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December 15, 2011

Ms. Beth W. Salak, Director
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Verizon Florida LLC (Verizon) hereby withdraws its existing General Services Tariff, in its entirety, effective December 16, 2011. Verizon files the attached tariff pages that constitute its new General Services Tariff, effective December 16, 2011:

Original Title Page 1
Original Contents Page 1
Original Symbols Page 1

Section A1 Emergency Reporting Services

Original Contents Page 1
Original Pages 1 - 41

The purpose of this filing is to establish the new Florida General Services Tariff. Services being detariffed will be offered through Verizon's online Product Guide, available at <http://www22.verizon.com/tariffs/> (click on the state of Florida, and then click on "Non-Tariff Documents" for Verizon Telephone Operating Companies).

If you require additional information, please call Woody Simmons at (850) 222-6304.

Sincerely,

Woodrow J. Simmons
Legislative Director
Regulatory Affairs Florida

Attachments

WJS:rt

VERIZON FLORIDA LLC

GENERAL SERVICES TARIFF

Original Title Page 1

FOR

VERIZON FLORIDA LLC

This tariff contains regulations and rates applicable for the services offered by Verizon Florida LLC ("Verizon"). This tariff is on file with the Florida Public Service Commission.

Concurring Carriers

-None-

Connecting Carriers

Florida Telephone Corporation - Ocala, Florida
United Telephone Company - Altamonte Springs, Florida

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: December 16, 2011
ISSUED: December 15, 2011

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BY SECTION

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A1	EMERGENCY REPORTING SERVICES

EXPLANATION OF SYMBOLS

When changes are made on any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

(C) - To signify changed regulation or text.

(D) - To signify discontinued rate, regulation or text.

(I) - To signify increase.

(N) - To signify new rate, text, and/or regulation.

(R) - To signify reduction.

(T) - To signify a change in text but no change in rate or regulation.

(M) - To signify a move from one page to another with no change in text, regulation or tariff.

The above symbols will apply except where additional symbols are identified at the top of an individual page.

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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.
- f. Terminal equipment may be provided by Verizon or the customer for E9-1-1 Service. Where not specifically itemized in this Tariff, said equipment, including rearrangements, moves, or changes will be provided at rates and charges based upon costs. Customer may obtain terminal equipment as a regulated service via an Individual Case Basis.

A1. EMERGENCY REPORTING SERVICES

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

.2 Acronyms

ALI - Automatic Location Identification
ANI - Automatic Number Identification
CAD - Computer Aided Dispatch
CALI - Centralized Automatic Location Identification
CAS - Call Associated Signaling
CLEC - Competitive Local Exchange Telecommunications Company
CPE - Customer Premises Equipment
CBN - Call Back Number
DBMS - Data Base Management System
DID - Direct Inward Dial
EMF - Enhanced Multi-Frequency
ERA - Emergency Response Agency
ESN/ESZ - Emergency Service Number / Emergency Service Zone
ESRD - Emergency Service Routing Digits
ESRK - Emergency Service Routing Key
FGD - Feature Group D
ICB - Individual Case Basis
MDN - Mobile Directory Number
MF - Multi-Frequency
MIN - Mobile Identification Number
MPC - Mobile Position Center
MSAG - Master Street Address Guide
MSC - Mobile Switching Center
NCAS - Non-Call Associated Signaling
NENA - National Emergency Number Association
NID - Network Interface Device
pANI - Pseudo ANI
PBX - Private Branch Exchange
PDE - Position Determining Entity
PSAP - Public Safety Answering Point
PSP - Private Switch Provider
PSTN - Public Switched Telephone Network
SRDB - Selective Routing DataBase
SRIS - Subscriber Record Information Service
SS7 - Signaling System 7
TOPS - Traffic Operator Position System
WSP - Wireless Service Provider

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms

9-1-1 Interoffice Facility

An intraexchange or interexchange trunk capable of forwarding ANI between central offices.

Access Lines

The connecting facility between a customer's premises network interface device (NID) and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service.

Alternate Routing (AR)

The capability of routing E9-1-1 calls to a designated alternate location(s) if all E9-1-1 trunks to a primary PSAP are busy or out of service. May be activated upon request or automatically, if detectable, when E9-1-1 equipment fails or the PSAP itself is disabled.

Automatic Location Identification (ALI)

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

Automatic Location Identification (ALI) Database

The set of ALI records residing on a computer system.

Automatic Number Identification (ANI)

Telephone number associated with the access line from which a call originates.

A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued).3 Definition of Terms (Continued)Call Associated Signaling (CAS)

A method of delivering the CBN (may not be a call back number) and ESRD of the cell sector from which the call originated. These 20-digits are delivered from the wireless carrier's Mobile Switching Center to the E9-1-1 Selective Routers using either SS7 or Feature Group D signaling protocol. From the E9-1-1 Selective Routers, the 20-digits are transmitted to the PSAP using Enhanced Multi-Frequency (EMF) or ISDN connections. The PSAP would query the ALI database using the ESRD to retrieve cell sector information stored in the ALI database.

Call Back Number (CBN)

A number used by the PSAP to re-contact the location from which the E9-1-1 call was placed. The number may or may not be the number of the station used to originate the E9-1-1 call. This is also the generic term for the telephone number delivered to the E9-1-1 Network by the wireless carrier in the calling party number field. It may be, but is not limited to, the MDN, the MIN, or a surrogate CBN associated with the mobile handset.

Caller

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Centralized Automatic Location Identification (CALI)

A remote centralized database system consisting of two host machines, one being the primary system responding to the Public Safety Answering Point (PSAP), and the other being the secondary system. This remote system provides ALI to the PSAP during a 9-1-1 call.

