
8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911

A. GENERAL

1. Description

- a. Universal emergency reporting service, 911 is a service, where by people in need of assistance may, by dialing 911 from within the serving area, gain access to a customer designated and operated Public Safety Answering Point (PSAP) to report an emergency situation.
- b. Universal emergency reporting service features and network arrangements will be based upon the operating limitations of the Company's facilities and equipment.
- c. Universal emergency reporting service is furnished to political subdivisions and municipal corporations of the State of Nevada. The political subdivision or municipal corporation placing an order for 911 emergency service is the customer of the Company.
- d. Two types of 911 service are offered, Basic 911 (B911) and Enhanced 911 Service (E911). Enhanced 911 Service may be provided through a control office (tandem) or as a stand-alone arrangement. Selection of the appropriate service will be made by the Company and the customer and will be based on an analysis of customer needs at each location and the availability of facilities in each area.

2. Regulations

- a. Upon application by one or more political subdivisions acting as a single agency, or their certified agent, the Company will open the universal emergency number, 911, for use by the general public in reporting of emergencies to a Public Safety Answering Point (PSAP).
- b. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to these calls on the customer's premises.
- c. The Company shall engineer the initial installation of a 911 reporting system to meet the customer's requested communications requirements. The engineering design will be based on type and amount of lines required, other information furnished by the customer, and engineering data used by the Company.
- d. Basic and Enhanced 911 Emergency Services are limited to the use of the 3-digit number 911 as the universal emergency telephone number. Only one 911 service will be provided within the political subdivision or municipal corporation locality.
- e. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in the Guidebook.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- f. 911 service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- g. 911 service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
- h. 911 service is provided by the Company where facility and operating conditions permit. Central Offices (COs) that are not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI just for E911 Service.
- i. At the locations where Selective Routing (SR) is ordered by the 911 service customer, the customer is responsible for identifying the unique combinations of police, fire and emergency medical services or any other appropriate agencies; jurisdiction in the E9-1-1-service 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 in the E9-1-1- serving area. In addition to identifying the ESNs, the 911 service customer, is also responsible for identifying the "Default" ESN. The default ESN is assigned to a default PSAP whenever the E9-1-1 call cannot be selectively routed due to ANI failure, garbled digits or other causes. Each inter office trunk group (from each End Office to the E9-1-1 Control Office) is assigned a default ESN. The default ESN is assigned to the PSAP that normally would receive most of the calls from the End Office.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- j. When selective routing has not been ordered, all calls within a single central office exchange will be routed to one PSAP. Where two or more PSAPs are located in an exchange, and the exchange includes two or more central office locations, the PSAPs will be arranged to receive calls from particular central offices within that exchange.
- k. Temporary suspension of service is not provided for any part of the 911 service or premises equipment provided by the Company.
- l. In locations where ANI is not technically feasible, such as rural locations, central office identification is provided in lieu of ANI.
- m. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 service is offered.
- n. Application for 911 service must be executed in writing by each municipality, a state or local government authority or their duly appointed agent.

The customer must be legally authorized to subscribe to the service and have public safety respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone CO areas arranged for 911 calling.

If application for service is made by an agent, the Company must be provided with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in and 911 offering.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- o. The 911 service customer must furnish the Company, in writing, its agreement to the following terms and conditions:
 - (1) The customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company. All 911 service customers must purchase a minimum of two lines required at any point in the 911 network, including the 911 exchange lines terminated at the PSAP.
 - (2) The customer will order sufficient quantities of incoming administrative lines, incoming emergency lines, and outgoing lines to prevent interference with, or cause harm to the Company's Exchange and Message Toll Network, or cause a condition which will be detrimental to the service of the Company's other customers.
 - (3) During the engineering process, prior to initial installation, the Company will estimate and recommend sufficient services and equipment quantities to meet customer needs.
 - (4) At least one Public Safety Answering Point (PSAP) will be provided and staffed on a 24-hour, seven days per week basis.
 - (5) The customer will be responsible for providing the following information upon ordering Selective Routing (SR):
 - a. The customer will provide street address and PSAP routing information for each central office area included in the E9-1-1 service area prior to establishment of service.
 - b. 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 in a mutually agreed upon format prior to the effective date of service.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- o. The 911 service customer must furnish the Company in writing, its agreement to the following terms and conditions: (Cont'd)
 - (5) The customer will be responsible for providing the following information upon ordering Selective Routing (SR): (Cont'd)
 - c. After establishment of service, it is the customer's responsibility to continue to verify and accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes that need to be made in the routing information by reason of changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, emergency medical services or other appropriate agencies jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities and any other matter that will affect the routing of E9-1-1 calls to the proper PSAP.
 1. Changes, deletions and additions which the customer desires to have made in the MSAG should be submitted on "as occurred" basis.
 2. The Company will furnish a record to the customer for verification showing each change, deletion and addition to the MSAG.
 - d. The Company will have provided, at the request of the customer, a complete record of the MSAG for the purpose of the customer verifying the accuracy of the police, fire and emergency medical service PSAP routing designation. One free copy will be provided annually. Information concerning all telephone customer data will be treated as confidential.
 - (6) The customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, or will undertake to transfer all 911 calls received to the agency with responsibility for dispatching these services, to the extent such services are reasonably available.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- o. The 911 service customer must furnish the Company, in writing, its agreement to the following terms and conditions: (Con't)
- (7) The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to 911 PSAP by calling parties.
- (8) The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed.
- (9) The customer also agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including but not limited to, the identification of the telephone number and/or location associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

