

UNIVERSAL EMERGENCY SERVICE NUMBER - 911

1. General

Wherever feasible, the telephone company will provide a universal Central Office number 9-1-1 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a simple and direct telephone access to such Public Safety Answering Points.

The provision of this service shall not be interpreted, continued or regarded as being for the benefit of, or creating any Telephone Company obligation or legal liability toward, or any right of action on behalf of, any third person or other legal entity.

2. Definitions

Automatic Location Identification (ALI)

A feature which displays a name and address associated with the telephone number from which the call originated to the Public Safety Answering Point on customer premises equipment.

Automatic Number Identification (ANI)

A feature by which the telephone number from which the call originated is forwarded to the compatible customer premises equipment. ANI is available for calls placed from one-party and two-party lines.

Called Party Hold

A feature where the attendant retains control of the circuit despite the switch hook condition of the originating station. By remaining off-hook or placing the call on hold, control of the circuit is maintained.

Central Office/End Central Office

A local telephone company switching system where telephone exchange service customer station loops are terminated for the purposes of interconnection to each other and to trunks.

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2. Definitions (continued)

Content

The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

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Control Office

The central office which provides switching capability for selectively routed 9-1-1 calls and terminates 9-1-1 dedicated lines from a central office. It controls the switching of ANI and selective routing information to the PSAP.

Customer Premises Equipment (CPE)

Telecommunications and associated terminal equipment that is located at the PSAP or dispatch point and has the capabilities for handling and or dispatching 9-1-1 calls. This equipment may be provided all or in part by the telephone company or by others.

Data Base

The collection of information necessary for a 9-1-1 emergency communications system. This information may include but not be limited to street files, geographic files, subscriber names, telephone numbers, street address or location and other files necessary for the proper and prompt handling of 9-1-1 calls.

Dedicated Line/Facility

A communication path connecting a PSAP to one or more locations through other than Exchange Access Lines. This includes private lines, tie lines and on-premises channels.

Dial Tone Line

A communication path providing connecting capability of a PSAP to various other points by dialing numeric code or codes. This includes Exchange Access Lines, Private Branch Exchange Lines and Centrex Lines.

Emergency Ringback

A feature that provides if a 9-1-1 caller abandons a call, before all information necessary to provide aid is received, the PSAP attendant can activate this central office feature and ring the "on-hook" station which originated the call. This feature is available only when the call originates from a single-party line.

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UNIVERSAL EMERGENCY SERVICES NUMBER - 911 (continued)

2. Definitions (continued)

Emergency Services

Those services, including but not limited to fire fighting, law enforcement, ambulance and medical, provided for the protection and/or preservation of persons and/or property in circumstances of immediate and significant threat of injury or harm.

Forced Disconnect

A feature at the Central Office that allows the disconnection of the calling party from a trunk line despite the switch hook condition of the calling party.

Formatting, Format

Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

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Host Telephone Company:

The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

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Idle Circuit Tone Application

An audible signal that informs the PSAP attendant of the status of the line being answered. Two types of tones are applied to a line under the following conditions:

1. If a call is abandoned prior to completion of a report to the PSAP, a tone consisting of 60 interruptions per minute, (busy tone) is applied to the line.
2. If the PSAP attendant seizes an idle 9-1-1 circuit, or a caller abandons a 9-1-1 call before it is answered, a tone consisting of 120 interruptions per minute (re-order) tone is applied to the line.

Public Agency

The Commonwealth or a political subdivision, public authority, municipal authority or any organization located in whole or in part within this Commonwealth which provides or has the authority to provide fire fighting, law enforcement, ambulance, emergency, emergency medical or other emergency services.

Public Safety Agency

A functional division of a Public Agency which provides fire fighting, law enforcement, ambulance, medical or other emergency services.

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UNIVERSAL EMERGENCY SERVICES NUMBER - 911 (continued)

2. Definitions (continued)

Public Service Answering Point (PSAP)

The first point at which calls placed by individuals for emergency assistance are answered, 24 hours/day. It may be the same location that dispatches emergency assistance but does not necessarily need to be the same.

