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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

A. Description

1. Emergency number 911 Service is an exchange service whereby a public safety answering point (PSAP) designated by the customer may receive calls dialed to the telephone number 911. The service includes facilities and equipment needed to switch and transport to the designated PSAP emergency calls originated by persons within the serving area who dial 911.
2. The 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to public emergency calls within the telephone CO areas arranged for 911 calling.
3. 911 Service is offered subject to availability of facilities and equipment.
4. Three types of 911 Service are offered: B911, C911, and E911.
 - B911 Service provides for routing all 911 calls originated from telephones within a given CO prefix code to a single PSAP.
 - C911 Service provides the B911 service feature as well as calling party hold, switchhook status, forced disconnect, idle tone, and emergency ringback.
 - E911 Service is an expanded 911 Service with features such as selective routing of 911 calls to a specific PSAP selected from among those within the 911 Service area. E911 has certain other standard and optional features which may or may not be available with B911 or C911.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911 (Cont'd)

B. Definitions

911 Service Area

The geographic area where a customer will have the capability to respond to all 911 calls and dispatch appropriate emergency assistance.

Additional E911 Business Exchange Access Line

An optional additional terminating business exchange access line at a PSAP.

Alternate Routing (AR)

Method by which calls are routed to a designated alternate PSAP location if all E911 business exchange access lines to the primary PSAP are busy or the primary PSAP is closed down for a period.

Automatic Location Identification (ALI)

A feature by which information associated with the calling party's telephone number is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises extensions, etc.) will be associated with the main location address.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the display and transfer unit at the PSAP.

Calling Party Hold (CPH)

A feature of C911 Service that enables a PSAP attendant to retain control of an incoming 911 call even if the calling party hangs up.

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B. Definitions (Cont'd)

Default Routing (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to an assigned default PSAP.

Emergency Ringback

A feature that allows the PSAP attendant to ringback on an incoming 911 call that is on hold. Calling party hold is a prerequisite for this feature.

Emergency Service Number (ESN)

A number that defines the type of emergency services (e.g., police fire or hospital) within the 911 Service Area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.

End Office

A CO that receives originating 911 calls.

E911 Control Office

A CO that provides tandem switching of 911 calls and ANI information to the PSAP and also provides the SR feature, speed calling, and call transfer capabilities as well as certain network maintenance functions for each PSAP.

E911 Transport

Utilization of dedicated point-to-point facilities between an End Office or a Private Branch Exchange and Competitive Exchange an E911 Control Office, a Control Office and a PSAP Serving Central Office, and/or a PSAP Serving Central Office and a Node to transmit a telephone number (ANI Transport), a name and address (ALI Transport), or routing information (Selective Routing Transport) associated with a 911 call.

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B. Definitions (Cont'd)

Fixed Transfer

An E911 Service feature that permits attendants to transfer calls to secondary PSAPs by depressing a button associated with each such PSAP on the display and transfer unit console equipment.

Forced Disconnect

A feature that allows the PSAP attendant to release a connected call even though the calling party has not hung up. This prevents blockage of incoming 911 business exchange access lines serving the PSAP.

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 some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming 911 call by depressing the switchhook of the associated telephone or the add button on the display and transfer console units and dialing a 7 or 10 digit telephone number or a 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.

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B. Definitions (Cont'd)

Node

A computer used to expand the limitations of the E911 system from 16 PSAPs to 384 PSAPs.

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)

A private, internally switched telephone system of significance to an E911 system because internal PBX stations may not always be contained in the ALI/DMS, and as a result, may not be correctly displayed by Automatic Number Identification or Automatic Location Identification equipment.

Private Branch Exchange (PBX) Station

A telephone with a unique identifying number which is connected internally and directly to the 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. PS/ALI also is available to Centrex/*CENTRON* customers who wish to provide the E911 system with more specific location and routing information. These are the only intended uses for this service.

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

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 PBX owner/operator, or Centrex/*CENTRON* customer who desires to provide station location information to the E911 system.

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B. Definitions (Cont'd)

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

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 PBX 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 calls directly from the public; secondary PSAPs receive 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.

Selective Routing (SR)

An E911 Service feature that permits a 911 call to be routed from a CO to the designated primary PSAP based upon the identified number of the calling party.