CALI Port for PSAPs

This port provides an interface for the PSAPs to acquire local ALI queries within the CALI. The Port rate includes the two ports that are required for redundancy, one port into the primary CALI and one port into the secondary CALI system. The customer must also subscribe to the data circuits from the PSAP to the primary and secondary system.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

CALI Storage/Processing

The data storage for the ALI records in both the primary and secondary systems. The ALI records are updated on the CALI system from the Database Management System multiple times a day with Change/Add/Delete activity (E9-1-1 ALI database management charges are not included in this rate). CALI will provide ALI in two ways:

- The ANI of the 9-1-1 caller is received by Verizon's Selective Routers, which then routes the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI as the key, to look up the location information on the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform, and will then format and transmit it back to the requesting PSAP.
- The CALI can also be directed by the ANI to steer to another database to receive the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is then formatted and transmitted back to the requesting PSAP.

Computer Aided Dispatch (CAD)

A computer based system, which aids PSAP attendants by automating selected dispatching and record keeping activities.

Customer

Governmental unit or other entity authorized to provide E9-1-1 Service.

Customer Premises Equipment (CPE)

Communications or terminal equipment located in the customer's facilities.

Database Management System (DBMS)

A system of manual procedures and computer programs and systems used to create, store, and update the data required to provide the Selective Routing (SR) data and ALI records.

Default Routing (DR)

The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other causes. This is a standard feature of E9-1-1 Service. No ANI/ALI data is provided when a call is sent to Default Routing.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

Dual Selective Routing

Dual Selective routing is provided using two Selective Routers (S/R) that mirror the E9-1-1 Call Delivery effort in order to provide diversity and a higher level of network reliability in the event of a major failure at one of the Selective Routers.

Emergency Response Agency (ERA)

An agency authorized to respond to emergencies initiated by 9-1-1 calls.

Emergency Service Number (ESN)/Emergency Service Zone (ESZ)

An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

Emergency Service Routing Digits (ESRD)

A pseudo ANI typically used with Call Associated Signaling (CAS) architecture that identifies the cell site or cell sector from which a wireless E9-1-1 call originates. The ESRD may also be used to retrieve the ALI associated with the wireless call.

Emergency Service Routing Key (ESRK)

A pseudo ANI typically used with Non-Call Associated Signaling (NCAS) which identifies a group of cell sites or cell sectors in a defined geographic area associated with an ESZ or group of ESZs. The ERSK may also be used to retrieve the ALI associated with the wireless call.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

End Office

The Central Office(s) in the E9-1-1 System from which E9-1-1 calls are originated.

End User

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

Enhanced 9-1-1 (E9-1-1)

An emergency telephone system which may include network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI, ALI, SRIS.

Enhanced 9-1-1 Service Area

The geographic area in which the Customer will respond to all E9-1-1 calls and dispatch appropriate emergency assistance.

Enhanced Multi-Frequency (EMF)

The ability to pass 20-digits from the E9-1-1 Selective Router to the PSAP.

Feature Group D (FGD)

An MF signaling protocol, originally developed to support equal access to long distance services, capable of carrying one or two ten-digit telephone numbers.

Forced Disconnect

A function of the E9-1-1 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E9-1-1 exchange lines and is a standard feature of E9-1-1 Service.

J-Std-034

A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the changes necessary to various existing standards to accommodate the Phase I requirements. This standard identifies the interconnection between the Mobile Switching Center (MSC) and the E9-1-1 Selective Router/Switch.

J-Std-036

A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for E9-1-1 service relating to wireless E9-1-1 implementation. This also defines technical requirements for Phase II.

Local Service Provider (LSP)

Dial tone providers, i.e., Local Exchange Carriers, Competitive Local Exchange Carriers (CLECs), Shared Tenant Service Providers, Private Switch Providers (PSPs), etc.

A1. EMERGENCY REPORTING SERVICES

A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued).3 Definition of Terms (Continued)Master Street Address Guide (MSAG)

A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of E9-1-1 calls.

Mobile Directory Number (MDN)

The telephone number dialed to reach a wireless telephone.

Mobile Identification Number (MIN)

A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network.

Mobile Position Center (MPC)

The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by and is not the responsibility of Verizon.

Mobile Switching Center (MSC)

The wireless equivalent of a central office, which provides switching functions for wireless calls. As an element of the wireless network, the MSC is not provided by Verizon and is not the responsibility of Verizon.

Multi-Frequency (MF)

A type of signaling used on inter-office and 9-1-1 trunks.

National Emergency Number Association (NENA)

The National Emergency Number Association is a not-for-profit corporation established in 1982. NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards, and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

National Emergency Number Association 02-010

A recommended set of formats and protocols for the Automatic Location Identification (ALI) data exchange between service providers and Enhanced 9-1-1 systems or their database provider, developed by NENA Data Standards Subcommittee.

National Emergency Number Association 03-002

A technical reference, developed by the NENA Network Technical Committee, which provides recommendations for the implementation of Enhanced Multi-Frequency (EMF) Signaling, from the E9-1-1 Selective Router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

Phase I E9-1-1

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number and cell site/sector information when a wireless end user makes a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034 per the FCC Docket No. 94-102.

Phase I Call Associated Signaling (CAS)

A method of delivering the CBN (may not be a true call back number) and ESRD of the cell site/sector from which the wireless call originated. These 20 digits are delivered from the wireless carrier's Mobile Switching Center to the E9-1-1 Selective Router using Feature Group D or SS7 signaling protocol. From the E9-1-1 Selective Router, the 20 digits are transmitted to the PSAP using Enhanced MF signaling. The PSAP would then query the ALI database using the ESRD to retrieve cell/site sector information stored in the ALI database.