Selective Routing/Transfer

A feature that routes a 9-1-1 call to the pre-designated PSAP based upon the ANI/ALI of the calling party. Selective transfer provides the PSAP with the ability to transfer an incoming call to another responding agency.

Store and Forward Unit

This central office based equipment will answer a 9-1-1 trunk and store the ANI until a PSAP answers the call. This equipment will prevent the central office from rerouting a call or supplying a busy signal when a request for ANI is not received within five seconds, it then signals the PSAP that a call is waiting.

Telephone Company

A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider'.

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Trunk Line

9-1-1 telephone trunks from the telephone company central office where the 9-1-1 calls originate, to the control office, and from the control office to the PSAP.

9-1-1 Stand Alone

In Remote Switching Units so equipped 9-1-1 Stand Alone service may be requested. This feature allows 9-1-1 calls to be completed to a PSAP in the event of the loss of the Host-Remote link. This feature links the remote switching unit to the PSAP via a direct trunk, diversely routed from the host-remote link. 9-1-1 stand alone provides only a communications path from the remote subscriber to the PSAP and does not provide any of the special features described in 3.b following.

3. Description

- a. In providing 9-1-1 service the Telephone Company will arrange to route 9-1-1 telephone calls from telephones with specified Area Code and central office designations to a PSAP specified by an appropriate Public Agency. A PSAP must be prepared to receive all 9-1-1 calls and to dispatch, or to request an appropriate person, organization or agency to dispatch law enforcement, fire, emergency medical, rescue,

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UNIVERSAL EMERGENCY SERVICES NUMBER - 911 (continued)

3. Description (continued)
- a. (Continued)
advanced life support, or other emergency services as reasonably available and required. A public agency will have the responsibility for procuring and maintaining customer premises equipment associated with the PSAP. The Telephone Company's only requirement regarding the customer premises equipment is that it must be compatible with the 9-1-1 network facilities and 9-1-1 trunks being provisioned by the Telephone Company.
- b. 9-1-1 service shall consist of the following Telephone Company network features. Each feature is described in 2. Definitions preceding.
- Features Provided:
- (1) Forced Disconnect
 - (2) Emergency Ringback
 - (3) Automatic Number Identification (ANI)
 - (4) Idle Circuit Tone Application
 - (5) Called Party Hold
- c. 9-1-1 Enhanced, also known as 9-1-1 E shall consist of those network features shown for 9-1-1 service in 3.b preceding in addition to:
- Automatic Location Information (ALI)

4. Regulations

- a. The universal 9-1-1 emergency number is not intended to replace the telephone service of the various public service agencies which may participate in the use of this number. 9-1-1 lines are one-way incoming lines only. Normal exchange lines will be required for incoming telephone calls, other than 9-1-1 calls, and for all outgoing calls from the PSAP.
- b. All 9-1-1 calls from a given central office district must be routed to the same answering lines, unless the Public Agency subscribes to 9-1-1 enhanced, which may be equipped with the selective routing feature.
- c. It is the Public Agencies responsibility to determine the quantity of 9-1-1 service lines and termination facilities which would provide adequate 9-1-1 service to the public: however, Public Agencies that apply for service must subscribe to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service.
- d. All PSAPs shall operate on a 24 hours/day, 7 days/week basis or arrange for the handling of those 9-1-1 calls by an appropriate agency.

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4. Regulations (continued)

e. Because the Telephone Company exchange boundaries and Public Agency boundaries may not coincide the Public Agency shall have the authority and responsibility to handle all calls received on its 9-1-1 service lines which originate from all telephones served by central offices located within the 9-1-1 service area. The calling telephone may or may not be situated on property within the geographical boundary of the Public Agency's jurisdiction.

f. This offering is limited to the central office number 9-1-1 only.

g. An application for 9-1-1 service must be executed by one or more appropriate local governments or their duly constituted agent. If execution is by an agent, the Telephone Company must be provided with satisfactory evidence of such an agency relationship.