Selective Transfer

A feature that allows the PSAP attendant to transfer a call to another agency by depressing a button labeled with the type of agency, e.g., Fire, on the display and transfer unit console. This type of transfer is only available when SR is provided.

Serving CO

The CO from which a PSAP, either primary or secondary, is served.

Switchhook Status

A feature that provides the PSAP attendant audible and visual indications of whether a 911 call put on hold is still on hold or has disconnected.

Trunk

A circuit connecting switching equipment between two sites, as between a PBX and central office, or between two central offices.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911 (Cont'd)

C. Service Features

1. B911 Service

- a. B911 Service includes the Company provision of the 911 code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental units that subscribe to 911 service and one way incoming 911 business exchange access lines.
- b. B911 Service provides for the routing of all 911 calls originated by telephones served by a given CO to a single PSAP via business exchange access lines. B911 service connects such calls to a PSAP via a business exchange access line in a manner similar to normal local exchange telephone calls. No other features are provided with this offering. The customer must subscribe to a minimum of two business exchange access lines to receive 911 calls at the designated PSAP.
- c. When a customer request for B or C911 Service requires CO 911 code openings or build outs to provide 911 Service prior to Company scheduled CO rearrangements or replacement, the customer will incur the cost of such code opening or build outs. However, if the 911 code is available or is scheduled to be opened and no CO build out is required, then the customer will not be charged additionally for B or C911 Service other than that which is applicable.

2. C911 Service

C911 Service provides B911 Service plus forced disconnect, idle tone application, calling party hold, emergency ringback and switchhook status features. Activation of the switchhook status and emergency ringback features requires the use of appropriate equipment at the PSAP location.

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C. Service Features (Cont'd)

3. E911 Service

- a. E911 Service is available in the following service feature offerings:

Selective Routing (SR)[1]

Charges are based on the total number of main (excluding PALs), and equivalent main, excluding Out-WATS, PBX, Centrex CO and ESSX-1, access exchange lines served by the local central offices equipped for SR only.

Automatic Number Identification and Automatic Location Identification (ANI-ALI)

Charges are based on the total number of main (excluding PALs), and equivalent main, excluding Out-WATS, PBX, Centrex CO and ESSX-1 access exchange lines to which both ANI and SR applies.

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

Charges are based upon the total number of main (excluding PALs), and equivalent main, excluding Out-WATS, PBX, Centrex CO and ESSX-1 exchange access lines to which ANI, ALI, and SR apply.

[1] When SR is furnished, different features may be applied to certain exchange access lines without being applied to all exchange access lines served by the local CO. Thus, where two jurisdictions are served by a single local CO, each jurisdiction may select a different feature combination as long as SR is one of the features.

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C.3. (Cont'd)

b. The following standard features are included with each of the E911 Service offerings:

- Forced disconnect
- Default routing
- Alternate routing (night service)
- Speed calling
- CO transfer arrangements

D. Transport

1. All 911 facilities will be engineered, installed, and maintained by the Company at sufficient levels to provide a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be provided to connect each End Office in the E911 System to the E911 Control Office and/or to the PSAP Serving Central Office.
2. Secondary PSAPs that are not equipped to display ANI information on CPE will receive calls on a transfer basis over the exchange network or the customer may subscribe for an additional E911 Exchange Line.

E. Terms and Conditions

1. 911 Service is limited to the use of the number code 911 as the universal emergency number. Only one 911 Service will be provided within any government agency's jurisdiction.
2. The 911 emergency number is not intended as a total replacement for the service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other local exchange telephone service for administrative use or other.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Terms and Conditions (Cont'd)

3. This service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
4. 911 Service is classified as flat business exchange service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. CO transfer is not provided on B911 or C911 Service.
5. Temporary suspension of service is not provided for any part of the 911 Service.
6. The Company does not answer and forward 911 calls, but furnishes the use of its facilities and equipment to enable the customer's personnel on the customer's premises, to respond to such calls.
7. The Company shall not be required to provide 911 Service to less than an entire CO and will not provide a mix of B911, C911, and E911 Service within a given CO.
8. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly. The customer shall promptly notify the Company in the event the system is not functioning properly.
9. The Company's intent will be to provide at least the same level of service reliability and quality for 911 Service as it provides for the telephone service in the same exchanges.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Terms and Conditions (Cont'd)

10. The Company's entire liability to any person for interruption or failures of 911 Service shall be limited to the terms set forth herein and in Section 2.
11. The Company's liability for any loss or damage arising from errors, interruptions, defects, failure, or malfunctions of this service or any part of thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of:[1]

LIABILITY

- Liability refund of (or) \$58.00
 - An amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative [1]
12. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
 13. Each E911 customer and Private Switch/Automatic Location Identification (PS/ALI) 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.

