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April 15, 2015

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Ms. Beth W. Salak, Director  
Division of Telecommunications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Salak:

Verizon Florida LLC (TL710) hereby files the attached tariff pages to the General Services Tariff. The purpose of this filing is to amend the tariff language relating to the Emergency Reporting Services effective April 16, 2015. These amended tariff pages reflect the elimination of the Customer Premises Equipment (CPE) references.

#### A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service – E9-1-1

.1 General

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A1.1 Enhanced Emergency Number Service – E9-1-1 (Continued)

.4 Description of Service (Continued)

e. Wireless Service

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.10 Rates and Charges (Continued)

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If you have any questions or need additional information, please do not hesitate to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read "W.J.S.", with a stylized flourish extending to the right.

Woodrow J. Simmons  
VP-Governmental and Regulatory Affairs  
Verizon-South Area Region

WS:be  
Attachment

**A1. EMERGENCY REPORTING SERVICES**

**A1.1 Enhanced Emergency Number Service -- E9-1-1**

**.1 General**

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- b. Enhanced Emergency Number Service, also referred to as Enhanced 9-1-1 Service or E9-1-1, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 9-1-1. E9-1-1 Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 9-1-1.
- c. The E9-1-1 customer may be a municipality, county, or other state or local governmental unit or an authorized agent of one or more municipalities, counties, or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency, police, fire, and other emergency services within the telephone central office areas arranged for E9-1-1 calling.
- d. Provision of Enhanced Emergency Number Service, E9-1-1 as specified in this Tariff, includes the network and other facilities where the E9-1-1 Service Area coincides with Verizon serving boundaries. However, where Verizon boundaries and the E9-1-1 Service Area do not coincide, then the customer will be required to bear additional charges based on costs for all supplemental network and/or other facilities required in the provision of this service. These charges will be determined on a per occasion basis.
- e. Rates and charges for the E9-1-1 Service elements are shown in Section A1.1.10 of this Tariff. When an E9-1-1 installation is desired by a customer whose serving area does not meet the preceding criteria, E9-1-1 Service is available with any of the Service Elements as itemized in Section A1.1.9 of this Tariff; however, the customer is required to bear additional charges which may result from provision of such a system.

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A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)

.4 Description of Service (Continued)

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e. Wireless Service

(1) CAS

Verizon offers CAS in a Phase I wireless configuration, which allows for the delivery of 20-digits (CBN and ESRD) to the appropriate Selective Router for forwarding from the Selective Routers to the PSAP. Upon receipt of the ESRD and CBN at the PSAP, a request for ALI data, using the ESRD, is sent to the CALI Database. The ALI is provided via the data path established for Wireline subscribers. The ESRD ALI data is stored in the CALI database. The wireless carrier is responsible for each ESRD MSAG valid ALI record which is needed for retrieval of CALI and/or wireless Selective Routing, and the transmission of the record(s) to Verizon. Circuits from the wireless carriers MSC(s) to the tandem routers are not included in this service.

(2) Phase I NCAS and Phase II Wireline Compatibility Mode

Verizon offers this configuration which allows for the delivery of 10-digit ESRK to the appropriate Selective Router for forwarding to the designated PSAP. Upon receipt of the ESRK at the PSAP, an ALI query is made using the ESRK, via the data path to the appropriate ALI platform. The ALI platform directs the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The Record, when received by the ALI platform from the wireless database, is reformatted into the PSAP's Phase I or Phase II display and processed back to the requesting PSAP.

A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)

.5 Terms and Conditions (Continued)

- q. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, Verizon cannot guarantee the completion of said 9-1-1 call, the quality of the call or any service elements that may otherwise be provided with E9-1-1 Service.
- r. Information provided by Verizon as part of the provision of E9-1-1 is to be used only for the purpose of answering and dispatching emergency calls.
- s. Calls placed through network access lines, including those with nonpublished numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by nonpublished service upon placing a 9-1-1 call.
- t. E9-1-1 information consisting of the names, address, and telephone numbers of customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. C-ALI Service Information is provided on a call-by-call basis only for the purpose of responding to emergency calls. Private and semiprivate telephone number service subscribers forfeit the privacy afforded by these services to the extent that the telephone number, address, and name of the subscriber is furnished to the Provider of Emergency Services..
- u. Verizon is obligated, by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI databases. Any terminal equipment associated with the 911 call taker that is used in connection with E9-1-1 Service shall be configured so that it is unable to extract any information from the ALI platform other than information relating to a number of an in progress E9-1-1 call.