- p. 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 911 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.
- q. Terminal Equipment
- (1) Terminal equipment owned and provided under this tariff by the Company is grandfathered effective January 1, 1997. Grandfathered terminal equipment subscribed to under this tariff will be at the rates and charges shown in this tariff. No new or supplemental offering of terminal equipment is available under this tariff. The Company will maintain and support grandfathered terminal equipment currently in place.
 - (2) Customer Provided Equipment (CPE) may be furnished to terminate 911 lines from the Company's central office. Equipment purchased after January 1, 1997 will be purchased by the customer as non-regulated CPE.
 - (3) When authorized customer provided terminal equipment is employed, it will be furnished in accordance with the provisions shown in the appropriate tariffs.
 - (4) Any terminal equipment used in connection with Enhanced 911 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 Automatic Number Identification features) as the source of an in-progress 911 call.
- r. Tie lines, private lines and other channels connecting a PSAP with responding agencies are provided at rates and charges as specified in the appropriate tariffs. Public Sector Digital Network Services rates apply as appropriate according to Part 15 Section 3 of the Guidebook
- s. Mileage Measurement – 911 Answering Lines
- When dedicated facilities (e.g. interoffice, private line, foreign exchange) are required, mileage charges apply in accordance with the appropriate service tariff. Public Sector Digital Network Services rates apply as appropriate according to part 15 Section 3 of the Guidebook.
- t. Commercial Power
- Commercial power, power wiring and outlets are furnished by the customer who assumes all responsibility for the safe condition of such wiring outlets and power.
- u. When 911 is dialed, no charge will be made to the calling party.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

v. Confidentiality of Customer Information

- (1) Enhanced 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company's ANI and ALI systems will release such information only after an E911 call has been received, on a call-by-call basis, and only for the purpose of responding to an emergency call in progress.
- (2) The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, the class and grade of service, and name and address associated with the originating station location are furnished to the PSAP.

w. Limitation of Liability

- (1) 911 service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 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.
- (2) The Company's entire liability to any person for interruption or failures of 911 service shall be limited to the terms specified in this section and other sections of the Guidebook. Provisions concerning limitation of liability and allowance for interruptions in service are specified in Part 2, Section 2 of this Guidebook.
- (3) Absent a demonstration of fraudulent conduct, willful misconduct, gross negligence or violation of law, the Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall be limited to an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- (4) Except for willful misconduct or gross negligence of the Company, each end user and customer also agrees to release, indemnify, and hold harmless the Company, its agents, employees and assigns from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, Whether suffered, made instituted, or asserted by the end user, 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 end user, customer or others.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

w. Limitation of Liability (Cont'd)

(5) The Company, its employees, agents, and assigns, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, particularly in, or carrying out duties involved in tracing a 911 call in an emergency situation where no name, address or location of the 911 caller is available.

x. Enhanced 911 Customer Responsibilities regarding subscriber or geographical information provided by the Company.

(1) Information furnished by the Company in connection with provisioning of Enhanced 911 services shall be used by the customer solely for the purpose of aiding the customer in identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving area.

(2) The customer shall strictly limit access to the information to authorized employees with a need to know and who engage in the provision of emergency assistance services.

(3) The customer shall use due care in providing for the security and confidentiality of the information.

(4) The customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.

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

y. The rates charged for 911 service do not include the inspection or monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake this 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.

z. Supplemental Equipment

Equipment arrangements, rearrangements and services available for use with other types of service will be furnished with 911 service where facilities and operating conditions permit, unless otherwise specified in the Guidebook. Where furnishing these arrangements and rearrangements involves costs in excess of those listed in the Guidebook, additional charges may apply.

aa. Custom Calling 2000 blocking features, such as Per Call Blocking or Per Line Blocking will not block the delivery of Automatic Number Identification (ANI) if activated prior to placing a 911 call. See Part 7 Section 1 of this Guidebook.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

3. Definitions

a. Additional E911 Exchange Line

Additional E911 Exchange Line is a terminating line at a PSAP that may be ordered by the customer as an optional feature. This line is in excess of the number of terminating lines determined by the Company as necessary to provide P01 grade of service. Optional exchange lines are utilized to transfer calls to a secondary PSAP not equipped to display ANI.

b. Automatic Location Identification (ALI)

Automatic Location Identification, or ALI, is a feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. The address displayed on calls placed from additional telephones that are part of the same account at another address location will be that of the main service location.

c. Automatic Number Identification (ANI)

Automatic Number Identification, or ANI, is a feature by which the calling party's telephone number is forwarded to the PSAP for display.

d. Basic 911 (B911)

Basic 911 (B911) service provides completion of 911 class via either the local exchange network or dedicated facilities. ANI is not provided.

e. Call Transfer to Responding Agency

The Call Transfer to Responding agency feature allows the PSAP attendant to transfer incoming 911 calls to another agency via a two-way private line circuit.

f. Called Party Hold

The Call Party Hold feature allows the 911 connection to be retained regardless of the switchhook status of the 911 calling party. The PSAP attendant remains off-hook or places the calling party on hold. This feature is a function of the 911 CO trunk circuit and applies only to 911 calls trunked directly from the originating Central Office.

g. Central Office Identification

The Central Office Identification feature enables the PSAP to identify from which central office a call originated by visually identifying the direct trunk group on which the call is terminating.