Phase I Non-Call Associated Signaling (NCAS)

A method of delivering the voice portion of the wireless E9-1-1 call using CAMA or SS7 trunking from the wireless carrier's MSC to the E9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the E9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's CBN (may not be a true call back number) and cell site/sector information for delivery back to the PSAP.

Phase II E9-1-1

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates to the accuracy standards set forth in the FCC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

Phase II Wireline Compatibility Mode (originally known as Phase I "NCAS")

A method of delivering the voice portion of the wireless E9-1-1 call using CAMA or SS7 trunking from the wireless carrier's MSC to the E9-1-1 Selective Router. An ESRK (also known as pANI) is assigned when the 9-1-1 call is made and is used for the routing of the ANI to the PSAP. The PSAP will query the ALI database using the ESRK which, in turn, will "steer" to the wireless carrier's database to "pull" the wireless caller's location information (including callback number) for delivery back to the PSAP.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset, as described in FCC Phase II standards, when the wireless caller places a 9-1-1 call or while the call is in process. The PDE equipment is not provided by and is not the responsibility of Verizon.

Pseudo ANI (pANI)

A telephone number used to support routing of wireless E9-1-1 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Also known as a routing number, ESRK (Emergency Services Routing Key) or ESRD (Emergency Services Routing Digit).

Public Safety Answering Point (PSAP)

A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

Public Switched Telephone Network (PSTN)

Any common carrier network that provides circuit switching between public users.

Record

The subscriber information associated with a telephone number.

- For Wireline billing, the number of records will be equal to the total of Verizon's subscriber access lines, and the other Local Service Providers' actual number of record counts in the E9-1-1 database. Wireline billing will be updated annually.
- For Wireless billing, the Wireless subscription rate is based on 100% of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding 12 months, an increase of 10% will be assessed to derive the new annual wireless subscriber count.

A1. EMERGENCY REPORTING SERVICES

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

.3 Definition of Terms (Continued)

Selective Routing (SR)

The routing of an E9-1-1 call to the proper PSAP based on the ANI of the wireline caller or the Pseudo ANI of the wireless caller. Selective Routing is controlled by the ESN which is derived from the customer's MSAG. The Selective Router is also referred to as the E9-1-1 Tandem.

Service Control Point (SCP)

A centralized database system used for, among other things, Wireless E9-1-1 Service applications. It specifies the routing of E9-1-1 calls from the cell site to the PSAP. This hardware device contains special software and data that includes information on all relevant cell site locations and cell sector identifiers. This SCP equipment is not provided by, and is not the responsibility of, Verizon.

Serving Central Office

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

Signaling System 7 (SS7)/Common Channel Signaling 7 (CCS7)

An out-of-band signaling system used to provide basic routing information, call set-up and other call termination functions. Signaling is removed from the voice channel itself and put on a separate data network. Also known as Common Channel Signaling No. 7 (CCS7)

Subscriber

A person or business that orders access line service from Verizon.

Subscriber Record Information Service (SRIS)

An optional feature associated with Enhanced 911 Service which provides Verizon subscriber records.

Wireless E9-1-1 Area

The geographic area within which the Customer is requesting Wireless E9-1-1 Service.

Wireless Service Provider (WSP)

Cellular, satellite or other radio-based telephony or data transport commercial entity.

X, Y Coordinates

Shorthand expression for coordinates that identify a specific location in two dimensions representing latitude and longitude.

A1. EMERGENCY REPORTING SERVICES

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

.4 Description of Service

- a. The E9-1-1 Service offering is available to government agencies that are responsible for the provision of emergency services within the E9-1-1 Service Area covered by Verizon. This service enables a wireline caller dialing 9-1-1 from a line with access to the local exchange telephone network, or a wireless caller with access to the wireless network, arranged to provide E9-1-1 Service, to be automatically connected to the designated Public Safety Answering Point (PSAP).
- b. E9-1-1 is the provisioning of basic 9-1-1 service (enables a caller dialing 9-1-1 to reach an answering point) with the additional features of Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR). E9-1-1 is the only form of emergency telephone service provided by Verizon. Thus, all references to 9-1-1 refer to E9-1-1 Service.
- c. An E9-1-1 system includes network switching and database capability for providing Selective Routing, ANI and ALI. The ALI database is developed from the MSAG and the records of participating telecommunications companies, and remains the property of Verizon.
- d. The PSAP's Customer Premises Equipment (CPE) must conform to existing industry signaling standards for the termination of E9-1-1 calls. This signaling must enable the call processing of all wireline and/or wireless information required by the PSAP call taker to successfully handle the E9-1-1 call, e.g., Enhanced Multi-Frequency (EMF) signaling as defined in NENA Technical Reference 03-002, June 21, 1998.
- e. E9-1-1 Service is comprised of the following components:
 - (1) Automatic Number Identification (ANI)

Provides the telephone number associated with the access line from which a call originates, if available. This is an inherent feature of E9-1-1 Service, and is included in the E9-1-1 trunking rate elements.
 - (2) ALI Database Administration

ALI Database Administration is the processing of subscriber records against the Master Street Address Guide (MSAG) for the creation of ALI records and/or the creation of Selective Routing records. Specifically this service:

 - Provides for daily database processing for all add, delete and change activity associated with subscriber records.
 - Provides processing of customer records for compliance with the MSAG.
 - Does not include ALI storage or processing for use during an E9-1-1 call.

