

BELLSOUTH  
 TELECOMMUNICATIONS  
 LOUISIANA  
 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Tenth Revised Page 1  
 Cancels Ninth Revised Page 1

EFFECTIVE: November 20, 2020

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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**Contents Page 2 through Contents Page 8 are hereby deleted in their entirety and removed from this Tariff.** (N)

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Twelfth Revised Page 1  
Cancels Eleventh Revised Page 1

EFFECTIVE: November 20, 2020

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.1 through A13.26 (DELETED)**

(T)

**Pages 2 through 37 are hereby deleted in their entirety and removed from this Tariff.**

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services

#### A13.27.1 Universal Emergency Number Service - 911

##### 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 (PSAPs) 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.
3. Universal Emergency Number Service - 911 is not available for resale.
4. The Company will bill local exchange customers, on behalf of the 911 customer for the installation, provisioning and operation of a Basic 911 system. These charges shall be billed to the local exchange subscribers served by the service (911) on an individual exchange line basis in accordance with La. R.S. Title 33:9106. For purposes of applying these charges, each PBX trunk and each Centrex-type Network Access Register is an individual exchange line equivalent, and each multi-channel circuit (such as ISDN PRI) is five (5) exchange line equivalents.

##### B. Rules And Regulations

1. 911 Service is provided by the Company where facility 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 number.
4. The service is furnished to municipalities and other governmental 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 continues, after notice to the Company. No allowance shall be made if the interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
6. In the white pages of the Company Directory, a seven-digit non-emergency number must be listed along with the 911 number for participating public agencies.
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. (M)

Material appearing on this page previously appeared on page(s) 39 of this section.

BELLSOUTH  
TELECOMMUNICATIONS  
LOUISIANA  
ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Second Revised Page 39  
Cancels First Revised Page 39

EFFECTIVE: November 20, 2020

## 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 one-way incoming 911 Exchange Lines and any additional customer-provided PSAP equipment that may be required at the customer's premises. Basic 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. 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

Rates for facilities will apply for 911 Exchange Lines (answering) that terminate at PSAPs. The monthly rate for the Exchange Line is the rate applicable for the exchange in which the central office originating the 911 Exchange Line is located.

##### 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 type service will apply.

##### d. Interoffice Lines

Nondedicated 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 used 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*.

##### g. 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.

#### A13.27.2 Reserved For Future Use

#### A13.27.3 Reserved For Future Use

#### A13.27.4 Reserved For Future Use

Material previously appearing on this page now appears on page(s) 38 of this section.

M1 Material appearing on this page previously appeared on page(s) 40 and 41 of this section.

M2 Material appearing on this page previously appeared on page(s) 43 of this section.

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 40  
Cancels Third Revised Page 40

EFFECTIVE: November 20, 2020

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M)

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

(M1)

##### A. General

(M1)

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 includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911. (M1)
2. Enhanced 911 Service is offered subject to availability of facilities and equipment. (M1)
3. The E911 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 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. (M1)
4. Enhanced Universal Emergency Number Service (E911) is not available for resale. (M1)
5. The Company may provide, upon request and where technically and economically feasible, E911 service to an E911 customer whose PSAP location is physically located outside of the Company's authorized serving territory but within the territory of an Independent Company. Such service will only be provided where agreement has been reached among the Company, the E911 customer, and the Independent Company and upon approval of the Louisiana Public Service Commission. Such service shall be provided at the rates, terms and conditions as stated herein. This tariff specifically grants the Company the authority, but not the obligation, to provide E911 service to the requesting E911 customer and does not impose on the Company the responsibilities and obligations of an Essential Telecommunications Carrier within the serving territory of the Independent Company. (M1)
6. The Company will bill local exchange customers, on behalf of the 911 customer for the installation, provisioning and operation of an Enhanced 911 (E911) system. These charges shall be billed to the local exchange subscribers served by the service (E911) on an individual exchange line basis in accordance with La. R.S. Title 33:9106. For purposes of applying these charges, each PBX trunk and each Centrex-type Network Access Register is an individual exchange line equivalent, and each multi-channel circuit (such as ISDN PRI) is five (5) exchange line equivalents. (M1)

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 41  
Cancels Third Revised Page 41

EFFECTIVE: November 20, 2020

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M1)

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

##### B. Definition Of Terms

(M)

##### ADDITIONAL E911 EXCHANGE LINE

(M)

Additional terminating line at a PSAP (over and above those engineered) that may be ordered by the customer as an optional feature.