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A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)

.5 Terms and Conditions (Continued)

- v. Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations. (T)
- w. Verizon will provide to the Customer, on request, once per year, one copy of the MSAG at no charge, to be used solely for the verification of emergency services routing designations for E9-1-1 Services. The MSAG will be provided via electronic means only. Customers of ALI services may access their MSAG through electronic means, on a dialup basis at no additional charge. Additional copies will be provided on a non-regulated basis. (T)
- x. Information concerning MSAG, error reports, and audit reports will be provided to the Customer upon request in the same media (either fax or via electronic means) as requested by the Customer. For information not provided as part of normal moves and changes or error correction, the Customer must provide that request in writing to Verizon. One complete copy of the MSAG is available to the Customer on an annual basis as described above in A1.1.5x. Verizon is restricted from providing information that is prohibited by Federal, State and Local laws. (T)
- y. Standard provision of E9-1-1 Service for Private Branch Exchange (PBX) subscribers includes only the ANI and ALI associated with the main listed number of the PBX and does not include the provision of PBX Station ANI and ALI information. Under special arrangement and configurations with the Customer and Verizon, Private Switch E9-1-1 Service can be provided whereby a Private Switch e.g., PBX Station E9-1-1 call with appropriate Private Switch ANI and ALI information is delivered to the PSAP. The Private Switch Provider (PSP) must utilize Direct Inward Dial (DID) station numbers and provide for the transmission of voice and Station ANI via a minimum of two dedicated facilities to the E9-1-1 network. In addition, the PSP must provide and periodically maintain the Private Switch Station ALI data in the appropriate format to Verizon's E9-1-1 Database Management System. The Private Switch Provider will be responsible for those charges associated with any required PBX enhancements; DID station numbers; trunking to access the E9-1-1 network; and the provision of the initial and ongoing Private Switch ALI information to Verizon. (T)

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## A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)

## .7 Customer Obligation (Continued)

- c. 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 E9-1-1 serving area. An Emergency Service number (ESN) will be provided for each unique combination by Verizon. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E9-1-1 serving area. These ESNs will be carried in the Database Management System (DMS) to permit routing of E9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E9-1-1 serving area. The following terms define the customer's responsibility in providing this information:
- (1) Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria shall be furnished by the customer to Verizon.
  - (2) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master street address guide, and to advise Verizon 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 E9-1-1 calls to the proper PSAP.
  - (3) Changes, deletions, and additions which the customer desires to have made in the master street address guide should be submitted on an "as-occurred" basis.
  - (4) Verizon will furnish a written copy to the customer for verification showing each change, deletion and addition to the master street address guide.
- d. The customer is responsible for procuring PSAP equipment. This equipment must meet network compatibility requirements, receive voice and ANI from 9-1-1 callers, and provide the ability to retrieve information on a per call basis from Verizon's database management system. The customer's equipment must provide ANI and ALI display and control. Any cost associated with bringing incompatible equipment not in compliance with the E9-1-1 system will be the responsibility of the customer. (C)  
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- e. The customer will conduct training to impress upon personnel the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.

## A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)

## .10 Rates and Charges (Continued)

c. The following rates are based on a three year term commitment.<sup>1</sup> (Continued)

## (7) Miscellaneous Service and Equipment

- a. Charges for subscriber requests that necessitate additions, moves or changes of access facilities and/or equipment on Verizon premises will be based upon costs per request.
- b. Installation of additional network or other facilities will be provided by Verizon at the rates contained herein only where the 9-1-1 Service Area coincides with Verizon serving boundaries.

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A1.2 Subscriber Record Information Service

## .1 Description of Service

- a. Subscriber Record Information Service (SRIS) is an optional feature of Enhanced 9-1-1 Service. SRIS provides subscriber's telephone numbers, with the associated name and service address, within designated NPA-NXXs. SRIS provides the Customer with:
  - (1) An initial electronic file containing records available in the existing 9-1-1 ALI Database Administration System.
  - (2) Records of ongoing additions, deletions, or changes to Verizon Subscriber names addresses or telephone numbers, from other Verizon Information System(s).