

9. CENTRAL OFFICE SERVICES

- 9.1 EMERGENCY REPORTING SERVICE**
9.1.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE
B.2. (Cont'd)

E911 Service Area

The geographic area in which the E911 customer will answer all 911 calls and transfer, relay or dispatch appropriate emergency assistance.

E911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The E911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

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. 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.

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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.

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Private Switch/Automatic Location Identification (PS/ALI)

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. **Effective May 18, 2019, the Company 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.**

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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.

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B.3.f. (Cont'd)

- (3) 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 Section 2 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 or eight-party lines and cellular phones.
- l. The Company's entire liability to any person for interruption or failure of E911 **Service shall** be limited to the terms set forth in this schedule and other schedules of this Tariff or the Exchange and Network Services Catalog.

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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 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.
- 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.

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B.3. (Cont'd)

gg. The Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer must meet the following requirements:

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(1) 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.

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(2) 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)

- (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) 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. (T)

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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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 B.4. (Cont'd)

h. Private Switch CAMA Trunk Circuits (C)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
(1) Service Provisioning				
• First circuit installed	SCH	\$ 270.68	—	
• Each additional circuit	SCHAX	98.68	—	

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(2) Selective Routing only (D)

• Incoming trunk port	SZ61X	21.00	3.62	(D)
• Site Engineering Fee ^[1]	9DAPN	1,447.74	—	(T)

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[1] Rates and charges apply to each unique (non-consolidated) system **the customer** establishes. (T)

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 B.4.h. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
(3) Network Access Channel				(T)
• Two-wire, per channel	XCD2D	—	\$14.25	
• Four-wire, per channel	XCD4D	—	27.80	
(4) Channel Performance				(T)
• 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	
(5) Transport Mileage,				(T)
• Fixed	XU9D3	38.16	24.00	
• Per mile	XE9DC	—	0.12	
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				(D)
j. Additional Monitoring/ Inspections	N/A	ICB	ICB	
k. Diversity and Redundancy	N/A	ICB	ICB	