A1. EMERGENCY REPORTING SERVICES

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

.4 Description of Service (Continued)

e. (Continued)

(3) Dual Selective Routing

Dual Selective Routing is performed by linking two Selective Routers - also called E9-1-1 Tandems. This architecture, using two Selective Routers with mirror imaged databases, provides a high level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. End offices have circuits connecting them to each of the Selective Routers. In addition, there are circuits provisioned between the E9-1-1 tandems to allow calls to switch to the other E9-1-1 Tandem if there are no circuits available to the target PSAP. This provides an additional network path to complete the call to the target PSAP. Since each end office has a trunk group to each Selective Router, the architecture also allows calls to be completed in the event of a major facilities failure between the end office and one of the Selective Routers. Trunk signaling between the end offices and E9-1-1 tandems can be MF, FGD, or SS7. Inter-tandem (between E9-1-1 tandems) signaling is SS7. Information passed over the network during call set-up includes the ANI for wireline calls, and the ESRK or ESRD for wireless calls. Once the call is received at the E9-1-1 tandem, the ANI, ESRK or ESRD is looked up in the Selective Routing database (SRDB) to determine which PSAP to deliver the voice call. ANI for wireline or ESRK or ESRD for wireless with or without the CBN are also delivered via the voice path to the PSAP. Selective Routing can also be performed by NPA NXX or Incoming Trunk Group to the designated PSAP for all calls with the same NPA NXX or all calls delivered on the same incoming trunk group.

Selective Routing includes the Alternate Routing of E9-1-1 calls to a designated alternate PSAP when all trunks to the Primary PSAP are busy. ANI, ESRK, or ESRD is provided, if available, when a call is sent via Alternate Routing.

Selective Routing also includes default routing in the event of ANI, ESRK, or ESRD failure, garbled digits, or other causes. Each Incoming E9-1-1 facility group to the Selective Router is assigned to a designated default PSAP. No ANI, ESRK, or ESRD is provided when a call is sent via Default Routing.

A1. EMERGENCY REPORTING SERVICES

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

.4 Description of Service (Continued)

e. (Continued)

(4) CALI Storage/Processing

Centralized Automatic Location Identification (CALI) system consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each other. ALI rates do not include two 9.6 Kbps or higher circuits from the PSAP location, one to the primary CALI system and the second one to the secondary CALI system. These circuits may be provisioned from Verizon's Tariff depending on the type of circuit. The customer must also subscribe to ALI Database Administration in order to subscribe to CALI services.

The CALI system stores the ALI database for subscribers in the E9-1-1 service areas covered by Verizon. CALI will process ALI in two ways:

- Upon receipt of an ALI query from the PSAP, the CALI databases will use the ANI or pANI to look up and respond with the matching ALI if it resides on the CALI platform. The ALI will then be formatted and transmitted back to the requesting PSAP.
- The CALI can also steer the pANI to another ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the other ALI database, is formatted and transmitted back to the requesting PSAP.

For Wireless CALI Storage/Processing, the Wireless subscription rate is based on one hundred percent (100%) of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding twelve (12) months, an increase of ten percent (10%) will be assessed to derive the new annual wireless subscriber count. Verizon will use this record count only for purposes of billing for CALI Storage/Processing.

A1. EMERGENCY REPORTING SERVICES

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

.4 Description of Service (Continued)

e. (Continued)

(5) CALI System Ports for PSAPs

The CALI System Ports for PSAPs includes the two ports that are required for redundancy; one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall clearance. The customer must provide one 9.6 Kbps or higher circuit from the PSAP to the primary system and a second 9.6 Kbps or higher circuit from the PSAP to the secondary system. Circuits from each of the CALI systems to other databases are not included in this CALI service. These circuits may be provisioned from the applicable Verizon Tariff, depending on the type of circuit provisioned.

(6) Trunking

End Office to E9-1-1 Selective Router: Provides a two-wire voice grade circuit from a Verizon Central Office to a Verizon Selective Router. Provides ANI and a voice path for the E9-1-1 caller from a Verizon Central Office to Verizon Selective Routers. Includes Verizon wide average of facilities termination and local loop mileage from Verizon Central Offices to Verizon Selective Routers. Requires dedicated trunks to meet P.01 grade of service or a minimum of two (2) trunks, whichever provides the higher grade of service from each end office regardless of host or remote arrangement.

Verizon Selective Router to PSAP: Provides a two-wire voice grade circuit from a Verizon Selective Router to a Public Safety Answer Point (PSAP). Provides ANI and a voice path for the E9-1-1 caller from Verizon Selective Router to PSAP. Verizon can choose to provide via digital or analog connection at its discretion and in agreement with the customer. Requires dedicated E9-1-1 trunks to meet P.01 grade of service from Verizon Selective Router to the PSAP.

End Office to TOPS Switch: This is an optional service that provides an additional dedicated network completion alternative for E9-1-1 calls from the local end office to the Traffic Operator Position System (TOPS) switch, where the call is then switched without Operator intervention to the appropriate Verizon Selective Router. The signaling on this route is Multi-frequency. Calls will route to TOPS if there is a spike in traffic and all first choice E9-1-1 trunks are busy, or if the trunks are not operational, e.g., SS7 outage. When the E9-1-1 calls route via the TOPS they will include the ANI, and call processing at the E9-1-1 tandem will route the call to the correct PSAP with the ANI. Alternate Routing of E911 calls via non-dedicated TOPS facilities is included in Verizon's E911 Selective Routing service

PSAP to CALI: Provides connectivity, based on a Verizon wide average of facilities termination and local loop mileage, from PSAP to the CALI systems.