[1] These limited damages shall be in addition to any credit which may be given for an out-of-service condition.

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E. Terms and Conditions (Cont'd)

14. The E911 customer and PS/ALI customer also agree 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 E911 Service features, PS/ALI 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 E911 Service or PS/ALI hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies, or municipalities, or the employees or agents of any one of them.
15. It is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
16. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of the appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
17. The customer must furnish the Company its agreement to the following terms and conditions:
 - That all 911 calls will be answered on a 24-hour day, 7-day week basis.
 - That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 Service Area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties.
 - That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 business exchange access lines recommended by the Company to be installed.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Terms and Conditions (Cont'd)

18. Terminal equipment used in conjunction with 911 Service and with the ANI feature shall be configured so that it is unable to extract any other information, relating to the calling party, other than the calling number.
19. E911 Service information, consisting of the names, addresses, and telephone number of customers whose listings are not published in directories or listed in Directory Assistance offices, is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to 911 emergency calls.
20. When 911 Service is provided the 911 calling party forfeits the privacy afforded by Nonlisted or Nonpublished Service to the extent that the telephone number, address, and name associated with the originating station location may be furnished in connection with a call to 911.
21. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 911 Service: When the selective routing feature is provided, in such circumstances, default routing and CO identification will be provided in lieu of selective routing and ANI display.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Terms and Conditions (Cont'd)

22. When the selective routing 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 in the E911 Serving Area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreeable routing criteria in the E911 Serving Area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 Serving Area. The following terms define the customer's responsibility in providing this information:
- Initial and subsequent ESN assignments by street address, range, or other mutually agreeable routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
 - After the establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the 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 911 calls to the proper PSAP.
 - The Company will provide to the customer on request a complete written copy of the MSAG to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations. Such information will not be used by the customer for any other purpose without the written consent of the Company.
 - Changes, deletions, and additions which the customer desires to have made in the MSAG should be submitted on an as occurred basis.
 - The Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the MSAG.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Terms and Conditions (Cont'd)

23. A minimum of two circuits will also be provided to connect the Serving Central Office(s) to the PSAP(s).
24. Where facilities permit, the customer can request diversification and redundancy of any or all inter-office and/or local facility routes. Additional charges for such service utilizing the facilities, or the construction and provisioning thereof, will be the responsibility of the customer and will be assessed on an individual case basis.
25. When the ALI service feature is provided, two data facilities will be provided to connect each PSAP in the E911 Service Area to the Node.
26. The minimum number of circuits to a PSAP will be determined by the Company based upon the number of access lines to be served by the system. Secondary PSAPs that are not equipped to display ANI on compatible CPE will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Transport Service.
27. The SR feature of PS/ALI will be limited to the E911 Serving Area in which the PBX is located as well as the E911 system's SR pattern, as prescribed by the E911 customer.
28. In a PS/ALI service application, the PBX owner/operator (or Centrex/CENTRON customer) must meet the following requirements.
 - a. The PS/ALI 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.
 - b. Provide a single point of contact and written documentation to the Company stating that the PS/ALI customer will coordinate with its affected PSAP to:
 - Accept and dispatch calls for these PBX/CENTRON stations,
 - Assign appropriate ESNs, and
 - Provide any Master Street Address Guide additions or modifications that are required.

