of interconnection, to the 9-1-1 Selective Router for the provision of 9-1-1 service.

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheets 3, 4 and 5.

Emergency Number Service Access (ENSA) (cont'd)

/1/

C. Terms and Conditions (cont'd)

8. When the Carrier forwards the Automatic Number Identification (ANI) information of the calling party to the Selective Router, the Company will forward the calling number and associated street address to the PSAP for display. When ANI is not forwarded by the Telecommunications Carrier, an identification code will be forwarded for display.
9. The Company will coordinate access to the 9-1-1 Automatic Location Identification ("ALI") database for the initial electronic loading and updating of Carrier's customer information. Access coordination will include:
 - The Company will provide Carrier with reference data required for Carrier to ensure that Carrier's customer will be routed to a designated 9-1-1 Selective Router when originating a 9-1-1 call;
 - Carrier will supply an electronic version of Customer telephone numbers, addresses and other information, as required by the Company, both for the initial load and, where applicable, daily updates;
 - The Company will establish specific 9-1-1 routing information on each Carrier customer's access line; and
 - The Company will notify Carrier of error(s) involving entry and update activity.
10. Carrier, or its third party agent, will provide appropriate 9-1-1 record data to the Company for use in updating the 9-1-1 ALI database. The initial and subsequent customer data will be provided in a format prescribed by the Company. Carrier shall include its company identification, as registered with NENA, on all records provided to the Company. Carrier is responsible for providing updates to customer record data for purposes of updating the 9-1-1 ALI database and for error corrections that may occur during the entry of customer data to the ALI database. Carrier shall reimburse the Company for any additional database charges incurred for errors in ALI data updates caused by Carrier or its third-party agent.
11. The Company is not liable for the accuracy, completeness and content of 9-1-1 record data delivered by the Carrier. The Carrier is responsible for maintaining the accuracy, completeness and content of all data that it delivers to the Company.
12. The Carrier, as a condition of service, agrees to abide by all confidentiality and non-disclosure requirements, as defined in any applicable agreement or by law.
13. The Carrier agrees to provide the Company with all information required to complete a Planning Questionnaire and Network Definition in order to appropriately plan, design and implement ENSA service when ordered. This information will be provided in the format prescribed by the Company, initially and on an ongoing basis.
14. The installation of initial or subsequent 9-1-1 facilities required to maintain applicable Company service standards will be accommodated at a charge to the Carrier, and will be ordered out of the appropriate Exchange or Access tariff/guidebook.

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheets 5 and 6.

Emergency Number Service Access (ENSA) (cont'd)

/1/

C. Terms and Conditions (cont'd)

15. It is the responsibility of the Carrier to monitor circuits for the purpose of determining network traffic volumes and trunk group failures, and notify the Company both when additional circuits are required and of failures as prescribed in applicable agreements or by law.
16. The prices for ENSA Service do not include the inspection or monitoring of the Carrier's facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Carrier shall be responsible for making such operational tests as, in the judgment of the Carrier, are required to determine whether the facility is functioning properly for its use. The Carrier shall promptly notify the Company in the event that their facilities are not functioning properly.
17. Notwithstanding anything to the contrary contained herein, the Company's liability to the requesting Carrier and any third person shall be limited to the maximum extent permitted by Applicable Law. Under no circumstances shall the Company incur any liability, direct or indirect, to any person or party placing a 9-1-1 call, to any other person or party on whose behalf a 9-1-1 call is made or to any customer, police, fire or public safety agency or department.
18. The Company will not be liable to the Carrier or its customers, for any failure with respect to the completion of emergency calls made to an Operator.
19. The 9-1-1 calling party forfeits the privacy afforded by Private and Semi-Private Listing Service to the extent that the name, telephone number, address and language, medical, and disability information associated with the originating station location are furnished to the PSAP.
20. The Carrier is responsible for provision of Universal Emergency Number/9-1-1 Telecommunications Service in accordance with the terms and conditions prescribed in Company Guidebooks, applicable laws and state regulations.
21. Carrier shall be responsible to submit to the applicable government entity any 9-1-1 surcharges assessed by such entity.
22. The Carrier shall be responsible for the payment of all charges billed by the Company for the provision of ENSA as prescribed in this guidebook, by law, and/or any applicable agreement with the Carrier. The Company shall not be liable for disconnection for nonpayment of applicable charges, resulting from the Carrier's provision of Universal Emergency Number/9-1-1 Telecommunications Service.