A1. EMERGENCY REPORTING SERVICES

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

.4 Description of Service (Continued)

e. (Continued)

(7) PSAP Terminal Equipment

PSAP terminal equipment deemed essential to the operation of E9-1-1 Service may be provided by Verizon as outlined in Docket No. 830490-TL and FPSC Rule 25-4.0345. If provided by Verizon, it shall be offered under the terms specified in Section A1.1.1f. and A1.1.10c. (7) of the Tariff when regulated.

f. 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

- a. E9-1-1 Service is provided by Verizon where facility and operating conditions permit.
- b. The service is furnished to municipalities, counties, and other governmental agencies, only for the purpose of voice reporting emergencies by the public.
- c. This offering is limited to the use of central office number 9-1-1 as the universal emergency number and only one 9-1-1 Service will be provided within any government agency's locality.
- d. E9-1-1 Service is classified as 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.
- e. Residential subscribers whose telephone services have been temporarily disconnected for non-payment, will continue to have access to E9-1-1 service (outgoing service only).
- f. The 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. The subscriber must subscribe for additional local exchange service at the PSAPs for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Verizon or other operators. In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a ten-digit local exchange administrative telephone number.

1

A1. EMERGENCY REPORTING SERVICES

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

.5 Terms and Conditions

- g. E9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by Verizon. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge. Calls using toll facilities are subject to normal charges.
- h. Verizon does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- i. Vacation Service is not provided for any part of the E9-1-1 Service.
- j. The rates charged for E9-1-1 Service do not include the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the Service. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify Verizon in the event the system is not functioning properly.
- k. When an order for E9-1-1 Service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part prior to completion of the work involved, the subscriber is required to reimburse Verizon for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- l. Application for E9-1-1 Service must be executed in writing by the subscriber (a municipality, a county, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to Verizon. At least one local law enforcement agency must be included among the participating agencies in any E9-1-1 offering.

A1. EMERGENCY REPORTING SERVICES

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

.5 Terms and Conditions (Continued)

- m. When an E9-1-1 Service is ordered out of the Tariff by the customer, Verizon will bill the customer upon the in-service date of the System. Where an additional component or service is ordered to commence operation at a date other than the system cut date, the component or service will be billed upon its in-service date.
- n. Verizon will bill "911" local option fees in accordance with Chapter 365, Florida Statutes, as amended. Each customer imposing a "911" local option fee agrees to release, indemnify, defend and hold harmless Verizon 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, arising out of Verizon's good faith compliance with the instructions of the customer concerning the imposition, billing, collection or remittance of the "911" fee, whether or not the act of complying with the customer's instructions is deemed to be negligent.
- o. Verizon serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones located both within and outside the public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all E9-1-1 calls that originate from telephones served by these central offices.
- p. Each customer must subscribe to sufficient E9-1-1 End Office to Selective Router and Selective Router to PSAP trunks to adequately handle incoming calls in each customer's average busy hour so that no more than one (1) call out of one hundred (100) (P.01 transmission grade of service) encounters call blockage. Thus, the E9-1-1 network from each central office to the selective routers and the selective routers to the PSAP must provide a minimum of a P.01 transmission grade of service or two (2) trunks, whichever is the higher standard. The trunks needed to provide a P.01 transmission grade of service will be split between two selective routers. For example, if four trunks are required then two trunks will be provisioned to each selective router from the end office. If the customer requests a fully redundant system, additional trunks must be ordered to provide a P.01 grade of service to and from each selective router.

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. When Verizon or other local exchange carrier provides the ALI controller service to the Customer's PSAP, these requirements are met by the direct control that Verizon or other local exchange carrier retains over the ALI software.
- v. Any terminal equipment associated with the 911 call taker that is used in connection with E9-1-1 Service, whether such equipment is provided by Verizon or the Customer, shall be configured so that it is unable to extract any information from the ALI platform, whether obtained from Verizon or not, other than information relating to a number of an in progress E9-1-1 call.

A1. EMERGENCY REPORTING SERVICES

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

.5 Terms and Conditions (Continued)

- w. 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.
- x. 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.
- y. 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.
- z. 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. The Customer will be responsible for those charges associated with Selective Routing and ALI Service for the Private Switch stations. Section A1.1.8 applies to Private Switch E9-1-1 Service. Other provisions of Section A1 will apply as appropriate.

A1. EMERGENCY REPORTING SERVICES

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

.6 Wireless Terms and Conditions

- a. Verizon will deliver to each customer the data required and specified by the FCC in CC Docket 94-102, including the cell site or sector location, the callback number, and in Phase II the longitude/latitude of the wireless caller. Verizon disclaims any and all responsibility for (1) the delivery of any additional data elements that the WSP may choose to provide beyond those required and specified in CC Docket No. 94-102 and (2) the content of the data delivered to the customer. In addition, Verizon shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of these technologies.
- b. The customer must have all required elements of Wireless E9-1-1 Phase I, utilizing ESRK or ESRD routing and cell site/sector location based information, in place before Phase II can be implemented. In addition, the customer's ALI format must be modified to accommodate the Phase II data (latitude, longitude, confidence and uncertainty).
- c. Wireless subscription rate is based on one hundred percent (100%) of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding twelve (12) months, an increase of ten percent (10%) will be assessed to derive the new annual wireless subscriber count.

