
UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Definitions (Continued)

E911 Transport

Utilization of dedicated point-to-point circuits between an End **Office and** an E911 Control Office, a control office and a PSAP and/or a PSAP and a Node. E911 Transport is only to be used to transmit a telephone number (Automatic Number Identification Transport), a name and address (Automatic Location Identification Transport), or routing information (Selective Routing Transport) associated with a 911 call. (C)

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the customer premises equipment.

Forced Disconnect

A feature that allows the PSAP attendant to release a connection regardless of the action of the calling party. This prevents blockage of the incoming 911 lines serving the PSAP.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming 911 call by manually obtaining dial tone through use of the telephone switch hook or the appropriate button on the customer premises equipment and dialing the appropriate telephone number or speed calling code.

Master Street Address Guide (MSAG)

A data base of street names and address ranges within their associated communities defining emergency service zones for 911 purposes.

Node

A computer utilized to multiplex (concentrate) Automatic Location Identification data lines between the PSAPs and the Automatic Location Identification/Data Management System (ALI/DMS) computers. A pair of Node computers is utilized for up to forty-eight PSAPs.

Node Port

Port (connection) required on the Node to transmit data from the ALI/DMS computer to the PSAP.

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Definitions (Continued)

P.01 Grade of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Branch Exchange (PBX) Station

A telephone with a unique identifying number which is connected internally and directly to a PBX.

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a PBX switch to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual PBX stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP.

(D)

(D)

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive E911 calls directly from the public; secondary PSAPs receive E911 calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Reverse Search of the Automatic Location Identification (ALI) Data Base

A query of the ALI data base initiated at the PSAP to electronically obtain the ALI data associated with a known telephone for purposes of handling an emergency call when that telephone is not directly connected to the PSAP.

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Terms and Conditions (Continued)

f. Reverse Search (Continued)

(4) The PSAP and the LEC shall each disclose, upon inquiry by a customer, whether the customer's line information in the ALI/DMS database has been searched within the three years prior to the inquiry. If the line has been searched, the PSAP and the LEC shall disclose to the customer the information about the search in its respective possession.

(5) Reverse search shall not be used for criminal or legal investigations or other non-emergency purposes.

g. E911 Service is not subject to the "temporary suspension" provision in by the customer or the Company.

h. E911 information consisting of the names, addresses, and telephone numbers of Company customers whose listings are not published in directories or listed in directory assistance offices is confidential. Should an E911 customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information.

i. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the calling party's location may be furnished in connection with a call to 911.

j. Default Routing and End Office identification in the form of an Emergency Service Central Office (ESCO) code will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) for E911 systems served from central offices not equipped to transmit ANI. Default Routing tables will be mutually negotiated between the customers and the Company.

k. End Office identification is provided in lieu of Automatic Number Identification/Automatic Location Identification on calls placed from four-party lines and cellular phones.

l. The Company's entire liability to any person for interruption or failure of E911 **Service** (C)
shall be limited to the terms set forth in this section of this Tariff. (C)

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Terms and Conditions (Continued)

- m. The Company shall not be liable for civil damages caused by an act or omission of the Company, its employees or agents in the design, development, installation, maintenance or provision of consolidated 911, enhanced 911 emergency communications systems or **services other** than an act or omission constituting gross negligence or wanton or willful misconduct. (C)
- n. The 911 Jurisdiction agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of person or persons, caused or claimed to be caused by the acts or omissions of the 911 Jurisdiction and its operation or use of the E911 Service or Private Switch/Automatic Location Identification.
- o. The E911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the E911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the E911 customer's public safety jurisdiction. The Company will provide the customer with central office boundary identifications and make a good faith effort to notify customers of changes.
- p. Application for E911 Service must be executed in writing by each E911 customer. If application for service is made by an agent, the Company must be provided, in writing, with satisfactory proof of appointment of the agent by the E911 customer.
- q. The conditions set forth in this Tariff shall be consistent with any standard rules that may be adopted by the Emergency Management Division of the Department of Community Development and the Washington Utilities and Transportation Commission. The Company reserves the right to revise rates if a change is caused by the rules or standards that affects the cost of providing service.
- r. The E911 customer must furnish the Company its agreement to the following terms and conditions:
- (1) All 911 calls will be answered on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - (2) The E911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (3) The E911 customer will provide Customer Premises Equipment (CPE) with a capacity adequate to handle the number of incoming circuits necessary to provide P.01 Grade of Service. It is the E911 customer's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.
 - (4) Prior to any dispatch, the E911 customer will attempt, where feasible, to verify the location of the incident with the caller.