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheets 7 and 8.

Emergency Number Service Access (ENSA) (cont'd)

/1/

D. Features

9-1-1 Selective Router Interconnection

Provisioning of DS1 facility and associated 9-1-1 trunk groups for voice path to carry the 9-1-1 call with associated routing information.

ANI/ALI/SR and Database Management

9-1-1 call transport/data delivery, via selective routing, of automatic number identification (ANI) and automatic location identification (ALI) to an authorized PSAP. AT&T Indiana 9-1-1 database provisioning and management in support of electronic data input and transfer of Carrier 9-1-1 records, including associated record updates, receipt verification, storage, and record error transfer for Carrier correction.

Address and Routing File (ARF) is a data file (delivered via CD-ROM) developed to support Carrier 9-1-1 customer record processing, addressing and delivery of 9-1-1 calls to the Company designated 9-1-1 Selective Router Switch.

9-1-1 Selective Router Switch Administration

Establishment and maintenance of 9-1-1 translation tables within designated Selective Router switches to support Carrier interconnection and call routing to an authorized PSAP.

E. Technical References

Carriers ordering ENSA are responsible for obtaining or providing facilities and equipment that are compatible with the Company's network. Carriers must meet the following interface specifications as described below.

<u>Subject</u>	<u>Technical Reference</u>
Interface between Carriers and Customer Installations-Analog Voice grade Enhanced 911 Switched Access Using Network Provided Reverse Battery Signaling	ANSI T1.411a-1996
Interconnection to 911 Selective Routing Switch via SS7 Trunks as a substitute for CAMA signaling	AM TR-NIS-000152

The Technical Reference can be obtained from:

APEX Support Team
(734) 523-7348

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheets 9 and 10.

Emergency Number Service Access (ENSA) (cont'd)

/1/

F. Prices

ENSA is provided on a 12-month term which is automatically renewed upon expiration, unless canceled by either party, as defined in any applicable agreement or by law.

Dedicated DS1 facilities are required for the transport of 9-1-1 calls from the Carrier's serving end office/interconnection point to the Company designated 9-1-1 Selective Router Switch. A minimum of one dedicated DS1 is required to each designated Company 9-1-1 Selective Router Switch although not all channels have to be activated. Standard guidebook rates shall apply for all AT&T Indiana facilities leased by Carrier.

The prices for diversity will be determined on a case by case basis.

1. Service Elements

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
9-1-1 Selective Router Interconnection		
- Digital DS1 Interface	\$1,700.97	\$340.71
- Each DS0 installed	665.40	-
- Analog Channel Interface	770.97	26.64
ANI/ALI/SR and Database Management		
- Per 100 records, rounded up to the nearest 100	-	3.55
- Access Routing File, per carrier	-	50.80
9-1-1 Selective Router Switch Administration		
- per Selective Router	1,717.33	5.57

/1/

/1/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheet 11.

Emergency Number Service Access (ENSA) (cont'd)

/2/

F. Prices (cont'd)

2. Other Applicable Charges and Payments

References:

<u>Service</u>	<u>Reference</u>
Universal Emergency Number 9-1-1/ Telecommunications Service	Part 8, Section 3
DS1 Service	
Exchange Circuit	/1/
Access Circuit	Tariff F.C.C. No. 2, Section 7
Analog Channel (3002 Channel)	
Exchange Circuit	/1/
Access Circuit	Tariff F.C.C. No. 2, Section 7

3. Termination Charges

If ENSA service is canceled or removed prior to expiration, the Carrier is responsible for payment of termination charges equal to three months, multiplied by the associated monthly price per 100 ANI records, multiplied by the number of 100 ANI records billable in the month prior to discontinuance, according to Company record.

Carrier will be responsible for any additional termination charges associated with the DS1 facility, if applicable.

/2/

/1/ DS1 Service (see Part 15, Section 3); Analog Channel (3002 Channel) (see Part 15, Section 2)

(N)

/2/ Material formerly appeared in IURC No. 20, Part 23, Section 3, Sheet 12.