A1. EMERGENCY REPORTING SERVICES

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

.7 Customer Obligation

- a. Existing customers with Tariff or Individual Case Basis (ICB) Agreements who choose to subscribe to E9-1-1 services in this Tariff, agree to a term of three years. The Tariff supersedes all existing ICB contracts and requires the customer to agree to a three year term commitment on services subscribed to in this Tariff, Section A1 Emergency Reporting Services. These Tariff rates may be superceded by any Tariff rate revisions that go into effect during the three-year term commitment period. Customers receiving E9-1-1 service can continue to receive that service pursuant to the new Tariff.
- b. The customer must furnish Verizon its agreement, in writing, to the following terms and conditions:
 - (1) That at least one PSAP will be provided and staffed on a 24-hour, seven days per week basis.
 - (2) That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
 - (3) That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E9-1-1 PSAP by calling parties.
 - (4) That the customer will subscribe to, or provide 911 trunks, and telephone equipment with a capacity adequate to handle the number of E9-1-1 trunks and lines recommended by Verizon to provide P.01 grade of service.

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. If Verizon changes are necessary to achieve compatibility with customer-owned equipment, an ICB will be required before such services become available. Any additional cost associated with bringing incompatible equipment not in compliance with the E9-1-1 system will be the responsibility of the customer. The customer may obtain PSAP equipment from Verizon as a regulated service as outlined in Docket No. 830490-TL and FPSC Rule 25-4.0345.
- 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)

.8 Liability

- a. Verizon's entire liability to the Customer or any person for interruption or failure of E9-1-1 Service shall be limited by the terms set forth in this section. This E9-1-1 Service is offered solely to assist the Customer in providing E9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the Customer, Verizon does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. Verizon shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Verizon act or omission in the design, development, installation, maintenance, or provision of E9-1-1 Service. However, in no event shall Verizon's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the Tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the customer to Verizon. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold Verizon harmless from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against Verizon as a result of any act or omission of Verizon or Customer or any of their employees, directors, officers, or agents in connection with developing, adopting, implementing, maintaining, or operating the E9-1-1 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the E9-1-1 Service.
- d. Verizon accepts no responsibility for obtaining subscriber record information from private telecommunications systems.

A1. EMERGENCY REPORTING SERVICES

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

.8 Liability (Continued)

- e. Verizon shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of E9-1-1 Service, including, by way of example and without limitation, when a call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons, and when a failure or interruption in E9-1-1 Service is due to the attachment of any equipment by a Customer to Verizon facilities.
- f. Verizon shall not be liable for any civil damages caused by an act or omission of Verizon in the good faith release of information not in the public record, including nonpublished subscriber information to emergency service providers responding to calls placed to an E9-1-1 Service or other providers using such information to provide E9-1-1 Service.
- g. Verizon shall have no liability whatsoever to any person arising from its provision of, or failure to provide, E9-1-1 Service to any subscriber. It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor Verizon shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the Customer's service area, or for calls originating from mobile/cellular telephones.
- h. Verizon shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than Verizon, or arising from the use of Customer provided facilities or equipment.
- i. When the use of service or facilities furnished by Verizon is interrupted due to any cause other than the negligence or willful act of the Customer or the failure of the facilities provided by the Customer, a pro rata adjustment of the fixed monthly charges involved will be allowed as provided in Section A2 of Verizon's Product Guide. Where allowances on monthly charges for service elements of E9-1-1 Service are involved, only those service elements which are affected by the interrupted service shall be considered; and, further, only those access lines that have interrupted service shall be considered in determining the number of access lines affected.

A1. EMERGENCY REPORTING SERVICES**A1.1 Enhanced Emergency Number Service -- E9-1-1 (Continued)****.8 Liability (Continued)**

- j. The liability of Verizon to the customer shall be limited as provided in Section A2.6 of Verizon's Product Guide. In no event shall Verizon be liable in tort, contract, or otherwise for errors, omissions, interruptions, or delays to any person for personal injury, property damage, death, or economic losses arising out of or related to a person's use of the E9-1-1 system. By subscribing to this E9-1-1 Service, the customer agrees to indemnify and hold Verizon harmless from any claim, action, or proceeding (without limiting the generality of the foregoing), arising out of or related to a person's use of the E9-1-1 system, and this indemnity shall include and not be limited to cases of errors, omissions, defects, or interruptions due to acts or omissions on the part of Verizon or Verizon's facilities.
- k. Verizon reserves the right to select and determine the type of equipment it utilizes to provide E9-1-1 services.
- l. Termination Liability: Subject to the provision of A1.1.7a. Please see Section 2.4.13 of Verizon's Product Guide for termination liability application.

.9 Service Rate Elements

E9-1-1 Service is available in the following six service element offerings:

- a. Automatic Location Identification (ALI) Database Administration
 - (1) Provides for daily database processing and updates for ALI storage and the SRDB platforms for all add, delete and change activity associated with subscriber or other service provider records.
 - (2) Provides processing of customer records against the MSAG.
 - (3) Provides for the creation of a file containing the updated records.
 - (4) Does not include Centralized ALI storage or processing for use during a 9-1-1 call.
 - (5) Is used for updates to the Selective Routing Data Base (SRDB).
 - (6) Rates based on a per one thousand (1,000) records (the combination of Verizon access line counts and non-Verizon record counts). Wireless records for pANI/ESRK/ESRD are counted as non-Verizon Records. Wireless subscription counts are not applied to this rate element.