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E.28. (Cont'd)

- c. Provide full seven-digit ANI for every station within the PBX. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan.
- d. 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.
- e. Create, maintain and forward to the Company, current telephone number and address data in the format specified by the Qwest Corporation Private Switch/Automatic Location Identification User's Manual at the time intervals mutually agreed upon by the Company and the PS/ALI customer.
- f. Configure PBX to connect at least two dedicated voice grade trunks, recognize 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.
- g. 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.
- h. Order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) for each PBX.
- i. 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.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1 (Cont'd)

F. Wireless E9-1-1 Connectivity[1]

Wireless E9-1-1 Connectivity allows for the delivery of a wireless 9-1-1 call through the Company E9-1-1 network to a PSAP. Wireless carriers have the option of connecting directly through the Company E9-1-1 Control Office or through *CELLTRACE* which provides cell location and ANI information.

1. Connection through Company E9-1-1 Control Office

Carriers having the capability to provide wireless handset ANI, cell site and sector and/or longitudinal and latitudinal (x,y) coordinates in the appropriate format, may connect directly to the Company's E9-1-1 Control Office. The E9-1-1 Control Office will forward information to the PSAP as well as provide Selective Routing functions.

2. Definitions

ALI Delivery

The process which delivers the ALI information, and the wireless handset's ANI, cellsite and sector and/or longitudinal and latitudinal (x,y) coordinates to the PSAP.

Mobile Switching Center (MSC)

A Wireless Carriers switch that manages facilities used to provide wireless two-way telecommunications services.

[1] Per FCC Report and Order 94-102, the Carrier must at a minimum route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

F.2. (Cont'd)

Psuedo ANI (PANI)

A unique seven digit non-dialable number used to route a wireless 9-1-1 call.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

3. Terms and Conditions

- a. Wireless E9-1-1 Connectivity is determined by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.

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F.3. (Cont'd)

- b. Delivery of wireless calls to the PSAP requires specific entries in the E9-1-1 ALI database. These entries must be MSAG valid and agreed upon by each PSAP. The entries are then loaded into the ALI database by the Wireless Carrier.
- c. A minimum of two dedicated trunks are required between the MSC and the Selective Routing switch and are the responsibility of the Wireless Carrier. In addition, the PSAP is required to subscribe to two selective routing ports to terminate these incoming trunks.
- d. SR/ALI Feature Options
 - (1) PSAPs must subscribe to either the SR/ALI per trunk port option or the End User Subscriber Option.
 - (2) To receive the SR/ALI End User Subscriber Option rate, the PSAPs must adhere to the following:
 - (a) Provide the Company with wireless carrier-specific end user subscriber counts when service is requested;
 - (b) For the purpose of true-up, annually provide the Company with wireless end user subscriber counts for the previous calendar year, by March 31st;
 - (3) PSAPs who do not provide the carrier-specific line counts at the time service is requested, or wireless line counts annually by March 31st, will be charged at the per-port rate USOC E8WFX, following.
- e. The customer is responsible for determining call routing based on jurisdictional boundaries.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

F. (Cont'd)

4. Rate Stability

Wireless E9-1-1 Connectivity may be ordered on a month-to-month basis or under a rate stability service agreement for terms of 12 through 60 months.

Rate stability allows the customer to order service with the assurance that during the term of the service agreement the monthly rates for Wireless E9-1-1 Connectivity will not exceed the rates in effect at the time the rate stability service agreement is signed by the customer. If the stability plan rates are reduced in the Tariff, the rates under an Agreement shall also be reduced accordingly.

Under a rate stability service agreement, the monthly rate for Wireless E9-1-1 Connectivity shall be the monthly rate in effect for Wireless E9-1-1 Connectivity on the date the customer signs the service agreement.

a. Rate Stability Terms and Conditions

- (1) The customer must specify the length of term requested at the time Wireless E9-1-1 Connectivity is ordered.
- (2) At the end of the term of the rate stability service agreement the customer may negotiate a new service agreement, convert to month-to-month service or may terminate Wireless E9-1-1 Connectivity. The monthly rates will be those rates in effect at the time the new service agreement term begins. Should the customer not make a choice by the end of the term of the rate stability service agreement, Wireless E9-1-1 Connectivity rates will automatically revert to those in effect for the then current month-to-month option. If Wireless E9-1-1 Connectivity is continued under any of the pricing plans, including non-stabilized month-to-month, nonrecurring charges will not apply.
- (3) Should the customer choose to discontinue all or part of Wireless E9-1-1 Connectivity prior to the completion of the term of the rate stability service agreement, termination charges may apply, as set forth in the Termination Liability/Waiver Policy specified in 2.2.14.D.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