h. All 9-1-1 calls shall be routed to the PSAP serving the geographical area in which the central office is located unless selective routing is subscribed to.

i. 9-1-1 and 9-1-1 Enhanced Service are considered to be business services. All tariffed services that may be associated with 9-1-1 and 9-1-1 E will also be charged at business service rates.

j. 9-1-1 and 9-1-1 E service information consisting of names, addresses, and telephone numbers of subscribers of Telephone Company service is proprietary information to the Telephone Company and may not be divulged to other parties, extracted from the 9-1-1 network, or used by the public safety agency for any purpose other than responding to emergency 9-1-1 service calls in progress. The public service agency indemnifies and saves the Telephone Company harmless from any and all claims, including any expense in defending against such claims, arising out of the use of this information.

k. Any party residing within the 9-1-1 service area forfeits the privacy afforded by nonpublished telephone service to the extent that the subscriber's name, address, and telephone number associated with the originating Exchange Access Line are furnished to the PSAP.

l. The customer, or designated PSAP operators, will have the responsibility to determine whether the 9-1-1 system is functioning properly for its use and shall promptly notify the Telephone Company in the event the system is not functioning properly.

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4. Regulations (continued)

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- m. The customer agrees to give the Telephone Company 90 days written notice before terminating the 9-1-1 service. Service and facilities associated with 9-1-1 service are subject to applicable minimum contract periods.
- n. No local usage charge apply to the calling party for calls to 9-1-1 lines.
- o. It is the responsibility of the Public Safety Agency to obtain the 9-1-1 customer premises equipment. This equipment must be both operationally and technically compatible with the central switching office and the 9-1-1 network. The full range of System Network features may not be available due to limitations of the customer premises equipment.
- p. The customer agrees to release, indemnify and hold harmless the Telephone Company for any liability in any claims, demands or suits resulting from the provisioning of any specially requested routing of 9-1-1 calls during any emergency situations to any designated telephone number or network facility other than those provisioned as 9-1-1 facilities.
- q. Calls placed to 9-1-1 lines where the call is forwarded, switched, or provided on other than directly routed facilities, are not traceable to the originating caller.

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4. Regulations (continued)

r. When Automatic Location Identification and/or Selective Routing/transfer is provided, the Public Agency must provide the Telephone Company with all street names, house/building numbers and address ranges in the 9-1-1 serving areas. The Public Agency is also responsible for providing routing information to PSAP locations as well as combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 service area. The customer will associate these agencies with street address or other mutually agreed upon routing criteria in a format acceptable to the Telephone Company.

After establishment of service, it is the Public Agency's responsibility to continue to verify the accuracy of the routing and street address information and to advise the Telephone 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 any 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 9-1-1 calls to any proper Public Safety Answering Point.

s. The Telephone Company does not guarantee the accuracy of the routing and information provided in 9-1-1 service.

t. 9-1-1 trunk lines shall be provided by the Telephone Company at the rates shown in 5. Rates.

u. The Telephone Company may, as technology changes, include or make available services/features requested by the customer. These services/features would be provided under an Individual Case Basis until those rates are approved by the Public Utility Commission as a general offering under this tariff.

v. Automatic Location Identification (ALI) information supplied as an initial loading, a reloading, or an update, other than as part of the Ongoing Maintenance, for example, a change of police, fire, or emergency medical service zone, shall be provided at the Non-Recurring Charges shown in 5. Rates.

w. The monthly recurring charges for ALI shall be updated annually in January. The count of access lines shall include all exchanges being serviced as of December 31 of the preceding year.