A1. EMERGENCY REPORTING SERVICES

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

.9 Service Rate Elements (Continued)

- b. Dual Selective Routing (SR), per one thousand (1,000) records rate for wireline and wireless, rate for all routing whether based on ESN, trunk, default, etc.
- (1) Provides for diverse selective routing of E9-1-1 call to PSAP.
 - (2) Receives ANI for Wireline and the ESRK or ESRD for Wireless and routes E9-1-1 call based on ESN in the ALI database.
 - (3) Includes ports for Verizon End Offices to Selective Router trunks and Selective Router to PSAP trunks for P.01 grade of service between the dual routers. Above a P.01 grade of service requires the customer to purchase additional ports.
 - (4) Provides for trunk default routing to an established PSAP in the event of ANI or ESRK or ESRD failure.
 - (5) Rates based on a per 1,000 records (the combination of Verizon access line counts and non-Verizon record counts) for wireline and per 1,000 subscribers for wireless.
 - (6) Supports Phase I CAS and NCAS as well as Phase II NCAS wireline compatibility methods.
 - (7) Wireless subscription rate is based on one hundred percent (100%) of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding twelve (12) months, an increase of ten percent (10%) will be assessed to derive the new annual wireless subscriber count.

A1. EMERGENCY REPORTING SERVICES

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

.9 Service Rate Elements (Continued))

- c. Selective Router Port
 - (1) Provides a digital port at Verizon selective routers for two-wire voice grade termination.
 - (2) Includes facilities termination within a Verizon selective router wire center.
 - (3) Trunk port to be applied only if greater than P.01 grade of service is required for connection of the following:
 - (a) Incoming E9-1-1 trunks from host, remote central office or tandem switch.
 - (b) Outgoing E9-1-1 trunks to PSAP.
 - (4) This rate element is always applied when Business Local Exchange Service is utilized in the provision of E9-1-1 service.
- d. CALI Storage/Processing, per one thousand (1,000) records rate for wireline and per 1,000 subscribers for wireless
 - (1) Provides storage and retrieval of ALI records for E9-1-1 calls processed through the CALI system.
 - (2) Requires customer to also subscribe to ALI Database Administration as defined above in A1.1.9a.(1).
 - (3) Includes one port on both the primary and secondary CALI. Above one port to both the primary and secondary CALI platforms requires the customer to purchase additional ports (with corresponding circuits).
 - (4) Provides storage of ESRK or ESRD records for CAS and steering data to a wireless carrier or their vendor/agent for NCAS Phase I or Phase II Wireline Compatibility. Provides for retrieval of an ALI record, for CAS from within the CALI platform and from the carrier database for wireless Phase I NCAS and Phase II Wireline Compatibility.
 - (5) Rates based on a per 1,000 records (the combination of Verizon access line counts and non-Verizon record counts).
 - (6) Wireless subscription rate is based on 100% of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding 12 months, an increase of 10% will be assessed to derive the new annual wireless subscriber count.

A1. EMERGENCY REPORTING SERVICES

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

.9 Service Rate Elements (Continued)

- e. CALI Port for PSAPs
 - (1) Provides for host end connectivity ports into the CALI storage platform. One (1) port to the primary and one port to the secondary CALI platforms are included in the CALI Storage/Processing rate.
 - (2) This rate is only applicable for greater than one port on both the primary and secondary CALI platforms, i.e., if customer wants additional ports. They can be ordered in equal amounts (one on each the primary and secondary CALI platforms.)
 - (3) Customer is required to maintain a secure environment with protected password at remote end access terminal.
- f. Trunking
 - (1) End Office to E9-1-1 Selective Routers, per trunk
 - (a) Provides ANI on a two-wire voice grade circuit from a Verizon central office switch to Verizon Selective Routers.
 - (b) Includes Verizon wide average of facilities termination and local loop mileage from Verizon host central offices to Verizon Selective Routers.
 - (c) Requires dedicated trunks to meet the higher of P.01 grade of service, or minimum of two trunks, from each end office regardless of host or remote arrangement.
 - (d) This rate also applies when Business Local Exchange Service is utilized in the provision of E9-1-1 service. The customer must also subscribe to the appropriate Business Local Exchange Service. See Verizon's Product Guide Section 3.

A1. EMERGENCY REPORTING SERVICES

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

.9 Service Rate Elements (Continued)

f. Trunking (Continued)

- (2) Selective Routers to PSAP, per trunk
 - (a) Provides ANI on a two-wire voice grade circuit from Verizon Selective Routers to the designated PSAP.
 - (b) Verizon can choose to provide via digital or analog connection at its discretion and in agreement with the customer.
 - (c) Includes Verizon wide average of facilities termination and local loop mileage from Verizon host central offices to Verizon Selective Routers.
 - (d) Requires dedicated E9-1-1 trunks to meet P.01 grade of service from Verizon Selective Routers to the PSAP.
- (3) End Office to TOPS Switch, per trunk
 - (a) Provides for a dedicated trunk from a Verizon end office to Verizon TOPS switch.
- (4) PSAP to CALI, per trunk
 - (a) Provides connectivity between the CALI and the PSAP.
 - (b) Includes Verizon wide average rates for facilities termination and trunk local loop.
 - (c) Requires a minimum of two dedicated E9-1-1 trunks (one to the primary and one to the secondary).
 - (d) This rate is to be applied only if greater than the minimum of two circuits is required for connection between the PSAP and the CALI systems. A minimum of two circuits (one to the primary and one to the secondary, with corresponding CALI ports) will need to be purchased to maintain equal access to the CALI platform. All subsequent additions will also be in pairs to maintain equal access to the CALI platform.