##### ALTERNATE ROUTING (AR)

(M)

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

(M)

1. all E911 exchange lines to the primary PSAP are busy, or

(M)

2. the primary PSAP closes down for a period.

(M)

This is a standard feature of E911 Service.

(M)

##### AUTOMATIC LOCATION IDENTIFICATION (ALI)

(M)

A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple access 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.

(M)

##### AUTOMATIC NUMBER IDENTIFICATION (ANI)

(M)

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

(M)

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

(M)

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

(M)

##### DATA MANAGEMENT SYSTEM (DMS)

(M)

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.

(M)

##### DEFAULT ROUTING (DR)

(M)

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 with Selective Routing.

(M)

##### EMERGENCY SERVICE NUMBER (ESN)

(M)

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

(M)

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 42  
Cancels Third Revised Page 42

EFFECTIVE: November 20, 2020

## 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)

###### 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 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.

###### 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 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

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.

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

An answering location for E911 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.

###### 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 and associated ESN.

###### 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 equipment 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.

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M1 Material appearing on this page previously appeared on page(s) 46 of this section.

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fifth Revised Page 43  
Cancels Fourth Revised Page 43

EFFECTIVE: November 20, 2020

## 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

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. (M)
2. The E911 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 this Tariff. (M)
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public. (M)
4. E911 Service is provided solely for the benefit of the customer operating the PSAP. 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 Company obligation toward any third person or legal entity other than the customer. (M)
5. 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. (M)
6. Temporary suspension of service is not provided for any part of the E911 Service. (M)
7. (DELETED) (M)
8. (DELETED) (M)
9. In addition to the limitations of liability set forth elsewhere in this Tariff, the Company's entire liability in connection with the provision, interruption or failure of E911 Service shall be limited to the terms set forth as follows. (M)  
The Company's liability for any loss or damage, including personal injury or death, arising from errors, omissions, interruptions, delays, defects, failures, or malfunctions of this service or occurring in the course of or as a result of the provision of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of \$50.00 or an amount equivalent to the proportionate charge for the period of service during which such error, omission, interruption, delay, defect, failure or malfunction occurs. No allowance will be made if the interruption is due to the negligence or willful act of the customer of the service. (M)
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. (M)
11. Each customer agrees to release, defend, indemnify and hold harmless the Company from any and all losses, claims, demands, suits, and other actions, 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 E911 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 E911 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. (M)
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. (M)
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. (M)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M1)

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

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

(M)

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. (M)
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 9-1-1 call. (M)
16. The customer must furnish the Company its agreement to the following terms and conditions. (M)
  - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis. (M)
  - 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. (M)
  - 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. (M)
  - 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. (M)
  - 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. (M)
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. (M)
  - 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. (M)
  - 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. (M)

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

## GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 45  
Cancels Third Revised Page 45

EFFECTIVE: November 20, 2020

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

- (M1)
- C. Rules And Regulations (Cont'd) (M)
17. (Cont'd) (M)
- 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. (M)
- 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. (M)
- 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. (M)
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. (M)
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. (M)
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: (M)
- 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. (M)
- 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. (M)
- c. Customer shall use due care in providing for the security and confidentiality of the information. (M)
- d. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services. (M)
- 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. (M)
21. E911 Service is not eligible for concession service. (M)

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Baton Rouge, Louisiana

## GENERAL SUBSCRIBER SERVICES TARIFF

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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)****D. Service Features**

- (M1)
- (M)
1. E911 Service is available in four service feature offerings. (M)
    - a. Automatic Number Identification (ANI) (M)
 

Charges are based on the total number of access lines served by the local switching offices equipped for ANI only. (M)
    - b. Automatic Number Identification and Selective Routing (ANI/SR) (M)
 

Charges are based on the total number of access lines to which both ANI and SR applies. (M)
    - c. Automatic Number Identification and Automatic Location Identification (ANI/ALI) (M)
 

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR. (M)
    - d. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR) (M)
 

Charges are based upon the total number of access lines to which ANI, ALI, and SR apply. (M)