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Terms and Conditions (Continued)

u. When the Automatic Location Identification (ALI) feature is provided, the following conditions define the Company's responsibilities for data base management:

- (1) Coordinate the building and maintenance of the subscriber record (ALI) data base to include CenturyTel of Washington, Inc. and other telephone company subscriber records as appropriate.
- (2) When receiving data from other telephone companies, supply technical support for data transmission problems.
- (3) Establish and implement with the E911 customer the process for ongoing Automatic Number Identification/Automatic Location Identification (ANI/ALI) inquiries. Any ANI/ALI inquiries will be resolved within five business days of receipt.
- (4) Supply, operate, monitor and maintain an E911 Automatic Location Identification/Data Management System (hardware and software) that is operational twenty-four hours a day, seven days a week for data retrieval.
- (5) Provide complete back-up of all subscriber record files on-line at all times.
- (6) Average timing for ALI response is not to exceed two seconds until the first character is displayed.
- (7) Provide other telephone companies a copy of their own subscriber records (ALI) data base file once a year for verification.
- (8) Store an audit trail of ALI retrievals for a minimum of one month and provide a monthly ALI retrieval activity report to the E911 customer.
- (9) The Company will staff the data base operations with trained data base personnel until 5:00 p.m. Pacific time each business day.

(M)
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(M)

(M) Material previously appearing on this sheet now appears on Sheet 21.

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

(M)

2. Terms and Conditions (Continued)

u. When the Automatic Location Identification (ALI) feature is provided, (Continued) ...

(10) Based on a measurement of ALI retrievals compared to ALI errors identified at the PSAP as a result of 911 calls, the Company will maintain a level of 97% data base accuracy. Accuracy for data originating from a source other than the Company will be the responsibility of the originator. Foreign exchange service where the NXX is outside the system may not be accurately displayed or routed.

(11) Service order updates will be reflected in the 911 computers within one business day of posting an order completion to the Company's master customer records data base. The Company shall not be required to provide E911 Service to less than an entire Central Office Serving Area.

(M)

[1] Sheet 21 was omitted from original issuance of Section 3 due to a page sequence error that did not impact content.

(N)
(N)

(M) Material previously appeared on Original Sheet 20.

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Terms and Conditions (Continued)

ee. **Reserved** (T)
(D)

ff. **Reserved** (T)
(D)
(D)

gg. **The** PBX owner/operator (or Digitrex-CXG/CNG customer) must meet the following requirements: (C)
(C)

(D)

(D)

(1) PBX ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, TUW Enhanced 911 for Private Switch/Automatic Location Identification Service Network Interface Specification. (T)

(D)

(D)

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

2. Terms and Conditions (Continued)

- gg. **The PBX owner/operator (or Digitrex-CXG/CNG customer) must meet the following requirements...**(Continued) (T)
(T)
 - (2) Configure PBX to connect at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the PBX. Each system must maintain a P.01 Grade of Service or better for 911 call processing. (T)
 - (3) Develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse. (T)
 - (4) Order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) for each PBX. (T)
- hh. **Prior to May 8, 2019, Qwest Corporation d/b/a CenturyLink QC was the sole provider of automatic location identification services within the state of Washington. Effective May 8, 2019, Qwest Corporation d/b/a CenturyLink QC no longer provides PS/ALI. The Company registers each Automatic Number Identifier (ANI) in the PS/ALI database with the physical address of the billing telephone number (BTN). It is the responsibility of the customer to update the PS/ALI database (via a third-party vendor) with the individual station address information. See <https://www.nena.org> for detailed information on E911 requirements.** (D)
(C)
(C)

WN U-11
 CenturyTel of Washington, Inc.
 d/b/a CenturyLink

SECTION 3

First Revised Sheet 29
 Cancels Original Sheet 29

UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Continued)

3. Rates and Charges (Continued)

h. Service Features (Continued)

(13) Private Switch/Automatic Location Identification (PS/ALI)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Service Provisioning		
- First circuit installed	\$299.67	-
- Each additional circuit	114.27	-
(b) Selective Routing only		
- Per incoming trunk	407.77	40.92
(c) Network Access Channel		
- Two-wire, per channel	-	7.84
- Four-wire, per channel	-	15.67

(D)

(D)
(T)

(D)

(T)

(D)

(D)