h. Customer

The customer is the political subdivision or municipal corporation placing an order for 911 emergency service. At least one local law enforcement agency must be included among the participating agencies in any 911 service offering. 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 CO areas arranged for 911 calling.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

3. Definitions of Terms (Cont'd)

i. Database Management System (DBMS)

The Database Management System consists of manual procedures and computer programs used to create, store and/or update the data requested to provide the ALI and SR features.

j. Default Routing (DR)

This feature is activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes that may prevent selective routing. Such incoming calls to the E9-1-1 Control Office are routed to a default PSAP. Each incoming 9-1-1 facility group to the Control Office is assigned to a designated default PSAP. DR is a feature of Selective Routing.

k. Emergency Ringback

Emergency Ringback is a feature that allows the PSAP attendant to ringback the calling party who goes on-hook after the call is answered by the attendant. This feature is limited to directly-trunked 911 calls.

l. End Office

The end office is the Central Office(s) in the 911 system which receives the originating 911 call.

m. Enhanced 911 (E911)

An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

n. Enhanced 911 (E911) Control Office

The E911 control office provides tandem switching capability for E911 calls. The office controls switching of ANI information to the PSAP and provides standard speed calling features, call transfer capability and certain maintenance functions for each PSAP.

o. Fixed Transfer

Fixed transfer is an E911 feature that enables a PSAP attendant to transfer incoming E911 calls to specific secondary PSAPs, by use of a single button on the PSAP attendant position equipment.

p. Forced Disconnect

Forced disconnect is a feature which enables the PSAP attendant to release a connection, even though the calling party has not hung up. This feature prevents jamming of the 911 exchange lines and is a standard feature of 911 service.

q. Idle Tone Application

The idle tone feature provides differentiation between a circuit which has been abandoned by a 911 calling party before the PSAP attendant answers, and a circuit held by a calling party who is retaining the connection but is unable to speak. This is a standard feature of 911 service.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

3. Definitions of Terms (Cont'd)

r. Manual Transfer

Manual transfer is a 911 feature that allows the PSAP attendant to transfer an incoming call by activating the switchhook of a second telephone line, or the "add" button on the PSAP attendant position equipment. The attendant dials either a 7-digit or 1-digit telephone number (2-digit for a speed calling code). Manual Transfer is a standard feature of Enhanced 911 (E911) service.

s. Master Street Address Guide (MSAG)

The computer record that lists the standard street names, address ranges, and routing codes used in the Database Management System of an E9-1-1 system equipped with SR, ANI and/or ALI.

t. Public Safety Answering Point (PSAP)

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

u. Selective Router (SR)

This feature routes a 9-1-1 call from a central office to the designated primary PSAP. SR is provided by the E9-1-1 Control Office which routes the ANI information of the calling party and the call to the designated PSAP.

v. Selective Transfer (SR)

The capability to transfer a 9-1-1 call to a response agency by operation of one of several buttons typically designated as police, fire and emergency medical, based on the ESN of the caller.

w. Serving Central Office

The serving central office is where the PSAP, either primary or secondary, is served.

x. Switchhook Status

The switchhook status feature provides audible or visual indicators that alert the PSAP attendant when the Basic 911 (B911) calling party has gone off-hook. This feature is limited to B911 calls trunked directly from the originating central office via dedicated facilities.

y. Universal Emergency Number Service

The Universal Emergency Number Service is a communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. These calls are answered at service includes all network arrangements and some equipment dispatching of public emergency calls.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

A. GENERAL (Cont'd)

3. Definitions of Terms (Cont'd)

z. Universal Emergency Number Service Subscriber

The subscriber is a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental unit to whom authority has been lawfully delegated, within the defined geographic area, to respond to public emergency telephone calls, at a minimum for police and fire service.

aa. 911 Service Area

The 911 service area is the geographical area in which the customer responds to all 911 calls and dispatches appropriate emergency assistance.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

B. BASIC EMERGENCY 911 TELEPHONE SERVICE (B911)

1. Description

Basic 911 Service (B911) 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 to B911 Service.

B911 Service provides routing for all 911 calls originated by telephones within specific central office prefix codes to a single SPAP via business exchange lines. B911 presents a call to the Public Safety Answering Point (PSAP) via business access lines in a manner similar to a typical exchange telephone call. Automatic Number Identification is not provided. The customer must subscribe to a minimum of two lines at the PSAP to receive 911 calls.

A B911 answering line may terminate on a standard type telephone set or other answering equipment with which it is adapted. When the 911 answering line terminates on equipment other than the standard telephone set, appropriate charges and rates for line terminations will apply.

A B911 CO unit is required for each serving and remote CO.

2. Features

a. B911 service includes the following standard features provided by the B911 CO unit:

- (1) Forced Disconnect
- (2) Idle Tone Application
- (3) Called Party Hold¹

b. Provision of optional B911 features, other than forced disconnect and idle tone application, are dependent upon the type of terminating equipment and trunking arrangements. Not all routing arrangements, features or transfer arrangements are compatible nor can they be provided in all central offices. The following B911 features are optional:

- (1) Emergency Ring Back
- (2) Switchhook Status

c. Emergency Ring Back, Switchhook Status and Called Party Hold features require dedicated facilities from each originating central office to the PSAP.

NOTE 1: Called Party Hold is also offered as a standard feature when used in connection with dedicated facilities.

