

President - Texas Division
Southwestern Bell Telephone Company
Dallas, Texas
Issued: February 25, 1992
Effective: April 6, 1992

GENERAL EXCHANGE TARIFF
Section: 34
Sheet: Index 1
Revision: Original
Replacing:

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

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President - Texas
SBC Texas
San Antonio, Texas
Issued: November 20, 2002
Effective: February 2, 2005

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Replacing: Original

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

1. General

- 1.1 Universal Emergency Number Service (911) is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911; it includes the services provided by the lines and may include equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.

911 service is offered subject to the availability of facilities.

The 911 service customer may be a municipality, a council of governments, a communication district, 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 to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 service calling.

(D)

2. Regulations

- 2.1 This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. All agencies (i.e., fire, police and ambulance) that serve the same end user customer must be a part of one 911 system.
- 2.2 The 911 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies must subscribe to other telephone service as provided in 2.19, following.
- 2.3 The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- 2.4 911 service will be provided to only one PSAP for calling from any telephone number within any central office serving area, except that E911 service may be provided to more than one PSAP within a central office serving area if the Selective Routing (SR) service feature is provided. When E911 service is furnished to a customer with the SR service feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that governmental unit must subscribe to a combination of E911 service features which includes the SR service feature at the rates specified in this tariff.

(C)

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Issued: November 20, 2002
Effective: February 2, 2005

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

2. Regulations (cont'd)

- (D)
- (D)
- 2.5 911 service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis. (T)
(D)
(D)
- 2.6 911 service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any SBC obligation toward, or any right of action on behalf of, any third person or other legal entity. (T)
(T)
- 2.7 The Company does not undertake to answer and forward 911 service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises. (T)
- 2.8 When SBC is the database provider, any terminal equipment used in connection with 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 911 database other than information relating to an emergency call. Any subscriber information obtained from the 911 database 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 subscriber's telephone number with his name or address shall be secured by the customer and disposed of in a manner that will retain that security. The above is not meant to limit the use of manual query for the purpose of providing public safety service. SBC shall use its database solely for the provision and/or billing of emergency services in accordance with its tariff and applicable PUC rulings and orders (T)
(T)
(C)
(C)
(N)
(N)
- The use of Automatic Location Identification (ALI) on anything less than an entire SBC central office basis requires ALI rates based on the number of Exchange Access Arrangements (EAAs) served by that SBC central office or alternatively, the number of ANIs served by that SBC central office. The ALI rates for a central office may be divided among 911 customers when they so agree. (T)
(T)
(N)
(N)

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

2. Regulations (cont'd)

- 2.9 Temporary suspension of service is not provided for any part of 911 service.
- 2.10 911 service information of telephone subscribers is confidential and the customer agrees to use such information only for the purpose of responding to emergency calls.
- 2.11 The telephone subscriber forfeits the privacy afforded by nonlisted and nonpublished service to the extent that subscriber information associated with the originating station location are furnished to the PSAP. The telephone subscriber (published and nonpublished) consents to the storage and retention of the subscriber name, telephone number and address in the 911 database and also consents to access to this information by the 911 customer for the sole purpose of responding to an emergency call.
- 2.12 The Company's entire liability to any person for interruption or failure of 911 service shall be limited by the terms set forth in this section and other sections of this tariff. SBC or its officers or employees may not be held liable for any claim, damage, or loss arising from the provision of 911 service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct.
- 2.13 The rates charged for 911 service do not include, and the Company does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The customer has the responsibility to report all errors, defects and malfunctions in the service to the Company.
- 2.14 Adjustments for service interruptions experienced by the customer or by persons calling the PSAP are governed by and limited to 'Regulations Applying to All Customers' Contracts' found in Part 2, Section 2 of the AT&T Texas Guidebook. (T)
(T)
- 2.15 911 service is furnished subject to all operating failures and interruptions including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. 911 service is furnished subject to any additional forms of service failures and service degradations resulting from the complexity of the service arrangement, program errors and failures, delays and errors in the input and processing of data used by the 911 database associated with the E911 service arrangement. The rates provided for this service are subject to the limitations which appear in this section and in other sections of this and other tariffs and Guidebooks. (T)