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. (M)
  2. (DELETED) (M)
  3. The service feature offerings include provision of E911 Exchange Lines to all primary PSAP's and to secondary PSAP's 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 PSAP's that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Exchange Lines. (M)
  4. The following standard features are included with each of the service offerings: (M)
    - Forced Disconnect (M)
    - Alternate Routing (Night Service) (M)
    - Speed Calling (M)
    - Central Office Transfer Arrangements (M)
    - Default Routing (M)
  5. (Obsolete, See Section A113) (M)
  6. (Obsolete, See Section A113) (M)

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 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Third Revised Page 46.1  
 Cancels Second Revised Page 46.1

EFFECTIVE: November 20, 2020

**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. Service Charges will apply on a per service order basis as covered in Section A4. of this Tariff. (M)
- 2. Messages (M)
  - a. The calling party is not charged for calls placed to the 911 number. (M)
  - 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. (M)
- 3. Service Features (M)
  - a. Rounded to nearest 1000 access lines per service feature per Company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. In instances where an exchange in an E911 system overlaps into an adjacent county or municipality without E911 service, charges for total exchange access lines will apply. When the adjacent county or municipality implements E911 service, charges for only access lines located in their respective serving areas will apply. This count will be adjusted annually to update customer billing.<sup>1</sup> (M)

(1) Per 1000 Access Lines Served (M)

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Automatic Number Identification	<b>\$330.00</b>	<b>\$21.25</b>	<b>E8X</b>	(M)
(b) Combined Automatic Number Identification and Selective Routing	<b>1,790.00</b>	<b>95.00</b>	<b>E8T</b>	(M)
(c) Combined Automatic Number and Location and Identification	<b>1,890.00</b>	<b>130.00</b>	<b>E8V</b>	(M)
(d) Combined Automatic Number and Location Identification and Selective Routing	<b>1,890.00</b>	<b>135.00</b>	<b>E8Z</b>	(M)
b. Optional additional E911 Exchange Line terminating at PSAP				(M)
(1) Each	-	<b>\$289.50</b>	<b>E8K</b>	(M)

**Note 1:** The annual customer billing update due to access line count adjustment applies only to monthly recurring rates. (M)

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 TELECOMMUNICATIONS  
 LOUISIANA  
 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 47  
 Cancels Third Revised Page 47  
 EFFECTIVE: November 20, 2020

**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)**

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>

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Combined Automatic Location Identification and Selective Routing <sup>2</sup>	<b>\$1,865.00</b>	<b>\$120.00</b>	<b>ER1</b>	(M)
(b) Selective Routing <sup>3</sup>	<b>1,760.00</b>	<b>81.00</b>	<b>E16</b>	(M)
5. (Obsolete, See Section A113)				(M)
6. (Obsolete, See Section A113)				(M)
7. (Obsolete, See Section A113)				(M)
8. (Obsolete, See Section A113)				(M)

**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-ANI) records, will be grouped together and rounded to the nearest 1000 access lines for billing purposes. For the purpose of counting access lines for Wireless Carriers, the quantity of pseudo-ANI records will be used in lieu of access lines. The annual customer billing update due to access line count adjustment applies only to monthly recurring rates. (M)

**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). (M)

**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). (M)

M1 Material previously appearing on this page now appears on page(s) 43 and 44 of this section. Material appearing on this page previously appeared on page(s) 51, 51.1, 52, 53 and 53.1 of this section.

BELLSOUTH  
 TELECOMMUNICATIONS  
 LOUISIANA  
 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 48  
 Cancels Third Revised Page 48

EFFECTIVE: November 20, 2020

**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)**

**9. PSAP Equipment**

PSAP (Public Service Answering Point) equipment may be furnished by the Company. All PSAP equipment must be provided in accordance with the following rules and regulations.