8.3 EMERGENCY/GROUP ALERTING SERVICES

- 8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)
- 8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)
- B. BASIC EMERGENCY 911 TELEPHONE SERVICE (B911) (Cont'd)

3. Rates and Charges

- a. Filed rates as found in Part 4, Section 2 for Measured Rate Business Service as well as Option 2, Business Discounts Options-Unlimited usage, will apply for incoming B911 exchange lines that terminate at PSAPs. The monthly rate for the exchange lines is the rate applicable for the exchange in which the central office originating the B911 exchange lines is located.

	Nonrecurring Charge	Monthly Rate	USOC
b. B911 central office unit ¹			
- Each unit	\$410.00	\$ 5.00	ZY99
c. Optional Feature(s)			
- Service establishment charge	31.00	-	NA
- Emergency Ring Back and/or Switchhook Status			
- Each Line	164.00	12.00	U9S

NOTE 1: One unit is required for each serving central office and remote central office. Standard features include Forced Disconnect, Idle Tone Application, and when dedicated facilities are used, Called Party Hold.

8.3 EMERGENCY/GROUP ALERTING SERVICES

- 8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)
- 8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)
- B. BASIC EMERGENCY 911 TELEPHONE SERVICE (B911) (Cont'd)

3. Rates and Charges (Cont'd)

	Nonrecurring Charge	Monthly Rate	USOC
d. Station Equipment			
- Station equipment for Emergency Ring Back and/or Switchhook Status ¹			
- Each arrangement	\$190.00	\$8.75	U9TCE
- First line unit installed on initial or subsequent installation visit	130.00	6.00	U9TAL
- Each additional line unit installed on initial or subsequent installation visit	120.00	6.00	U9TSL

NOTE 1: Common equipment, includes a batteryless power supply and mounting apparatus with a capacity of 14 lines.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911)

1. Description

- a. 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 some equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.
- b. E911 service provides B911 features, displays the calling party's Automatic Number Identification (ANI) and, as an option, displays the calling party's Automatic Location Identification (ALI).
- c. Within Reno Extended Dialing Area (EAD) Number 1, as described in Part 4, Section 1 of this Guidebook, E911 service utilizes a network of trunks, dedicated facilities and, as appropriate, a control office (tandem). E911 service may be provisioned utilizing the E911 control office or an optional stand-alone system.

The E911 control office provides tandem switching of ANI information to PSAPs serving multiple central offices and provides standard Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP. Within the Reno EAD number 1, stand alone systems are intended for PSAPs serving a single CO.

- d. E911 ANI exchange service rates apply per 1,000 main stations served by the Reno EAD number 1, 911 network. This service offering includes provision of an E911 exchange line to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer provided terminal equipment. The number of lines will be determined by the Company based upon anticipated call volumes. Secondary PSAPs not equipped to display ANI will receive calls on a transfer basis over the exchange network or the customer may subscribe for an additional E911 exchange line.
- e. If tandem capability is required, the Company may utilize the Reno EAD No. 1 E911 network to provide E911 service via dedicated facilities to PSAPs located outside Reno EAD No. 1. Reno EAD No. 1 E911 ANI exchange rates will apply. Rates for dedicated facilities from the outlying end office to the E911 tandem are in accordance with dedicated facilities' current tariffs or guidebook.
- f. E911 ANI service provided to PSAPs outside Reno EAD No. 1 may be provisioned as a stand-alone system, utilizing TSPS-type trunks. Rates for TSPS-type trunks apply according to Part 4 Section 1.

(N)
(N)

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)

1. Description (Cont'd)
- f. (Cont'd)

Remote switching modules served by a central office may be served by the same trunks serving the host central office if engineered traffic volumes will permit. If expected volumes require additional trunks to serve E911, the Company may require the customer to add trunks beyond the minimum to two. Each remote switching module requires a B911 central office unit. Refer to Section B.3 of this guidebook for B911 rates. (C)

- g. Stand-alone ANI service is designed for PSAPs whose calls are directly routed from the serving CO.

Stand-alone ANI service requires a minimum of two (2) operator services-type TSPS trunks to terminate incoming E911 calls. These trunks will replace, on a one-for-one basis, any business lines associated with existing B911 service.

An exchange measured business line is required per E911 TSPS trunk line if a stand-alone service customer requires Call Transfer/Conference capability. Refer to Guidebook Part 3 and Part 4 for rates and charges for measured exchange business lines.

- h. The optional ALI feature is available throughout the Company's serving territory as facilities and operating conditions permit. The feature requires subscription to the ANI feature in the Reno EAD No. 1 or TSPS-type trunks in outlying communities. E911 ALI service is billed per 1,000 main stations served.

The ALI feature requires a dedicated facility from the PSAP to the ALI Database Management System (DMS). The facility may be provided by the Company according to Part 15 Section 3 of this Guidebook or through an interexchange carrier.

- i. The optional SR feature is provided by the E9-1-1 Control Office which routes the ANI information. This feature routes a 9-1-1 call from a central office to the designated primary PSAP. E911 SR service is billed per 1,000 main stations served.
- j. E911 service requires the interaction of two distinct services; the functions provided by network-related features, and those associated with customer premises terminal (PSAP) equipment. PSAP equipment may be provided by the Company or other vendors, but must meet the functionality requirements of the network.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)

2. Service Features

a. E911 may include the following standard features:

- (1) Forced Disconnect
- (2) Call Detail Recording Interface (requires a 43 printer or equivalent)
- (3) Alternate Routing¹ (night service)
- (4) Default Routing
- (5) Speed Calling
- (6) Central Office Transfer Arrangements

b. E911 optional features include the following:

- (1) Selective Routing
- (2) Automatic Location Identification
- (3) Alternate Answer² (customer premise controlled)

NOTE 1: A feature which allows E9-1-1 calls to be routed to a customer designated alternate location if the primary PSAP closes down for a period of time.