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Issued: November 20, 2002
Effective: February 2, 2005

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Effective: February 2, 2005

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2. Regulations (cont'd)

- 2.20 When the E911 Selective Router service feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service within various portions of the E911 service area. An Emergency Service Number (ESN) will be provided by the Company for each such combination. 911 ESNs will be carried in the selective router to permit routing of E911 service calls to the appropriate primary and secondary PSAPs responsible for handling E911 service calls from each telephone in the E911 service area. (T)
(D) (C)
- Where SBC Texas is the database provider, the customer is responsible for providing the following information: (C)
- 2.20.1 Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the 911 customer in a format mutually acceptable to all parties for that purpose at a mutually agreed upon time prior to the effective date of the service. (C)
(T) (N)
- 2.20.2 After establishment of service, it is the 911 customer's responsibility to continually verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any 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, ambulance 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 service calls to the proper PSAP. (T)
(T)
- 2.20.3 The Company will provide to the customer, upon request, complete listings contained in the MSAG to permit customer verification of the accuracy of the police, fire and ambulance PSAP routing designations. (T)
(C)
- 2.20.4 Changes, deletions and additions which the customer desires to have made in the MSAG should be submitted as they occur. (T)
(D)
(Φ)

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Issued: November 20, 2002
Effective: February 2, 2005

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2. Regulations (cont'd)

- 2.21** Cancellation of the service in whole or in part by the 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 up to the time of cancellation resulting from the customer's order for service, but not to exceed the total nonrecurring charges. (T)
- 2.22** To the extent allowed by law, 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. (T)
- 2.23** To the extent allowed by law, 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, occasion 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, address or name 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. (T)
- 2.24** Summarized 911 database and ALI information and processing metrics shall be made available to the 911 customer on request. The content, format, and frequency of the reports will be determined by the Company in conjunction with the 911 customer. Such reports will be provided on an ICB basis and consistent with interconnection agreements to which the Company is a party and applicable PUC rulings and orders. (T)
- 2.25** Network traffic studies will be made available to the customers on request. The studies will be performed on a time and materials basis. (N)

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

3. Explanation of Terms

911 Database Management Services Provider: The entity designated by a 911 administrative entity to provide 911 database management services that support the provision of 911 services.

(N)

911 Database Service: Services purchased by the 911 service customer that accepts, processes and validates subscriber record information for purposes of processing and routing of 911 emergency calls, and Automatic Location Identification. This service also provides database reports.

911 Network Services Provider: The Certificated Telecommunications Utility (CTU) designated by the 911 administrative entity to provide 911 network services.

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E911: Enhanced 911 (E911) telecommunications system which includes network switching, database and PSAP terminal equipment elements capable of providing Selective Routing, Selective Transfer, ANI and ALI.

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E911 Service Exchange Line: A line originating at the Selective Router and terminating at a PSAP.

Additional E911 Service Exchange Line: An additional line terminating at a PSAP that may be ordered by the customer as an optional feature.

(N)

Alternate Database Provider: A 911 Database Management Services Provider other than SBC or a provider of ALI information from a source other than the SBC 911 database.

(N)

(C)

Alternate Routing: A service control office feature which allows E911 service calls to be routed automatically to a designated alternate location if all E911 service lines to a primary PSAP are busy, or a primary PSAP closes down for a period (night service).

(C)

Automatic Location Identification (ALI): An E911 feature by which the address and name associated with the calling party's telephone number (identified by ANI) is forwarded to a primary or secondary PSAP for display. The address displayed on calls placed from additional telephones with the same telephone number at another address location will be that of the main service location.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

3. Explanation of Terms (cont'd)

ALI Record: A fully edited and MSAG validated customer name and address record associated with an ANI and stored in the SBC ALI database. The term includes records from SBC and other CTUs. The term does not include name and address records returned to the originating company due to errors. (N)

Automatic Number Identification (ANI): A 911 service feature which provides the ability to obtain the calling customer's telephone number from the end office switching system and forward the calling customer's telephone number to a primary or secondary PSAP for display. (C) (M)
(T) |
(C) |
(M)