F.4.a. (Cont'd)

- (4) Related monthly rates and nonrecurring charges for addition(s) to Wireless E9-1-1 Connectivity provided under a service agreement are the rates and charges in effect at the time of the addition(s).
- (5) The Minimum Service Period for any Wireless E9-1-1 Connectivity rate stability service agreement is 12 months.
- (6) Changes to Rate Stability Service Agreements
 - Wireless E9-1-1 Connectivity provided on a month-to-month basis may be upgraded to a rate stability service agreement at any time without the customer incurring any nonrecurring charges.
 - Wireless E9-1-1 Connectivity provided under a rate stability service agreement may be upgraded to a new service agreement, with a term equal to or greater than the term remaining in the existing service agreement at any time without the customer incurring any nonrecurring or termination charges. New Minimum Service Periods apply to the new rate stability agreement.
 - Wireless E9-1-1 Connectivity monthly rates will be those in effect at the time the new rate stability service agreement is signed by the customer.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1 (Cont'd)

G. Rates and Charges

1. The calling party is not charged for calls placed to the 911 number.
2. Where applicable, charges for messages transferred over local exchange facilities from a PSAP are billed according to rates applicable from the CO serving the PSAP initiating the transfer to the point of termination of the transfer.
3. Established rates for business exchange access lines apply for B911 and C911 business access lines that terminate at the designated PSAPs. The monthly rate for the business exchange access line is the rate applicable for the exchange area in which the PSAP is located. A minimum of two such lines, from the PSAP's serving CO, are required.
4. If facilities are provided from exchanges or COs that do not have local calling to the exchange in which the PSAP is located, charges for FX or FCO service, as specified in the Competitive Private Line Transport Services Tariff, are applicable.
5. Voice grade circuits, dedicated private lines, exchange service extension lines and other such facilities connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established rates and charges for such facilities as specified in the Competitive Private Line Transport Services Tariff.
6. Company or customer-provided equipment may be furnished to terminate 911 facilities at any PSAP. If customer-provided terminal equipment is employed at a PSAP, it will be furnished in accordance with the terms and conditions set forth in this section.
7. Charges for customer requests that necessitate additions, removals, moves, or changes of exchange access facilities and/or equipment on Company premises will be based upon costs per request.
8. Phase II RLOC is an incremental charge to the Phase I SR/ALI feature functionality.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G. Rates and Charges (Cont'd)

9. The following rates and charges apply, as appropriate, for 911 Services:

a. B911 Service Access Line

	USOC	NONRECURRING MAXIMUM CHARGE	MONTHLY MAXIMUM RATE
• 911 access line, each	91L	\$ 50.00	\$ 50.00

b. C911 Service Access Line

• 911 access line, each	91L	50.00	50.00
• CO feature package, each business exchange access line equipped	B92	974.20	160.31

	USOC	NONRECURRING CURRENT CHARGE	MONTHLY CURRENT RATE
• 911 access line, each[1]	91L	\$ 50.00	\$ 32.59 (I)

b. C911 Service Access Line

• 911 access line, each[1]	91L	50.00	32.59 (I)
• CO feature package, each business exchange access line equipped	B92	974.20	160.31

[1] Service also includes rates and charges for Hunting as found in Section 5.4.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.9. (Cont'd)

c. E911 Service

(1) E911 rates and charges are dependent upon the number of main stations (excluding PALs), PBX and Centrex CO or ESSX-1 exchange access lines served in the E911 area. Such information will be based upon the previous 12 months in service access line data which will be updated annually for billing purposes.

(2) Service Features[1,2]

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Automatic Number Identification, per 1,000 exchange access lines served	E8X	\$ 240.63	\$ 10.18
• Selective Routing, per 1,000 exchange access lines served	E8R	1,339.98	58.86
• Automatic Number Identification, and Automatic Location Identification, per 1,000 exchange access lines served	E8V	1,331.62	55.15
• Automatic Number Identification, Automatic Location Identification and Selective Routing, per 1,000 exchange access lines served	E8Z	2,368.48	103.94

[1] Charges do not include E911 Transport. See (3), following, for rates and charges.