NOTE 2: A feature which allows E9-1-1 calls to be routed to a customer designated alternate location in the event the primary PSAP is forced to close. This feature requires the use of the Availability Control Arrangement (line control arrangement) [Part 8 Section 8 of this Guidebook - Multiple Line Control Arrangements] and a private line 3002 data circuit [see Part 15 Section 3 of this Guidebook].

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)

3. Rates and Charges (Cont'd)

- a. Charges for messages transferred over exchange facilities from a PSAP are billed to the PSAP customer according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.

b. Service Features	Nonrecurring Charge	Monthly Rate	USOC	
Automatic Number Identification (Reno EAD No. 1) - Each 1,000 main stations served ^{/1/}	\$120.00	\$ 25.00	E8X	(C)
Additional optional E911 exchange line termination at PSAP ² (Reno EAD No.1) - Each line	310.00	110.00	E8K	
Automatic Number Identification (Stand-Alone Service)	RR ³	RR ³		
Automatic Location Identification - Each 1,000 main stations served ^{/1/,/4/}	140.00	118.00	E8V	(C)
Selective Routing - Each 1,000 main stations served ^{/1/,/5/}	25.00	15.00	E8Z	(C)

/1/ Round to nearest 1,000 main and equivalent main telephones (excluding all types of WATS^{/7/} terminations). (C)
This count is based upon the maximum number of the above stated main telephones in service during the most current twelve month period at the time service is established. This count will be adjusted annually to update customer billing, with the applicable twelve month period being the twelve months ending with the calendar year.

/2/ See a. in definition of terms and d. in description above. (C)

/3/ Refer to Part 3 Section 1 and Part 4 Section 2 of this Guidebook for service connection charges and monthly (C)
service rates for TSPS-type trunks.

/4/ See h. above in description. (C)

/6/ See i. above in description. (C)

/7/ Effective December 31, 2021, WATS and 800 Service are withdrawn for residential customers. (N)

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)

8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)

C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)

3. Rates and Charges (Cont'd)

c. Moves and Changes

- (1) Charges for customer requests that necessitate additions, removals, moves or changes of access facilities and/or equipment on Company premises will be based upon costs per request.
- (2) Installation of additional network or other facilities to maintain a satisfactory grade of service such as described in regulation 1. above will be provided by the Company at no additional charge to the customer.

8.3 EMERGENCY/GROUP ALERTING SERVICES

- 8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)
 8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)
 C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)
 3. Rates and Charges (Cont'd)

d. PSAP Equipment

The following rates apply to Company owned PSAP equipment only.

<u>PSAP Terminal Equipment – Option 1¹</u>	USOC	Monthly Rate
BASIC SYSTEM		
6 Answering Positions	E9S	\$1,400.00
2 Answering Positions	E9E	600.00
OPTIONAL EQUIPMENT – SYSTEM GROWTH		
Additional answering position unit, 20 line,-Each	E9U	73.25
Additional trunk interface unit, -Each	E8L	39.25
Additional remote maintenance unit, Each	E8P	54.00
Additional call records unit, Each	98A	48.00
Additional power supply unit, -Each	98C	19.75
Additional battery pack unit, Each	98D	14.50
Additional TDD keyboard, -Each	98G	5.25
Additional TDD/APU interface, -Each	98H	3.75
Additional KTU line card, -Each	98J	1.25
Additional KTU recorder connector, -Each	98O	3.75
Additional interrupter, -Each	98R	1.25
OPTIONAL EQUIPMENT – SYSTEM ENHANCEMENTS		
Line interface unit, -Each	E91CC	45.25
Dial-up transfer unit, -Each	E91TR	83.50
Remote print unit, - Each	E91SP	112.00
Call records printer, -Each	E91RD	15.25
Modem, -Each	E91CR	13.00
OPTIONAL EQUIPMENT – ALI		
Data base unit, -Each	91R	58.75
CAD interface unit, -Each	91Z	49.50
Battery back-up unit, -Each	91P	21.25
ALI monitor, flush mount, -Each	98V	32.25
ALI monitor, desktop, -Each	98W	36.75

NOTE 1: PSAP terminal equipment offered under this Guidebook is grandfathered effective January 1, 1997.

8.3 EMERGENCY/GROUP ALERTING SERVICES

- 8.3.1 EMERGENCY REPORTING SERVICE (Cont'd)
 8.3.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)
 C. ENHANCED EMERGENCY 911 TELEPHONE SERVICE (E911) (Cont'd)
 3. Rates and Charges (Cont'd)
 d. PSAP Equipment (Cont'd)

<u>PSAP Terminal Equipment – Option 2¹</u>	USOC	Monthly Rate
BASIC SYSTEM		
2 answering position units, Lifeline 100	E9Y	\$425.00
OPTIONAL EQUIPMENT – SYSTEM GROWTH		
Additional serial input/out module	E9P	32.00
Additional communications module	E91TU	32.00
Additional AC/SIG module	E91RT	15.50
Additional desktop ICM	E91PS	24.00
OPTIONAL EQUIPMENT – SYSTEM ENHANCEMENTS		
1A2 Supervision trunk cartridge, -Each		10.00
<u>Miscellaneous Equipment</u>	<u>Installation Charge</u>	USOC
TOGGLE SWITCH ²	\$19.00	5MU
		Monthly Rate NO

NOTE 1: PSAP terminal equipment offered under this Guidebook is grandfathered effective January 1, 1997.