Automatic Number Location (ANI) Record: A record associated with ANI, processed by the DMS, and stored in the SBC Selective Routing database and/or the ALI database as applicable. The term includes records from SBC, other CTUs, PBX providers, and Alternate Database Providers. (N)
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Central Office Identification: A three-digit number provided in lieu of ANI, under special circumstances, which appears on the ANI display to enable PSAP personnel to identify the central office from which the 911 call originated. (C)

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required for the SR and ALI service features. Available only with E911. (N)

Default Routing: A standard Selective Routing feature which provides the capability to automatically route an E911 service call to a predesignated PSAP or other location either when the Selective Routing service feature is not provided or when the Selective Routing service feature is provided but a particular E911 service call cannot be selectively routed for any reason. (T)
(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

3. Explanation of Terms (cont'd)

Display and Transfer Unit: A selector console and associated common equipment for displaying ANI telephone numbers at a PSAP attendant position and used by an attendant to activate fixed, manual and/or selective call transfer services.

Display Unit: The display unit and associated common equipment for displaying ALI address or location information at PSAP attendant position.

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(D)

End Office: A central office in the E911 service area which receives E911 service calls.

Enhanced 911 (E911) Service Control Office: The office providing tandem switching capabilities for E911 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 for each PSAP.

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Exchange Access Arrangement (EAA): A telephone facility between a subscriber's premises and the telephone exchange network point. The number of exchange access arrangements served by an end office is equal to the total number of residence main telephones, business main telephones (excluding toll stations, WATS stations and dispatching terminals), PBX trunks, Centrex main stations, selected Direct Inward Dialing stations and other applicable main telephones.

(T)

Forced Disconnect: A standard service control office feature of E911 service which enables a PSAP attendant to release a connection even though the calling party has not hung up. This helps prevent blocking of the 911 service lines at a PSAP location.

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Idle Tone Application: A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for any reason.

If the call is abandoned, a distinct tone is heard. No tone is heard at the PSAP if the caller is on the line but unable to speak.

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MSAG Record: A record will exist in the MSAG database for each unique combination of street name, street number range, community name, exchange and ESN for a specific geographic area.

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Network Control Modem (NCM) installation: Installation that includes two NCMs (one at the PSAP, one at the selective router), mounting rack, wiring, installation and maintenance or replacement as needed.

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(D)

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

3. Explanation of Terms (cont'd)

Public Safety Answering Point (PSAP): An answering location for 911 service 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

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Selective Routing (SR): A service feature which routes an E911 service call from an end office to a designated primary PSAP based on the ANI and ESN of the calling party.

Selective Routing Call Transfer Services: Service control office features available for each PSAP which provide the capability for an established E911 service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the two types of call transfer services which may be used with E911 service.

(N)

Manual Transfer: Enables a primary or secondary PSAP attendant to transfer incoming E911 emergency calls.

Selective Transfer: Enables a primary or secondary PSAP attendant to transfer an incoming E911 emergency call to another agency (associated through the calling party's ANI telephone number).

(N)

Service Area: The geographical area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

Serving Central Office: The central office from which a PSAP, either primary or secondary, is served.

Speed Calling: A service control office feature which enables a PSAP attendant to place calls to a predesignated location by dialing a 2-digit number.

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(D)

President - Texas
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Issued: November 20, 2002
Effective: February 2, 2005

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4. 911 Service Features

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

4. 911 Service Features (cont'd)

4.1 E911 Combination Service

4.1.1 Subject to the availability of facilities, E911 Combination service is offered with four different combinations of service features.

(A) Automatic Number Identification (ANI)

Charges are based on the total number of exchange access arrangements served by the end offices for which ANI information is available for display at a PSAP.

(B) Automatic Number Identification and Selective Routing (ANI/SR)

Charges are based on the total number of ANI records served by the end offices to which both ANI and SR apply.

(C) Automatic Number Identification and Automatic Location Identification (ANI/ALI)

Charges are based on the total number of ANI records served by the end offices to which ANI and ALI apply.

(D) Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Charges are based on the total number of ANI records served by the end offices to which ANI, ALI and SR apply.