[2] Pursuant to Decision No. 73354, for a period of three years following the 8/21/12 effective date of this decision, maximum rates for this service (when established) may not be greater than 25% of the actual rates which were in effect on 8/21/12.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.9.c. (Cont'd)

(3) E911 Transport[1]

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Automatic Number Identification, per 1,000 exchange access lines served	C9B	\$137.42	\$ 9.85
• Selective Routing Transport, per 1,000 exchange access lines served	C9G	137.42	9.85
• Automatic Number Identification and Automatic Location Identification Transport, per 1,000 exchange access lines served	C9Q	160.33	13.46
• Automatic Number Identification, Automatic Location Identification and Selective Routing Transport, per 1,000 exchange access lines served	C9T	145.62	13.46
• Additional (optional) E911 business exchange access line terminating at PSAP, each	E8K	670.75	91.75

[1] Pursuant to Decision No. 73354, for a period of three years following the 8/21/12 effective date of this decision, maximum rates for this service (when established) may not be greater than 25% of the actual rates which were in effect on 8/21/12.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.9.c. (Cont'd)

(4) E911 Access Line

(a) An E911 access line is a 911 facility which:

- Terminates at a location other than a PSAP,
- Does not have access to the ANI or Master Controller; and
- Is arranged for incoming calls only except as it may obtain dial tone by means of depressing the switchhook following completion of a call transfer by the controlling PSAP location. The controlling PSAP may drop off the line once the connection has been established.

(b) The following rates and charges apply when an E911 access line terminates at a location other than a PSAP.

	USOC	NONRECURRING MAXIMUM CHARGE	MONTHLY MAXIMUM RATE
• E911 access line, each[1]	E9J	\$50.00	\$50.00
	USOC	NONRECURRING CURRENT CHARGE	MONTHLY CURRENT RATE
• E911 access line, each[2]	E9J	\$50.00	\$32.59 (1)

[1] Service also includes rates and charges for Hunting as found in Section 5.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.9.c. (Cont'd)

(4) E911 Access Line

- (c) When the E911 access line is terminated at a CO other than the E911 control office, the following rates and charges will apply in addition to the E911 access line rates and charges.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• E911 channel terminals, each, minimum of 2 terminals required	E1C	[1]	[1]
• E911 conditioning and signaling	E9B	[1]	[1]
• E911 channel	1LXQ+	[1]	[1]

**[1]SEE SECTION 5 OF THE COMPETITIVE PRIVATE LINE TRANSPORT SERVICES TARIFF
FOR RATES AND CHARGES.**

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.9. (Cont'd)

d. Wireless Connectivity

	USOC	NONRECURRING CHARGE[3]	MONTHLY RATE[3]
(1) Phase I Selective Routing/ Automatic Location Identification Trunk Port for each,			
• Incoming trunk	E8WIX	\$ 14.08	\$ 9.82
• Outgoing trunk	E8WOX	38.82	9.82
(2) Phase I Selective Routing/Automatic Location Identification Features			
• Selective Routing/ Automatic Location Identification Features, per trunk port	E8WFX	1417.20	718.50
• Selective Routing/ Automatic Location Identification Features, per 100 Wireless End User Subscribers[1]	E8WEX	14.17	7.18
(3) Phase II Retrievable Location Feature Functionality[2]			
• Upgrade to ALI database, Per PSAP	WR9	\$548.58	\$116.60

[1] Rounded to nearest 100 End User subscribers.

[2] RLOC Feature Functionality is in addition to the Selective Routing/Automatic Location Identification Features selected in G.9.d.(2).

[3] Pursuant to Decision No. 73354, for a period of three years following the 8/21/12 effective date of this decision, maximum rates for this service (when established) may not be greater than 25% of the actual rates which were in effect on 8/21/12.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G. Rates and Charges (Cont'd)

10. Private Switch/Automatic Location Identification (PS/ALI)

	USOC	NONRECURRING CHARGE[2]	MONTHLY RATE[2]
a. Service Provisioning			
• First circuit installed	SCH	\$159.30	–
• Each additional circuit	SCHAX	95.00	–
b. Automatic Location Identification (ALI), per 1,000 records[1]			
	9DM	252.67	\$73.63
c. Combined ALI and Selective Routing			
• Per 1,000 records[1]	9DW	252.67	73.63
• Selective Routing, per incoming trunk	SZ61X	390.95	36.23
d. Selective Routing only			
• Per 1,000 records[1]	9D2	252.67	73.63
• Per incoming trunk	SZ61X	389.16	36.23
e. Network Access Channel			
• Two-wire, per channel	XCD2D	–	7.00
• Four-wire, per channel	XCD4D	–	14.00

[1] Rates and charges apply to a minimum of 1,000 records. Rates and charges also apply to each additional 1,000 records. Any fraction of 1,000 records will be rounded to the nearest thousand. Record count will be reviewed annually to update billing.