- a. All E911 equipment provided by vendors other than the Company must be registered under Part 68 of the Federal Communications Commission's Rules governing customer premises equipment.
- b. All E911 equipment must comply with Part 15 of the Federal Communications Commission's Rules governing customer premises equipment.
- c. Equipment must be UL listed.
- d. Equipment must be compatible with prevailing interface standards of the Company, such as Telcordia trunk interface standards.
- e. Equipment attached to the Company's full featured E911 service must be compatible with the Company's standards for such service or with BellSouth Services' Technical Specifications Customer Provided E911 Premises Equipment, which embodies TR 73528 - Bellsouth E911 Service Interfaces to Customer Premises Equipment at a Public Safety Answering Point as appropriate.
- f. (DELETED)
- g. Any equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it shall not be able to extract from any data base containing proprietary customer specific information any information other than that relating to a number identified through the ANI feature as an in-progress E911 call.
- h. Equipment must possess self-diagnostic functions that monitor switch and trunk operations and identify and report automatically to the PSAP or the maintenance service center any switch and/or trunk problems that may occur.
- i. The equipment must have the capability to allow the PSAP operator to release a connection even though the calling party has not hung up (forced disconnect) and must be able to extend, transfer and relay incoming E911 calls in order to dispatch emergency assistance.
- j. The equipment must comply with the Company's tariffs regarding provision of E911 service and e. preceding.
- k. Under no circumstances shall the Company be required to modify its network operations or protocols to accommodate PSAP equipment.
- l. The E911 customer shall be responsible for and provide to the Company proof of the availability of adequate, continuous maintenance of its PSAP equipment before E911 service may be implemented. Non-monetary changes in such maintenance arrangements shall be made known to the Company, including renewal of said agreements.
- m. The E911 customer shall assure that such maintenance provides at a minimum a first tier response time no greater than two hours, accessible 24 hours a day, 7 days a week. It must further be recognized that if the Company is not the equipment provider the Company's maintenance responsibility ends at the point of demarcation.

**10. Enhanced Multi-Frequency Signaling (EMFS)<sup>1</sup>**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC XTAMF</b>
(a) Per PSAP	-	-	XTAMF

**Note 1:** 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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GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 48.1  
Cancels Third Revised Page 48.1

EFFECTIVE: November 20, 2020

## 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 for 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 the Wireless E911 Phase 2 Service. See rates in F. following.
- b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
- c. WSPs must have obtained an E2 interface to BellSouth's ALI database that complies with the latest issue of BellSouth Technical Reference 73610. This interface will be used by the WSP to provide the Phase 2 data.

##### 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/GMLC 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 both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

##### 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.

##### 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.

##### 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 new 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 D2.), 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 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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Material appearing on this page previously appeared on page(s) 54.0.1 and 54.0.2 of this section.

**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)
(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>190.00</b>		<b>XTAP2</b> (M)

**A13.27.7 (DELETED)**

**A13.27.8 BellSouth 9-1-1 PinPoint Service**

**A. General**

1. 9-1-1 PinPoint Service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP). (M)
2. 9-1-1 PinPoint Service is available with the Company's Primary Rate ISDN (PRI) or 9-1-1 Pinpoint Service Local Channels. 9-1-1 Pinpoint Service Local Channels are not required if using the Company's PRI service. (M)
3. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider. (M)

**B. Regulations**

1. 9-1-1 PinPoint Service is furnished subject to the availability of facilities. (M)
2. Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system. (M)
3. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from 9-1-1 PinPoint Service locations will be handled. (M)
4. The following specifications must be met when provisioning this service: (M)
  - a. Subscribers to 9-1-1 PinPoint Service must meet all Company technical specifications. (M)
  - b. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system. (M)
  - c. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates. (M)
  - d. 9-1-1 PinPoint Service is configured on a "per account" basis for the Company's Direct Inward Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All telephone numbers on these accounts must be provisioned with 9-1-1 PinPoint Service. The Customer cannot randomly select which telephone numbers on an account will have the Service. This regulation is not applicable for PRI subscribers billed for 9-1-1 PinPoint Service on a per PRI station number (per TN) basis. (M)
  - e. Users of 9-1-1 PinPoint Service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any telephone numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint Service customer is responsible for ensuring that 9-1-1 PinPoint Service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information. (M)
  - f. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically the Company's PRI and the Company's DID services. The PBX switch must employ the Company's Direct Inward Dialing (DID) or the Company's PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be 9-1-1 PinPoint Service Local Channels or PRI). 9-1-1 PinPoint Service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on telephone numbers obtained from CLECs or on any IP-enabled services. (M)

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ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fifth Revised Page 50.1  
Cancels Fourth Revised Page 50.1

EFFECTIVE: November 20, 2020

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M1)

(M)