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(D)

President - Texas
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San Antonio, Texas
Issued: November 20, 2002
Effective: February 2, 2005

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4. 911 Service Features (cont'd)

4.1 E911 Combination Service (cont'd)

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4.1.2 Each combination of service features includes provision of E911 service lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information. The number of lines to a PSAP will be determined by the Company based on anticipated call volumes. Secondary PSAPs, which do not meet these specifications, will receive calls on a transfer basis over the exchange network or additional E911 service exchange lines, which the customer may subscribe to.

(T)

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(T)

4.1.3 The following standard features are included with each combination of service features.

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- Forced Disconnect
- Default Routing
- Alternate Routing (night service)
- Speed Calling
- Central Office Call Transfer Services

(T)

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4.2 E911 Service Elements

(N)

E911 Service Elements are the individual E911 Facilities, Service Features, and Other 911 Services elements that can be purchased separately to support an E911 system.

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(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

5. 911 Service Rates and Charges

5.1 Messages

- 5.1.1 No charge will be applied by the Company to the calling party for calls placed to the 911 telephone number. (T)
- 5.1.2 Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable for calls placed within the service area of the serving central office.
- 5.1.3 Rates and charges as applicable are subject to and shall be interpreted consistent with the Stipulation and Memorandum of Understanding filed in P.U.C. Docket No. 26972.

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(D)

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 Effective: February 2, 2005

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5. 911 Service Rates and Charges (cont'd)

5.2 E911 Combination Service

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>	<u>USOC</u>	
5.2.1 Automatic Number Identification, per 1000 exchange access arrangements served. {1}	NA	\$25.45	\$ 151.00	E8X	(T)
					(D)
					(D)
5.2.3 Combined Automatic Number Identification and Selective Routing, per 1000 ANI records served. {1}	89.05{2}	91.15	1,470.50	E8T	(T)
5.2.4 Combined Automatic Number and Location Identification, per 1000 ANI records served. {1}	89.05{2}	96.45	1,172.45	E8V	(T)
5.2.5 Combined Automatic Number and Location Identification and Selective Routing, per 1000 ANI records served. {1}	89.05{2}	108.10	1,748.75	E8Z	(T)
5.2.6 Additional E911 service exchange line termination at a PSAP (optional)	NA	71.00	135.10	E8K	(C)

{1} Rounded to the nearest 1000 EAAs/ANIs served (e.g., 1499 or less rounds to 1000; 1500 to 2499 rounds to 2000), with a minimum billing of 1000 EAAs/ANIs per service feature, based on the maximum number of EAAs/ANIs in service during the most current twelve-month period at the time service is established and adjusted annually from the service establishment date. For each service combination where the count of EAAs/ANIs is adjusted upward, nonrecurring charges apply for each additional 1000 EAAs/ANIs. (C)

{2} This Service Establishment Charge is applicable only with the initial combination of service features which includes ALI or SR. Customers with ALI or SR changing to another combination of service features which includes ALI or SR do not incur this charge. (C)

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

5. 911 Service Rates and Charges (cont'd)

5.3 E911 Service Elements

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>	<u>USOC</u>
5.3.1 <u>Facilities</u>				
A. PSAP Make Busy Circuit	NA	\$90.00	\$450.00	
B. Network Control Modem (NCM) (1)	NA	NA	3,756.00	
C. ALI Data (Analog) Circuit from PSAP to SBC Database {2}	NA	120.00	400.00	
D. ALI Data Circuit (Other technologies)	NA	ICB	ICB	
E. E911 service exchange line	NA	71.00	135.10	
F. SBC End Office to Selective Router Trunk	NA	39.00	165.00	

5.4 Service Features

5.4.1 Selective Routing {3} (Per 100 ANI records)	NA	1.40	NA	
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Per Hour Rate

5.5 Other 911 Services

5.5.1 Network Traffic Study	NA	NA	\$70.00 {4}	
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(1) NCM needs to be purchased in conjunction with the PSAP Make Busy Circuit. If not an SBC PSAP, other charges may apply.

