

**TARIFF DISTRIBUTION**

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PURPOSE: Modify BellSouth 9-1-1 PinPoint Service verbiage to clarify existing regulations

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## A24. EMERGENCY REPORTING SERVICES

### A24.2 BellSouth 9-1-1 PinPoint Service

#### A24.2.1 General

- A. 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).
- B. 9-1-1 PinPoint Service is available with BellSouth Primary Rate ISDN (PRI) or 9-1-1 PinPoint Service Local Channels. 9-1-1 Pinpoint Local Channels are not required if using BellSouth PRI service.
- C. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider. (N)

#### A24.2.2 Regulations

- A. 9-1-1 PinPoint Service is furnished subject to the availability of facilities.
- B. 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.
- C. 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.
- D. The following specifications must be met when provisioning this service:
  1. Subscribers to 9-1-1 PinPoint Service must meet all BellSouth technical specifications.
  2. 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.
  3. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates.
  4. 9-1-1 PinPoint Service is configured on a "per account" basis for BellSouth 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.
  5. 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.
  6. **9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically BellSouth PRI and BellSouth DID services.** The PBX switch must employ BellSouth Direct Inward Dialing (DID) or BellSouth 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** (T)
  7. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.

## A24. EMERGENCY REPORTING SERVICES

### A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)

#### A24.2.2 Regulations (Cont'd)

- L. 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.
- M. 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.
- N. 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.
- O. 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.
- P. Other Rules and Regulations located in A24.1. preceding will also apply to this service offering as appropriate.

#### A24.2.3 Payment Schedules

- A. Transfer of Contract (T)  
Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber as specified in Section A2.
- B. Deferred Payment (T)  
Nonrecurring charges may be deferred or installment billed as specified in Section A2.
- C. Prepayment (T)  
Recurring charges may be prepaid as specified in Section A2.
- D. Cancellation Charges (Early Termination Fees) (T)  
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>.
- E. Moves of Service (T)
  - 1. When the PBX owner/operator moves 9-1-1 PinPoint Service:
    - a. Cancellation charges do not apply.
    - b. Rates in effect will continue uninterrupted.
    - c. 9-1-1 PinPoint Service nonrecurring charges do not apply as long as the move is within the existing service area boundaries.
    - d. 9-1-1 PinPoint Service local channel charges apply as appropriate.

**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.

**A24. EMERGENCY REPORTING SERVICES**

**A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)**

**A24.2.4 Rates and Charges**

**A. 9-1-1 PinPoint Service**

1. Installation Charge for BellSouth Direct Inward Dialing (DID) Service<sup>1</sup>, 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>
(b) 1,001 to 4,000 station records, per customer	<b>4,800.00</b>	-	<b>E8YN2</b>
(c) 4,001 or more station records, per customer	<b>5,900.00</b>	-	<b>E8YN3</b>

2. Monthly Charges for BellSouth Direct Inward Dialing (DID) Service<sup>2,3</sup>, per 1,000 records

(a) Up to 1,000 station records, per 1,000 records	-	<b>\$178.00</b>	<b>E8Y61</b>
(b) 1,001 to 4,000 station records, per 1,000 records	-	<b>155.00</b>	<b>E8Y62</b>
(c) 4,001 or more station records, per 1,000 records	-	<b>130.00</b>	<b>E8Y63</b>

3. For PRI service per 9-1-1 PinPoint Service customer, per PRI *telephone* number equipped (per TN)<sup>4</sup>

(a) 1st <i>telephone</i> number	<b>3,100.00</b>	<b>95.00</b>	<b>E8YSE</b>	(T)
(b) each additional <i>telephone</i> number	-	<b>.05</b>	<b>E8YTN</b>	(T)

**B. 9-1-1 PinPoint Service Local Channels**

1. Per Channel

(a) First channel, each	<b>475.00</b>	-	<b>E8YCT</b>
(b) Additional channels, each	<b>105.00</b>	-	<b>E8YCU</b>
(c) Each channel	-	<b>55.00</b>	<b>E8YCV</b>

**C. Cancellation Charges (Early Termination Fees)**

1. 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>.

(a) Per system disconnect	<b>2,500.00</b>	-	<b>E8YDX</b>
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**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.

**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.

**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 same service at their current location.

**Note 4:** Nonrecurring charges 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.