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

##### B. Regulations (Cont'd)

4. The following specifications must be met when provisioning this service: (Cont'd)
  - g. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.
5. The PBX switch owner/operator must install a minimum of two private E911 local channels<sup>1</sup> with the following specifications:
  - a. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving E911 tandem.
  - b. The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel.
  - c. Supervision on this 9-1-1 PinPoint Service Local Channel will be loop reverse battery. The battery source is located in the Company's network and will be a nominal -48V (-42.75V to -56.5V dc).
  - d. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving E911 tandem office will instruct the PBX to forward the called digits "911" or "11" with a momentary battery reversal (wink). The E911 tandem will instruct the PBX to send the calling station's number (ANI) information with a battery reversal (off hook).
  - e. Additional regulations may be applicable as described in Section B3 of the Private Line Guidebook.
  - f. Network interfaces will be required as appropriate.
6. Service charges, as specified in Section A4., are applicable.
7. General Regulations located in Section A2. will also apply to this service offering.
8. 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 9-1-1 PinPoint Service. The provision of 9-1-1 PinPoint Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
9. The rates charged for 9-1-1 PinPoint Service do not contemplate the constant monitoring or inspection 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 service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.
10. The Company's entire liability to any person for the interruption or failure of 9-1-1 PinPoint Service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of 9-1-1 PinPoint Service to any customer subscribing to 9-1-1 PinPoint Service or any person accessing or using 9-1-1 PinPoint Service and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services.
11. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, 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, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or 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 9-1-1 PinPoint Service features and the equipment associated therewith, or by any services which are or may be 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 911 services using 9-1-1 PinPoint Services hereunder, and which arise 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.

**Note 1:** 9-1-1 PinPoint Service Local Channels are not required with the Company's Primary Rate ISDN.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

##### B. Regulations (Cont'd)

12. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms and the tariffs and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable laws, rules, and regulations in connection with the Services. Finally, the Customer shall provide such information and assistance as are reasonably requested by BellSouth for purposes of facilitating BellSouth's provision of Services to the Customer. (M1)
13. When an order for 9-1-1 PinPoint Service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests 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. (M)
14. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2. (M)
15. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. (M)
16. Other Rules and Regulations located in A13.27.5. preceding will also apply to this service offering as appropriate. (M)

##### C. Payment Schedules

1. (DELETED) (M)
2. Transfer of Contract (M)  
Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber. (M)
3. Deferred Payment (M)  
Nonrecurring charges may be deferred or installment billed. (M)
4. Prepayment (M)  
Recurring charges may be prepaid. (M)
5. Cancellation Charges (Early Termination Fees) (M)  
Cancellation charges, otherwise referred to as Early Termination Fees, will be applied where service is removed prior to the expiration of the 60 month contract period<sup>1</sup>. (M)
6. Moves of Service (M)
- a. When the PBX owner/operator moves 9-1-1 PinPoint Service: (M)
- (1) Cancellation charges do not apply. (M)
- (2) Rates in effect will continue uninterrupted. (M)
- (3) 9-1-1 PinPoint Service nonrecurring charges do not apply as long as the move is within the existing service area boundaries. (M)
- (4) 9-1-1 PinPoint Service local channel charges apply as appropriate. (M)

**Note 1:** As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure. (M)

M1 Material previously appearing on this page now appears on page(s) 46.1 and 47 of this section.  
Material appearing on this page previously appeared on page(s) 54.2 of this section.

BELLSOUTH  
 TELECOMMUNICATIONS  
 LOUISIANA  
 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Second Revised Page 51.1  
 Cancels First Revised Page 51.1

EFFECTIVE: November 20, 2020

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)**

**D. Rates and Charges**

1. 9-1-1 PinPoint Service

a. Installation Charge for BellSouth Direct Inward Dialing (DID) Service<sup>1</sup>