NOTE 2: The toggle switch is required for activation of Alternate Answer (customer premise equipment).

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE

A. DESCRIPTION

1. Private Switch ALI Service (PS ALI) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 911 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
2. The ANI-only option is available if the 911 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 911 calls.
3. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the LEC's data base; (2) the private switch sends ANI to the LEC on 911 calls; and (3) the PSAP is equipped to provide 911 service with the ALI feature.
4. PS ALI Trunk service requires a minimum of two (2) operator service-type TSPS, 2-wire trunks to terminate incoming E911 calls. These trunks are required between the private switch and the E911 Control Office. In instances where Inform 911 is utilized, the private switch facilities will connect to the local serving end office. Existing 911 end office facilities will route the 911 traffic to the 911 Control Office, which will then forward the call to the PSAP.
5. The PS ALI customer must be either:
 - a. An E911 or D911 customer as described in Section 8.3.1 or
 - b. A Private Switch Provider authorized by the 911 customer to subscribe to PS ALI Service within the 911 customer's serving area.
6. The Private Switch Providers referred to in this Guidebook might include such organizations as: schools, nursing homes, hospitals, planned communities, shared tenant service (STS) providers, and residential multi-tenant service (RMTS) providers.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE (Cont'd)

B. TERMS

Administrative Site: A location responsible for administration of private switch end user records associated with one or more private switches. This location has the computer hardware and software necessary to create and transmit private switch end user (PSEU) information to the LEC data base.

Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature) are forwarded to the PSAP for display.

Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP for display.

Central Office: A Company switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Control Office: The Company central office providing tandem switching capabilities for 911 service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the Selective Routing service feature, Speed Calling features, Call Transfer services and certain maintenance functions for each PSAP.

Data Base: 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.

Intraexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located within the same exchange area.

Interexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located in a different exchange area.

911 Customer: The local governmental agency, or its authorized agent, which is legally authorized to subscribe to 911 service.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE (Cont'd)

B. TERMS (Cont'd)

Private Switch (PS): A switch, such as a Private Branch Exchange (PBX), that provides wireline basic telephone service, but is not owned and operated by the Company.

Private Switch End User (PSEU): An individual or organization authorized to use the telephone services provided by the private switch.

Private Switch Provider (PSP): A private entity that provides telephone service to a group of residential or business end users served by the provider's private switch (e.g., Private Branch Exchange).

Public Safety Answering Point (PSAP): The location where 911 calls are answered.

Record: A telephone number and the 911 data base information associated with that number.

C. TECHNICAL SPECIFICATIONS

1. Network interface requirements for E9-1-1 Trunks for PS ALI customer access are described in detail in the SBC Technical Overview – Trunking Specifications for Private Switch 9-1-1 or Private Switch ALI Service (PS911 or PSALI / Inform 911). A copy of the requirements can be obtained from the Company's Data Integrity Unit.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE (Cont'd)

D. REGULATIONS

1. Application for Service

Requests for this service: (1) can only be initiated by a 911 customer or a PSP; (2) must be provided to the Company in writing; and (3) must identify service locations and arrangements.

2. Customer Obligations

- a. The PSP must provide the full seven- or ten-digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The private switch number information must be approved by the Company prior to implementation to ensure that the service will function properly. PS ALI Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Company's numbering plan.
- b. The PSP will create, maintain, and forward to the Company current telephone number and address data according to the format and procedures specified by the Company.
- c. The PSP must develop and implement procedures to prevent the unauthorized or illegal use of PS ALI Service facilities. These dedicated facilities may not be used for any purpose other than for 911 service.
- d. The PSP must use computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes that conform to the specifications outlined by the Company in the Training and Reference Guide.
- e. PS ALI Service information consisting of the name, address and telephone number of PSEUs is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
- f. The PSEU forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PSEU (published and non-published) consents to the storage and retention of PSEU name, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- g. Cancellation of the service in whole or in part by the 911 customer prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the 911 customer's order for service, but not to exceed the total nonrecurring charges.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE (Cont'd)

D. REGULATIONS (Cont'd)

3. Limitation of Liability

- a. PS ALI service is provided solely for the benefit of the customer operating the PSAP. The provision of PS ALI 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.
- b. The Company's entire liability to any person for interruption or failures of PS ALI Service shall be limited to the term specified in this section and other sections of the Guidebook. Provisions concerning limitation of liability and allowance for interruptions in service are specified in Part 2 Section 2 of this Guidebook.
- c. Terminal equipment used in connection with PS ALI Service, whether such equipment is provided by the Company or the 911 customer, shall be configured so that it is unable to extract any information from the data base other than as it relates to an emergency call. Any PSEU information obtained from the data base in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PSEU's telephone number with his/her name or address shall be secured by the 911 customer and disposed of in a manner that will retain that security.
- d. To the extent allowed by law, the PS ALI 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, to 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 PS ALI customer or others.
- e. To the extent allowed by law, the PS ALI customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of PS ALI Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing PS ALI service hereunder, and which arise out of the negligence or other wrongful act of the Company, the PS ALI customer, its user, agencies or municipalities or the employees or agents of any one of them.
- f. PS ALI Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide PS ALI Service.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.2 PRIVATE SWITCH ALI SERVICE (Cont'd)

E. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. PS 911 Trunk (from Private Switch to E911 Control Office) ²	RR ¹	RR ¹	E8911
2. Automatic Number Identification (ANI) and Automatic Location Identification (ALI) - Each 1,000 main stations served	N/A	RR ³	
3. ACES Secure ID Card Management	N/A	\$4.50	EMECCM
4. ACES Secure ID Card Replacement	\$155.00	N/A	EMECCR
5. Non-recurring charge to establish administrative site	\$150.00	N/A	E91MQ

NOTE 1: Refer to Guidebook Parts 3 and 4 for service connection charges and monthly service rates for TSPS-type trunks.

NOTE 2: ISDN PRI customers that have the Inform 911 option do not require the PS 911 Trunk.

NOTE 3: Refer to Part 8, Section 3.1 of this Guidebook for ANI and ALI monthly service rates.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE

A. DESCRIPTION

Wireless 9-1-1 Service (W 9-1-1) is a service offering which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and the appropriate caller location information to support the Federal Communication Commission's (FCC) Phase I and Phase II requirements established in Docket Number 94-102.

This service will support the following Wireless 9-1-1 design solutions:

- Call Path Associated Signaling (CAS)¹
- Non-Call Path Associated Signaling (NCAS)
- Hybrid

The W 9-1-1 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated, or a third party provider of 9-1-1 database services.

B. DEFINITIONS

1. 9-1-1 Selective Router
A central 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 capability and certain maintenance functions for each PSAP.
2. 9-1-1 Tandem to 9-1-1 Tandem Transfer
The ability to transfer a 9-1-1 call from a PSAP served by one 9-1-1 Tandem (a.k.a. Selective Router) to a PSAP served by a different 9-1-1 Tandem.
3. Automatic Location Identification (ALI)
This feature forwards the necessary location data stored in the 9-1-1 SR/ALI Database which is sufficient to identify the tower and/or face from which a wireless call originates.

NOTE 1: The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

B. DEFINITIONS (Cont'd)

4. Automatic Number Identification (ANI)

This is a signaling parameter, which refers to the number transmitted through a network identifying a pANI. With respect to 9-1-1, "ANI" means a feature by which the pANI is automatically forwarded to the 9-1-1 Selective Routing Switch and to the PSAP CPE (Customer Premise Equipment) for display.

5. Call Path Associated Signaling (CAS)

A wireless 9-1-1 solution set that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the PSAP.

6. Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

7. Emergency Services Routing Key (ESRK)

A 10-digit number that is normally used to identify an ongoing wireless 9-1-1 call and to correlate the associated data for that call. The selective router uses the ESRK to selectively route the call to the designated PSAP.

8. Hybrid

A wireless 9-1-1 solution set that utilizes one transmission path to deliver the voice and Mobile Directory Number to the PSAP and a separate transmission path to deliver the caller's location information to the PSAP.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

B. DEFINITIONS (Cont'd)

9. Mobile Directory Number (MDN)

The call back number associated with a wireless telephone.

10. Mobile Switching Center

A switch that provides wireless telephone service.

11. Non-Call Path Associated Signaling (NCAS)

A wireless 9-1-1 solution set that utilizes one transmission path to deliver the voice and a separate transmission to deliver the Mobile Directory Number and the caller's location to the PSAP.

12. Pseudo-Automatic Number Identification (pANI)

A 10-digit number used to support routing of wireless 9-1-1 calls. It is used to identify the Cell Sector from which the call originates, and is used to link the ALI record with the caller's Mobile Directory Number (MDN). Numbers used for pANIs are subject to certain other restrictions and conditions required by the Company to ensure reliable and standard 9-1-1 service.

13. Wireless 9-1-1 Call

Any call generated by a wireless end user via the digits "9-1-1" and delivered by the wireless carrier to the Company for routing to the designated PSAP. The Company does not have to be the 9-1-1 database provider for the PSAP in order to route the call to the designated PSAP.

14. Wireless Carrier

A private entity that provides telephone service to residential or business end users served by the provider's wireless switch.

15. Wireless End User

An individual or organization authorized to use the telephone services provided by the wireless switch.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

C. TERMS AND CONDITIONS

1. Request for this service: (1) can only be initiated by a 9-1-1 customer; (2) must be provided to the Company in writing 150 days prior to the desired service date for either Phase I or Phase II service; and (3) must identify service locations and arrangements.
2. Wireless 9-1-1 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the customer.
3. The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Company will continue to selectively route wireless 9-1-1 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.
4. Customer Obligations¹
 - a. When the Company is the database provider, the 9-1-1 customer is responsible for ensuring that the wireless carrier creates, maintains, and forwards to the Company current pANI data according to the format and procedures specified by the Company.
 - b. W 9-1-1 Service Wireless End User's information is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls.
 - c. The Wireless End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the LEC. The Wireless End User (published and nonpublished) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access this information by the PSAP for the sole purpose of responding to an emergency call.
 - d. The W 9-1-1 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider.