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4. Regulations (continued)

x. Automatic Location Identification (ALI) information shall be provided for the PSAP at the rates shown in 5. Rates.

y. The Telephone Company shall assess a monthly administrative fee (expressed as a percentage of the total billed contribution rates) to each county. That fee shall be a uniform rate to all counties and be included as part of the approved 9-1-1 application of the county and revised as permitted under the 9-1-1 Regulations.

z. Idle Circuit Tone Application may be provided by one of two means: 1) through the Telephone Company Central Office or 2) as a function of the on-site PSAP equipment. Should the county desire that Idle Circuit Tone Application be provided by the Telephone Company, the rate in 5. Rates shall apply.

aa. Should Selective Routing be desired by a county or counties the Telephone Company may provide Selective Routing on an Individual Case Basis, including non-recurring charges and/or monthly charges.

bb. Store and Forward Units which store captured ANI information and forward same to a PSAP will be provided as necessary, due to limitations of the county's 9-1-1 network, on a per trunk basis at Individual Case Basis rates.

cc. Selective Routing shall be provided on an Individual Case Basis (ICB) with proposed non-recurring and recurring monthly charges and associated cost support based on the requested service by a county or group of counties. Each ICB proposal shall be filed at least 60 days prior to requested installation date with the secretary of the Pa. P.U.C. and shall go into effect unless deemed otherwise by the PA P.U.C.

dd. The Telephone Company shall extend to the county (counties) an extended payment plan which covers the non-recurring charges associated with the initial implementation of 9-1-1. This extended payment plan will afford a 36 to 60 month payment period for the non-recurring charges. The term for payment shall be selected by the county at the time of submission of their 9-1-1 Plan. The Telephone Company shall set the payments to reflect an annual interest rate of 8%, declining balance, amortized over the chosen 36-60 month period.

ee. Where 9-1-1 service is requested from a Central Office which is a Remote Switching Unit (RSU), mileage charges associated with 9-1-1 trunks from that RSU will be calculated using the V&H co-ordinates of the associated Digital Base Switch.

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4. Regulations (continued)

- ff. Where a Telephone Company Digital Base Switch serves more than one Central Office code on a Host - Remote basis, calculation of the number of 9-1-1 trunks required shall be based on the number of access lines served by the Digital Base Switch. The Telephone Company shall inform the county as to the configuration of its switching network.
- gg. Where 9-1-1 Stand Alone service is requested, it will be provided by the Telephone Company on an Individual Case Basis. All mileage measurement for 9-1-1 trunks associated with 9-1-1 Stand Alone service will be measured using the V&H coordinates of the Remote Switching Unit. 9-1-1 Stand Alone service will only be offered from an RSU where 1) a diverse route from the RSU to the Base Switch exists, or 2) a diverse route from the RSU to the Base Switch may be engineered and constructed at reasonable cost.
- hh. Interexchange and intraexchange channel termination and mileage charges in Section 4 will apply to all 9-1-1 trunks provisioned under this section.
- ii. Where a Digital Base Switch serves portions of two or more counties, the cost of providing the 9-1-1 feature package will be divided among the respective counties involved and the rate in 5. Rates will be apportioned on the basis of the number of access lines served in each county.
- jj. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- kk. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- ll. The Telephone Company's liability and insurance provisions are fully stated in Pa. P.U.C. No. 5, Section 1, General Regulations.
- mm. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- nn. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- oo. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- pp. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- qq. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- rr. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is

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accurate and conforms to the county's/municipality's MSAG format.

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UNIVERSAL EMERGENCY SERVICES NUMBER - 911 (continued)

5. Rates

	<u>Non-recurring</u>	<u>Recurring Monthly</u>
Trunk Lines		
First trunk in group	\$ 342.90	\$ 6.60
Each additional trunk	68.60	6.60
Automatic Number Identification (ANI)		provisioning
Automatic Location Identification (ALI), per 100 access lines.		
Using New Database		
Initial data load	5.50	N/A
Subsequent data reload	5.50	N/A
Using an Existing Data Base	N/C	N/A
Ongoing maintenance of ALI database, per 100 access lines.		
Using New Database	N/A	0.40
Using an Existing Database	N/A	0.20
9-1-1 Feature Package Includes:		
Forced Disconnect		
Idle Circuit Tone Application		
Called Party Hold		
Switch Hook Status		
Emergency Ringback		
Per Base Switch Equipped	N/A	27.00
Selective Routing	ICB	ICB
Store and Forward Unit	ICB	ICB
9-1-1 Stand Alone Service		
Per remote switching unit equipped	ICB	ICB