(1) Per Customer

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Up to 1,000 station records, per customer	<b>\$3,600.00</b>	-	<b>E8YN1</b>	(M)
(b) 1,001 to 4,000 station records, per customer	<b>4,800.00</b>	-	<b>E8YN2</b>	(M)
(c) 4,001 or more station records, per customer	<b>5,900.00</b>	-	<b>E8YN3</b>	(M)
b. Monthly Charges for BellSouth Direct Inward Dialing (DID) Service <sup>2,3</sup>				(M)
(1) per 1,000 records				(M)
(a) Up to 1,000 station records, per 1,000 records	-	<b>\$178.00</b>	<b>E8Y61</b>	(M)
(b) 1,001 to 4,000 station records, per 1,000 records	-	<b>155.00</b>	<b>E8Y62</b>	(M)
(c) 4,001 or more station records, per 1,000 records	-	<b>130.00</b>	<b>E8Y63</b>	(M)
c. For PRI service per 9-1-1 PinPoint Service customer				(M)
(1) per PRI telephone number equipped (per TN) <sup>4</sup>				(M)
(a) 1st telephone number	<b>3,100.00</b>	<b>95.00</b>	<b>E8YSE</b>	(M)
(b) each additional telephone number	-	<b>.05</b>	<b>E8YTN</b>	(M)
2. 9-1-1 PinPoint Service Local Channels, per channel				(M)
(a) First channel, each	<b>475.00</b>	-	<b>E8YCT</b>	(M)
(b) Additional channels, each	<b>105.00</b>	-	<b>E8YCU</b>	(M)
(c) Each channel	-	<b>55.00</b>	<b>E8YCV</b>	(M)
3. Cancellation Charges (Early Termination Fees)				(M)
The following charge is incurred when a total disconnect of 9-1-1 PinPoint Service occurs during the 60 month contract period <sup>2</sup> .				(M)
(a) Per System disconnect	<b>2,500.00</b>	-	<b>E8YDX</b>	(M)

**Note 1:** As of May 15, 2010, the per 1,000 station records pricing structure and associated Installation Charges will only be available for new DID service. (M)

**Note 2:** As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure. (M)

**Note 3:** As of May 15, 2010, monthly charges based on the per 1,000 station records pricing structure will only be available for DID service. Existing PRI subscribers will be grandfathered as of May 15, 2010 and may retain the per 1,000 station records pricing structure as long as they continue the service at their current location. (M)

**Note 4:** Nonrecurring charges will not apply for grandfathered PRI subscriber who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure. (M)

M1 Material previously appearing on this page now appears on page(s) 47 of this section.  
 Material appearing on this page previously appeared on page(s) 54.2.1 of this section.

BELLSOUTH  
TELECOMMUNICATIONS  
LOUISIANA  
ISSUED: November 6, 2020  
BY: President - Louisiana  
Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fourth Revised Page 52  
Cancels Third Revised Page 52

EFFECTIVE: November 20, 2020

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M1)

#### A13.27.9 Louisiana Office of Emergency Preparedness (OEP) E911 Database Extract

(M)

##### A. General

(M)

The Louisiana Office of Emergency Preparedness (OEP) E911 Database Extract provides the Louisiana State OEP, or the requesting Parish OEP, or the designated emergency alert provider, the published, non-published, and non-listed telephone numbers with the associated addresses contained in the E911 database for a specified geographical location at a designated period in time. An emergency alert provider is a third party who is designated by a Parish OEP to provide emergency alert services for that Parish and who is certified as such by the State OEP. This information is being furnished to the Parish OEP or its emergency alert provider only for the purpose of originating outgoing calls to notify and inform telephone subscribers in the event of an imminent or actual emergency which affects or threatens to affect public safety or health. The data file will include BellSouth (the Company) telephone records as well as records for all other E911 data providers that have provided data for the BellSouth E911 database. These include, but are not limited to, Independent Telephone Companies, Competitive Local Exchange Carriers (CLECs), PBX providers, and Wireless Service Providers.

(M)

##### B. Rules and Regulations

(M)