{2} Rate elements apply to PSAPs located in SBC's certificated areas. Rates for non-SBC PSAPs are done on an ICB basis.

{3} Rounded up to the next 100 ANI records (e.g., 99 or less records to 100; 101-199 records rounded up to 200 records).

{4} Any incremental time is rounded up to the next whole hour.

President - Texas
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 San Antonio, Texas
 Issued: November 20, 2002
 Effective: February 2, 2005

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5. 911 Service Rates and Charges (cont'd)

5.5 Other 911 Services (cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
5.5.2 <u>Database Service</u>		
A. MSAG Management (per 1000 ALI records) {1}	ICB	ICB
B. Automatic Location Information Services Database Record Storage and Maintenance Processing of all records submitted to the 911 database for update (Per 1000 ALI records) {1}	ICB	ICB

(N)
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 (N)

<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>	<u>USOC</u>
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5.6 PSAP Equipment {2}

**5.6.1 Automatic Number
Identification**

A. Master Controller providing common equipment, wiring and trunk equipment for up to four incoming lines and/or four Display and Transfer Units	NA	\$221.50	\$5,802.65	E9S
B. Auxiliary Controller providing common equipment and wiring for next eleven incoming lines and/or Display and Transfer Units, (maximum one per Master Control)	NA	60.40	1,450.65	E9E
C. Trunk equipment required with Auxiliary Controller for up to four incoming lines and/or Display and Transfer Units, (maximum three per Auxiliary Controller)	NA	16.95	445.10	E9Y

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5. 911 Service Rates and Charges (cont'd)

5.6 PSAP Equipment {1} (cont'd)

(T)

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>	<u>USOC</u>	
5.6.1 <u>Automatic Number Identification (cont'd)</u>					(M)
D. Display and Transfer Unit		\$ 14.85	\$ 373.60	E9U	
Commercial power conversion unit (optional)	NA	37.10	870.40	E9P	(M)

**5.6.2 Automatic Location
Identification**

A. Master Controller for up to three ALI Display Units					
- installed at same time as ANI equipment	\$678.30	386.85	7,074.45	E8L	
- added to existing ANI system.	678.30	386.85	7,420.25	E8L	
B. Auxiliary Controller for up to four additional ALI Display Units (maximum three per Master Controller).	NA	37.10	751.15	E8N	
	NA	68.90	945.90	E8P	
C. Display Unit					
D. Interior wiring for Display Unit.	NA	1.05	63.60	E8Q	

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

5. 911 Service Rates and Charges (cont'd)

5.7 Subsequent Installation Charges {1}

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Additional PSAP equipment may be added subsequent to the initial establishment of service upon payment of the following subsequent installation charges which are in addition to applicable nonrecurring charges. Only one subsequent installation charge will apply per customer request. The highest rate applies when two different pieces of equipment are involved.

		<u>Installation Charge</u>	<u>USOC</u>
5.7.1	ANI Auxiliary Controller	\$373.60	E9E
5.7.2	ANI Trunk Equipment	437.15	E9Y
5.7.3	ANI Display and Transfer Unit	274.25	E9U
5.7.4	ALI Auxiliary Controller	302.05	E8N
5.7.5	ALI Display Unit	290.15	E8P

5.8 Moves and Changes

5.8.1 Nonrecurring charges for a new combination of E911 Combination service features which includes a service feature already subscribed to by the customer will be based on the difference between the nonrecurring charges previously paid by the customer and the nonrecurring charges for the new combination of E911 Combination service features requested.

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5.8.2 Charges for customer requests which necessitate a redesign of the service will be based on the rates and charges specified in this tariff for the combination of E911 Combination service requested, excluding nonrecurring charges previously paid for the same E911 Combination service.

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5.8.3 Customer requests to move equipment located on the customer's premises will be based on actual costs incurred, not to exceed the nonrecurring charges specified in this Subsection 5.

5.8.4 For E911 Combination Service customers, installation of additional facilities necessary to maintain the level of service described in 2.16, preceding, will be provided by the Company at no additional charge to the customer.

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{1} Obsolete, applicable only to existing service arrangements prior to the effective date of this tariff.

(N)

(N)