NOTE 1: The Company will participate in all coordination efforts as appropriate.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

C. TERM AND CONDITIONS (Cont'd)

4. Customer Obligations (Cont'd)

- e. Cancellation of the service in whole or in part by the W 9-1-1 customer prior to establishment thereof, will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company, up to the time of cancellation, resulting from the W 9-1-1 customer's order for service.
- f. The PSAP will be responsible for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations.
- g. The Company's entire liability to any person for interruption or failure of W 9-1-1 Service shall be limited by the terms set forth in this section and other sections of this Guidebook. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 9-1-1 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company.
- h. W 9-1-1 Service is provided solely for the benefit of the W 9-1-1 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- i. To the extent allowed by law, the W 9-1-1 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, to 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 W 9-1-1 customer or others.
- j. The Company supported segment of the W 9-1-1 Service will be designed to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 systems are equipped with the features required to provide W 9-1-1 service.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

C. TERM AND CONDITIONS (Cont'd)

4. Customer Obligations (Cont'd)

- k. To the extent allowed by law, the W 9-1-1 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished in connection 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 W 9-1-1 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 9-1-1 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- l. Adjustments for service interruptions experienced by the W 9-1-1 customer are governed by and limited in the Rules and Regulations Applying to All Customers' Contracts Section of this Guidebook.
- m. To the extent allowed by law, the W 9-1-1 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W 9-1-1 Customer and/or Wireless Carrier providing the Company with inaccurate, out of date or improperly formatted MDN or pANI data.
- n. To the extent allowed by law, the W 9-1-1 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W 9-1-1 customer or the wireless carrier.
- o. The customer acknowledges that W 9-1-1 service requires that the respective wireless carriers have the capability to forward the wireless subscribers call and associated call data to the Company for transport to the W 9-1-1 Customer.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

D. PRICES

1. Service Elements

Description /Billing Code/	Per Call Rate	Nonrecurring Service Charge	USOC
Wireless 9-1-1 (W 9-1-1) Service W 9-1-1 Service with wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, storage and processing, Tandem to Tandem Transfer and Trunks and Telco Map Server functionality ^{1, 2, 3}			
- Charge per call	\$0.12		WL9AA
- Charge per PSAP		\$4,265.00	WSE

NOTE 1: In applications utilizing a third party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP. It will be the responsibility of the third party database provider to ensure that the ALI record provides both the W 9-1-1 Phase 1 and 2 data as required by the FCC.

NOTE 2: Trunks will be state-averaged, flat rated (not mileage sensitive).

NOTE 3: The Nonrecurring Service Charge will not be assessed until Phase II Wireless 911 service is ordered.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)
D. PRICES (Cont'd)

2. Payment Plans

Budget Billing Option

To accommodate Wireless 9-1-1 customers' desire for billing stability, the usage charge defined above may be billed using the Budget Billing Option, as defined below.

- a. Budget Billing customers are charged a monthly recurring charge based on the Budget Billing units ordered each month. This number is based on estimated average monthly usage. The estimated average monthly usage is used to determine the number of Budget Billing USOCs that the customer needs.
- b. For a new Wireless 9-1-1 customer, the average monthly usage will be estimated jointly by the customer and the Company representative. The result will be rounded to the nearest 500 calls, in order to determine the number of Budget Billing USOCs to order. After six months actual usage is available, the estimate will be modified, as necessary.
- c. After a Wireless 9-1-1 customer has received service for twelve months, the monthly usage estimate will be calculated based on the average actual usage over a recent 12-month period, rounded to the nearest 500 calls in order to determine the correct number of Budget Billing USOCs. The number of Budget Billing USOCs will need to be increased or decreased accordingly.
- d. Each year, the customer's actual usage charge will be calculated. To perform an account true up, the process is described below:
 - If the customer has over-paid, the customer's account will be credited for the amount of over-payment.
 - If the customer has under-paid, the customer will need to pay in full at that point.
- e. If a customer who has selected the Budget Billing Option disconnects Wireless 9-1-1 Service, the actual usage will be calculated to perform an account true-up for the final Wireless 9-1-1 bill.
- f. A non-recurring charge applies when a customer implements a Budget Billing Option, as specified in this section.

8.3 EMERGENCY/GROUP ALERTING SERVICES

8.3.3 WIRELESS 9-1-1 SERVICE (Cont'd)

C. PRICES (Cont'd)

2. Payment Plans(Cont'd)

Budget Billing Option(Cont'd)

Description	Monthly Charge	Nonrecurring Charge	USOC
Budget Billing Option			
Establishment of Budget Billing			
Budget Billing			
-monthly charge, per 500 calls	\$60.00	\$143.00 ¹	WL9AC WL9AB

NOTE 1: This non-recurring charge is in addition to the non-recurring charge (USOC: WSE) in Part 8, Section 3.3.D.1 (Service Elements).

8.3 EMERGENCY/GROUP ALERTING SERVICES**8.3.4 DESCRIPTION OF SERVICE**

The Company's 811 service is provided in response to FCC order CC Docket No. 92-105 adopted March 10, 2005, which designates 811 as the national abbreviated dialing code for providing advance notice of excavation activities to underground facility operators. 811 service allows local exchange end users to reach the 811 service provider by dialing an abbreviated telephone number, 811.

811 service is an intelligent routing service that determines the central office serving the calling party and, converts the 811 dialed digits to a routing telephone number (RTN) and then uses the RTN to complete the call over the public switched network to a call center designated by the 811 customer.

As of December, 2006, the Company has contracted to provide 811 service to the customer, Underground Service Alert of Northern California and Nevada, which will receive 811 calls as described above.