[2] Pursuant to Decision No. 73354, for a period of three years following the 8/21/12 effective date of this decision, maximum rates for this service (when established) may not be greater than 25% of the actual rates which were in effect on 8/21/12.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

G.10. (Cont'd)

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE[1]
f. Channel Performance			
• Voice Grade 33 Reverse Battery Signaling	CE92X	\$131.72	\$ 5.60
• Voice Grade 33 E&M Signaling	CE94X	45.93	16.00
g. Transport Mileage, per mileage band			
Mileage Bands, per circuit			
• Over 0 to 8			
- Fixed	XU9D3	25.12	9.50
- Per mile	XE9DC	-	0.80
• Over 8 to 25			
- Fixed	XU9D4	25.12	9.50
- Per mile	XE9DD	-	0.85
• Over 25 to 50			
- Fixed	XU9D5	25.12	9.50
- Per mile	XE9DE	-	1.05
• Over 50			
- Fixed	XU9D6	25.12	9.50
- Per mile	XE9DF	-	1.10

[1] Pursuant to Decision No. 73354, for a period of three years following the 8/21/12 effective date of this decision, maximum rates for this service (when established) may not be greater than 25% of the actual rates which were in effect on 8/21/12.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1 (Conf'd)

H. Optional Billing and Payment Terms and Conditions (Surcharge)

1. In accordance with the Arizona Corporation Commission's Decision No. 52211 and upon acceptance by the Company, of a written application for 911 Service, the following billing and payment regulations may be applicable for the provision of 911 Service within the jurisdictional boundaries of the governmental entity (customer) ordering 911 Service and other participating governmental agencies.
2. Payment for the total applicable 911 Service recurring monthly rates or nonrecurring charges, including applicable taxes, will be shared equally by each main station exchange access line customer, as defined herein, served by a common 911 system from a CO equipped for 911 calling. The advance one month billing for this service will appear as a stated amount and shown as a 911 surcharge on each customer's main station access exchange line monthly bill.
3. The advance one month billing of the stated 911 surcharge will be based upon the results of a calculation of the total applicable monthly rates or nonrecurring charges, to provide 911 Service, divided by the total number of customer main station exchange access lines associated with such service, at the time 911 Service or an installation charge surcharge is implemented or adjusted annually as described below.
4. Surcharges for nonrecurring charges or monthly rates will be billed upon service implementation. Any surcharge for nonrecurring charges associated with the initial establishment of 911 Service will be calculated to allow recovery of the total initial nonrecurring charges within a reasonable amount of time. Subsequent additions of features will be included in the annual fixed surcharge revision.
5. Revisions, if applicable, of the billed fixed surcharge will be made annually based on the number of main station exchange access lines in service, as described in E911 Rates and Charges (F.8.c.) preceding, at the end of the previous 12 month period, within the 911 Service area. This main station exchange access line data will function as a base for the billing and collection of applicable monthly rates, installation, or nonrecurring charges for the continued provision or installation of the 911 Service arrangement or for any additional service that is ordered by the customer to facilitate its administration and/or to fulfill its obligation under this offering. Billed surcharges will be rounded upward to the nearest full or whole penny amount.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 9-1-1

H. Optional Billing and Payment Terms and Conditions (Surcharge) (Cont'd)

6. Upon either the disconnection of the service by the governmental entity or by discontinuance of the service offering by the Company, within a jurisdictional boundary, a final accounting will be made, 60 days from the disconnect or discontinuance date to the affected governmental entity. Such final billing will reflect the disposition of all funds billed and collected. Any remaining monies will be remanded as a refund equally to each of the total main station exchange access lines in service at disconnection or discontinuance of the service or to the Company in the event of a balance due billing.