

**9. CENTRAL OFFICE SERVICES**

**9.1 EMERGENCY REPORTING SERVICE**

**9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE**

B.2. (Cont'd)

Private Switch/Automatic Location Identification (PS/ALI) –GRANDFATHERED<sup>[1]</sup>

(C)

PS/ALI is a service offering which allows a Private Switch/MLTS to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual Switch/MLTS 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. PS/ALI also is available to Centrex/CENTRON customers who wish to provide the E911 system with more station specific location and routing information. These are the only intended uses for this service.

Private Switches/MLTS supported by ISDN PRI do not need to purchase separate 911 trunks.

Private Switch/Automatic Location Identification (PS/ALI) Customer<sup>[1]</sup>

(T)

The PS/ALI customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, or a Private Switch/MLTS owner/operator, or Centrex/CENTRON customer who desires to provide station location information to the E911 system.

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.

<sup>[1]</sup> **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.**

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B.3. (Cont'd)

- 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, or PS/ALI<sup>[1]</sup>, other than an act or omission constituting gross negligence or wanton or willful misconduct. (T)
- 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.
- 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.

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B.3. (Cont'd)

- aa. Secondary PSAPs that are not equipped to display Automatic Number Identification on compatible customer premises equipment must receive calls on a transfer basis over the public switched telephone network unless the customer subscribes to additional E911 Transport Service.
- bb. E911 Service is offered subject to availability of facilities.
- cc. When the Company's Selective Routing (SR) feature is purchased, the E911 customer must also purchase SR "In" and "Out" trunk ports.
- dd. Definitions and conditions outlined in the Private Line Transport Services Catalog apply to E911 Transport Service, unless otherwise specified within this Section.
- ee. The Company will provide one type of 911 service per central office, either basic or enhanced, but not both.
- ff. The Selective Routing feature of a Private Switch/Automatic Location Identification<sup>[1]</sup> will be limited to the E911 Serving Area in which the Private Switch/MLTS is located as well as the E911 system's Selective Routing pattern, as prescribed by the E911 customer.

(T)

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B.3. (Cont'd)

gg. In PS/ALI<sup>[1]</sup> service application, the Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer must meet the following requirements: (T)

(1) The PS/ALI<sup>[1]</sup> customer must indicate in writing that the E911 customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI. (T)

(2) Provide a single point of contact and written documentation to the Company stating that the E911 customer or its affected PSAPs will:

- Accept and dispatch calls for those Private Switch/MLTS stations,
- Assign appropriate Emergency Service Numbers, and
- Provide any Master Street Address Guide additions or modifications that are required.

(3) Private Switch/MLTS operators must only submit numbers to the ALI database that are necessary for an emergency response. Operators must provide seven or ten digit ANI. This information must be approved by the Company prior to implementation to assure that no conflict exists between the Private Switch/MLTS numbering plan and the Company's overall numbering plan.

(4) Private Switch/MLTS ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 for Private Switch/Automatic Location Identification Service Network Interface Specification.

(5) Create, maintain and forward to the Company, current telephone number and address data in the format specified by the PS/ALI<sup>[1]</sup> at the time intervals mutually agreed upon by the Company and the PS/ALI<sup>[1]</sup> customer. (T)  
(T)

(6) Configure Private Switch/MLTS 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 Private Switch/MLTS. Each system must maintain a P.01 Grade of Service or better for 911 call processing.

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B.3.gg. (Cont'd)

- (7) 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<sup>[1]</sup> 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)
- (8) Private Switch/MLTS subscribers may choose to order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) or utilize ISDN PRI originating from an end office currently connected to the E911 Control Office Tandem.
- (9) Use personal computer hardware and software (or PC equivalent hardware and software) for ongoing customer record update programs and processes that conform to the specifications outlined in the Qwest Corporation Private Switch/Automatic Location Identification User's Manual.

**4. Rates and Charges**

- a. The calling party is not charged for calls placed to the 911 number.
- b. When a call is transferred from a primary PSAP and toll charges are applicable, the charges are billed to the primary PSAP according to rates applicable from the rate center in which the E911 Control Office providing the transfer resides to the rate center where the transfer terminates.

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(N)  
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B.4. (Cont'd)

h. Private Switch/Automatic Location Identification (PS/ALI)—**GRANDFATHERED**<sup>[4]</sup> (C)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(1) Service Provisioning			
• First circuit installed	SCH	\$ 270.68	—
• Each additional circuit	SCHAX	98.68	—
(2) Automatic Location Identification (ALI),			
• Per 100 ALI records <sup>[1,2]</sup>	9DS	0.46	\$3.08
• Site Engineering Fee <sup>[3]</sup>	9DAPN	1,447.74	—
(3) Combined ALI and Selective Routing,			
• Per 100 ALI records <sup>[1,2]</sup>	9NW	0.46	6.32
• Selective Routing, incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee <sup>[3]</sup>	9DAPN	1,447.74	—
(4) Selective Routing only			
• Per 100 ALI records <sup>[1,2]</sup>	9C2	0.46	3.24
• Incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee <sup>[3]</sup>	9DAPN	1,447.74	—

<sup>[1]</sup> Rates and charges apply to a minimum of 100 ALI records. Rates and charges also apply to each additional 100 ALI records, or fraction of 100 ALI records. Record count will be reviewed annually to update billing.

<sup>[2]</sup> PS/ALI customers managing multiple private systems/MLTS may consolidate such systems for purposes of applying the ALI rate when the PS/ALI records are administered by a single point of contact.

<sup>[3]</sup> Rates and charges apply to each unique (non-consolidated) system the PS/ALI customer establishes.

<sup>[4]</sup> **Effective August 1, 2021, PS/ALI is grandfathered. Availability to current customers at existing locations.** (N)  
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(Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(5) Network Access Channel			
• Two-wire, per channel	XCD2D	—	\$14.25
• Four-wire, per channel	XCD4D	—	27.80
(6) Channel Performance			
• Voice Grade 33 Reverse Battery, MF or SS7 Signaling	CE92X	\$25.53	6.03
• Voice Grade 33 E&M Signaling	CE94X	25.53	17.05
(7) Transport Mileage,			
• Fixed	XU9D3	38.16	24.00
• Per mile	XE9DC	—	0.12
i. Customer Specific Automatic Location Identification/Data Management System Addressing and Correction	N/A	ICB	ICB
j. Additional Monitoring/ Inspections	N/A	ICB	ICB
k. Diversity and Redundancy	N/A	ICB	ICB

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(N)  
(N)

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