1. The Louisiana OEP E911 Database Extract is being provisioned in accordance with the requirements of Louisiana Revised Statutes 45:840. (M)
2. Any published, non-published, or non-listed number provided by the Company shall be used only by a Parish OEP or its emergency alert provider, acting at the request of such an office, for the sole purpose of providing emergency alert services to the public. Any use involving the reproduction, publishing, reselling, disclosing, tampering with, or providing access to information in the database for any purpose other than the provision of emergency alert service is strictly prohibited. (M)
3. With respect to the database extract file provided by this service, the State/Parish OEPs, the emergency alert providers, and their employees shall: (M)
  - a. hold the information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information, (M)
  - b. restrict disclosure of the information solely to those employees with a need to know and not disclose it to any other parties, (M)
  - c. and use the information only in connection with providing emergency alert services to the public. (M)
4. Each extract file shall be transmitted via electronic file transmission to the Parish OEP or, upon proof of certification by the state OEP, to its emergency alert provider. Data extracts for an individual Parish will be limited to no more than four times per year, per Parish. (M)
5. Each extract shall be requested by the State or Parish OEP in writing to the authorized Company representative and specify the Parish name for which data is to be extracted. The OEP or certified emergency alert provider must be able to receive each electronic file transmission and will be required to meet the minimum system, hardware, and software requirements provided to the OEP by the authorized Company representative. (M)
6. This service provides the extraction and transmission of E911 database records for use by the OEP for emergency alerting services. Actual processing of the E911 database records is the responsibility of the OEP. (M)
7. Initial requests of each Parish will be satisfied within 30 business days of receipt of written requests. Each subsequent request of an individual Parish's E911 database will be provided within 15 business days from receipt of written request. (M)
8. The Louisiana OEP E911 Database Extracts are available only in those Parishes where E911 Service has been implemented by the Company. (M)
9. The long distance costs for electronic file transmission of the Louisiana OEP E911 Database Extract are included in the rates and charges specified in C. following. (M)
10. Louisiana OEP E911 Database Extract is not eligible for concession service. (M)

M1 Material previously appearing on this page now appears on page(s) 47 of this section.  
Material appearing on this page previously appeared on page(s) 54.3 and 54.4 of this section.

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 ISSUED: November 6, 2020  
 BY: President - Louisiana  
 Baton Rouge, Louisiana

GENERAL SUBSCRIBER SERVICES TARIFF

Fifth Revised Page 53  
 Cancels Fourth Revised Page 53

EFFECTIVE: November 20, 2020

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.27.9 Louisiana Office of Emergency Preparedness (OEP) E911 Database Extract (Cont'd)**

**B. Rules and Regulations (Cont'd)**

- 11. Back-up extract files will be maintained for 30 days following initial transmission. A retransmission of this back-up extract file may be provided at the non-recurring charges specified in C. following. (M)
- 12. Service charges shown in Section A4 are not applicable to Louisiana OEP E911 Database Extracts. (M)
- 13. All rules and regulations that normally apply to regular business subscribers apply unless otherwise stated herein. (M)
- 14. The State/Parish OEPs and emergency alert providers agree that the Company, its employees, directors, officers, agents, and subcontractors, are not liable or responsible to the OEPs or emergency alert providers for errors, omissions, delays, or other malfunctions in the database extract file, or for any damages in a civil action for injuries, death or loss to person or property incurred by any person as a result of any action or omission of the Company or of any of its employees, directors, officers, agents or subcontractors. (M)
- 15. The State/Parish OEPs and emergency alert providers agree to hold harmless and indemnify the Company, its employees, directors, officers, agents, and subcontractors from and against any and all claims or suits which arise out of or result from the provision of the database extract file, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omissions in the file or the use such information by the State/Parish OEP or emergency alert provider. (M)
- 16. The State/Parish OEPs and emergency alert providers agree to release, defend, indemnify and hold harmless the Company from any and all losses, claims, demands, suits, and other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the State/Parish OEP or 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 OEP or others, and which arises out of the negligence or other wrongful act of the Company, the OEP, its user agencies, 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 the E911 Database Extract Service, therewith, including, but not limited to, the identification of the telephone number or address associated with the telephone number, or (3) arising out of any act or omission of the OEP, in the course of using services provided pursuant to this offering. (M)

**C. Rates and Charges**

- 1. Data will be extracted upon request no more than four times per year, per Parish. (M)

	<b>Nonrecurring</b>		
	<b>Charge</b>	<b>USOC</b>	
(a) Initial request, per 1,000 records	<b>\$20.00</b>	<b>OEPX1</b>	(M)
(b) Retransmission request	<b>362.00</b>	<b>OEPX2</b>	(M)

**A13.28 through A13.90 (DELETED)**

Pages 53.1 through 91 are hereby deleted in their entirety and removed from this Tariff.

M1 Material previously appearing on this page now appears on page(s) 47 of this section.  
 Material appearing on this page previously appeared on page(s) 54.4 and 54.5 of this section.