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**PRIVATE SWITCH 911 SERVICE**

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**PRIVATE SWITCH 911 SERVICE**

**1. Description of Service**

1.1 Private Switch 911 Service (PS 911) 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.

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.

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.

1.2 Service availability is dependent upon the type and configuration of the 911 system in place for the service area. If the 911 system design uses a Control Office, then facilities are required between the private switch and the Control Office. If the 911 system design does not include a Control Office, then facilities are required between the private switch and the PSAP. In instances where Inform 9-1-1 is utilized, the private switch facilities will connect to the local serving end office. Existing 9-1-1 end office facilities will route the 9-1-1 traffic to the 9-1-1 Control Office which will then forward the call to the PSAP. Rates and charges for intraexchange facilities are provided in paragraph 5.1.2 of this tariff, while interexchange facilities are provided in Section 5 of SWBT's Private Line Service Tariff.

1.3 The PS 911 customer must be either:

1. A 911 service customer as described in Section 34.1.1 of the General Exchange tariff.
2. A Private Switch Provider authorized by the 911 service customer to subscribe to PS 911 Service within the 911 service customer's serving area.

With the approval of the 911 service customer, either the PS 911 customer or the 911 service customer may be billed for this service.

1.4 The Private Switch Providers referred to in this tariff might include, but is not limited to, such organizations as: schools, nursing homes, hospitals, planned communities, shared tenant service (STS) providers, and residential multitenant service (RMTS) providers, or multi-campus environments that are contiguous or noncontiguous.

## PRIVATE SWITCH 911 SERVICE

### 2. Explanation of 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 LEC switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Control Office: The LEC 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 as defined within SWBT's Local Exchange Tariff.

Interexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located in a different exchange area as defined within SWBT's Local Exchange Tariff.

Local Exchange Carrier (LEC): A telecommunications utility which provides local exchange service.

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

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 a LEC.

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

## PRIVATE SWITCH 911 SERVICE

### 2. Explanation of Terms (cont'd)

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.

### 3. Technical Specifications

- 3.1 Network interface requirements for PS 911 customer access are described in detail in the trunking specifications for private switch 9-1-1 (PS/911/inform 911). A copy of the requirements can be obtained from the Commission on State Emergency Communications, 333 Guadalupe, Suite2-212, Austin, Texas 78701 (512 305-6911) or via their web site [www.911.state.tx.us](http://www.911.state.tx.us).

### 4. Rules and Regulations

#### 4.1 Application for Service

Requests for this service: (1) will only be accepted from a 911 customer; (2) must be provided to the LEC in writing; and (3) must identify service locations and arrangements.

#### 4.2 Customer Obligations

- A. The 911 customer is responsible for coordinating with the PSP so that the private switch provides full seven or ten-digit Automatic Number Identification (ANI) according to the technical specifications established by the LEC. The private switch number information must be approved by the LEC prior to implementation to ensure that the service will function properly. PS 911 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 LEC's numbering plan.
- B. The PSP is responsible for creating, maintaining, and forwarding to the LEC current telephone number and address data according to the format and procedures specified by the LEC.
- C. The PSP responsible for developing and implementing procedures to prevent the unauthorized or illegal use of PS 911 Service facilities.

## PRIVATE SWITCH 911 SERVICE

### **4. Rules and Regulations (cont'd)**

#### **4.2 Customer Obligations (cont'd)**

- D. The PSP responsible for using computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes, that conform to the specifications outlined in the PS 911 Technical Interface Standards.
- E. PS 911 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 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 PSEU (published and nonpublished) 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. The rates charged for PS 911 Service do not include, and the LEC does not undertake, inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 911 customer has the responsibility for reporting all errors, defects and malfunctions to the LEC.
- H. Cancellation of the service in whole or in part by the 911 customer prior to establishment thereof, will require payment to the LEC 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 LEC up to the time of cancellation resulting from the 911 customer's order for service, but not to exceed the total nonrecurring charges.

#### **4.3 Liabilities**

- A. The LEC's entire liability to any person for interruption or failure of PS 911 Service shall be limited by the terms set forth in the Texas Health and Safety Code, Chapters 771 and 772, as amended, and the terms set forth in this section and other sections of this tariff and the AT&T Texas Guidebook. The LEC or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of PS 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 on the part of the LEC.

**PRIVATE SWITCH 911 SERVICE**

**4. Rules and Regulations (cont'd)**

**4.3 Liabilities (cont'd)**

- B. PS 911 Service is provided solely for the benefit of the 911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any LEC obligation toward, or any right of action on behalf of, any third person or other legal entity.
- C. Terminal equipment used in connection with PS 911 Service, whether such equipment is provided by the LEC 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 911 customer agrees to release, indemnify, defend and hold harmless the LEC 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 911 customer or others.
- E. To the extent allowed by law, the 911 customer also agrees to release, indemnify and hold harmless the LEC 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 LEC 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 LEC, the 911 customer, its user, agencies or municipalities or the employees or agents of any one of them.
- F. PS 911 Service will be designed by the LEC 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 911 Service.
- G. Adjustments for service interruptions experienced by the 911 customer are governed by and limited to 'Regulations Applying to All Customers' Contracts' found in Part 2, Section 2 of the AT&T Texas Guidebook.

**PRIVATE SWITCH 911 SERVICE**

**5. Private Switch 911 Service Rates and Charges**

**5.1 Rates and Charges for Facilities**

**5.1.1 Interexchange Facilities**

See Section 5 of the Private Line Service Tariff for the appropriate rates and charges for interexchange facilities.

**5.1.2 Intraexchange Facilities**

	Monthly Rate	Nonrecurring Charge	USOC
A. From Private Switch to Control Office, (per facility)	\$54.00	\$315.00	9PS
B. From Private Switch to PSAP (per facility)	62.00	515.00	9PT
C. Inform 9-1-1 - See Part 17, Section 2 of the AT&T Texas Guidebook			

**5.2 Database Management System**

The rates and charges in this section relate to the administration and storage of PS 911 Service data records. The nonrecurring charges in A (below) apply at the time the records are initially created in the LEC's database. The recurring rate is applied on a monthly basis for each month until the records are deleted. There is no charge to update the information associated with an individual record.

The nonrecurring charge in part B applies at the time an administrative site is first established. This charge applies when procedures are established enabling the administrative site to create and update records.

	Monthly Rate	Nonrecurring Charge	USOC
A. Charge per 10 records per PSP per 911 Customer	\$0.70	\$5.05	ED2PG
B. Nonrecurring Charge to Establish an Administrative Site		155.00	NR99P