A1. EMERGENCY REPORTING SERVICES

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

.9 Service Rate Elements (Continued)

f. Trunking (Continued)

- (5) E9-1-1 Miscellaneous Point to Point Trunk - Intraoffice Exchange
 - (a) Provides for two (2) dedicated two-wire transport trunks from one remote location to another remote location when both remote locations are served by the same end office.
- (6) E911 Miscellaneous Point to Point Trunk - Interoffice Exchange
 - (a) Provides for two (2) dedicated two-wire transport trunks from one remote location to another remote location when both remote locations are served by different end offices.

.10 Rates and Charges

a. Messages

- (1) The calling party is not charged for calls placed to the 9-1-1 number.
- (2) Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the central office serving the customer's major PSAP to the point of termination of the transfer.

b. Rates are in addition to the applicable Network Access Charge found in Section 4. of Verizon's Product Guide.

c. The following rates are based on a three year term commitment.¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Automatic Location Identification (ALI) Database Administration per 1000 records ²		\$42.67
(2) Dual Selective Routing, per 1000 records for wireline and per 1,000 subscribers for wireless ^{2,3}		\$26.09

NOTE 1: Subject to the provision of A1.1.7a. Please see Section 2.4.13 of Verizon's Product Guide for termination liability application.

NOTE 2: The per 1000 rate is based on the maximum number of records in service within the geographical boundaries of the customer's public safety jurisdiction for the most current twelve-month period prior to service establishment. These counts will be adjusted annually for purposes of updating customer billing. A minimum of 1000 will be billed and standard rounding (below 500 downward, 500 and above upward) will be used. See definition section for the definition of Record.

NOTE 3: Wireless subscription rate is based on 100% of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding 12 months, an increase of 10% will be assessed to derive the new annual wireless subscriber count.

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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 (3) year term commitment.¹ (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(3) Selective Router Ports, per port		\$2.39
(4) CALI Storage/Processing, per 1,000 wireline records and per 1,000 wireless subscribers ^{2,3,4}		28.99
(5) CALI Ports, per port ⁵		\$ 20.99
(6) Trunking		
End Office to E9-1-1 Selective Routers, per trunk	6	12.86
Selective Routers to PSAP, per trunk	6	40.88
End Office to TOPS Switch, per trunk	6	18.40
PSAP to CALI, per trunk	6	26.24
E9-1-1 Miscellaneous Point to Point Trunk, per trunk – intra-office exchange	6	53.10
E9-1-1 Miscellaneous Point to Point Trunk, per trunk – inter-office exchange	6	67.28

NOTE 1: Subject to the provision of A1.1.7a. Please see Section 2.4.13 of Verizon's Product Guide for termination liability application.

NOTE 2: The per 1000 rate is based on the maximum number of records in service within the geographical boundaries of the customer's public safety jurisdiction for the most current twelve-month period prior to service establishment. These counts will be adjusted annually for purposes of updating customer billing. A minimum of 1000 will be billed and standard rounding (below 500 downward, 500 and above upward) will be used. See definition section for the definition of Record.

NOTE 3: Wireless subscription rate is based on 100% of the wireless subscription in a county using the wireless subscriber counts derived from the State of Florida Wireless Board's 911 Disbursements to Counties, and will be updated annually. If the State of Florida Wireless Board counts have not been updated within the preceding 12 months, an increase of 10% will be assessed to derive the new annual wireless subscriber count.

NOTE 4: Customer must subscribe to CALI services for both wireline and wireless.

NOTE 5: CALI Wireline Storage and Wireless Phase I or II includes one port on the primary CALI system and one port on the secondary system only. Circuits are not included in this rate.

NOTE 6: Refer to Section 7.7.2 of Verizon's Facilities for Intrastate Access Tariff for applicable non-recurring charges for local channel 2-wire circuits and interoffice channel circuits.

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ISSUED: December 15, 2011

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.¹ (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.
- c. Miscellaneous service and equipment provided by Verizon for use by the customer is available via an Individual Case Basis. See Section A1.1.1.f. of this Tariff.

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).

A1. EMERGENCY REPORTING SERVICES**A1.2 Subscriber Record Information Service****.2 Terms and Conditions ¹(Continued)**

- a. Data format including method of encryption, transmission protocols and transport medium are as specified by Verizon and require compatible Customer Premises Equipment. Upon request, Verizon will provide all applicable specifications.
- b. When this service is used in lieu of the Automatic Location Identification (ALI) Database Administration Service (as described in Section A1.1.4.e(2) of this Tariff) the following Services are not available: Dual Selective Routing, Selective Transfer, C-ALI Storage & Processing, Private Switched Automatic Location Identification and Emergency Service Listings. If this Service alters an existing 9-1-1 Service arrangement(s) of other governmental agency(s), it is the obligation of the Customer to provide Verizon with agreement(s) from affected governmental agency(s) prior to the establishment of the Service.
- c. The Service is provided by NPA-NXXs assigned to Verizon Central Offices. A Verizon Central Office serving boundary may not coincide with the Customer's geographic jurisdiction.
- d. In addition to Verizon subscriber records, the initial electronic file may contain customer records of participating Service Provider subscribers stored in the 9-1-1 ALI Database Administration System. Verizon will provide such information upon receipt of written authorization from the participating Service Provider(s). It is the Customer's responsibility to provide Verizon with written authorization from Service Provider(s).
- e. Recurring updates are provided for Verizon Subscribers only. It is the Customer's responsibility to make arrangements with other Service Provider(s) and Private Telecommunications System Owner(s) to obtain update information for other subscribers. This Service does not include any Verizon provided coordination and/or consultation activities associated with Customer acquisition of such information.
- f. All records provided by Verizon will not be retained within Verizon Information Systems after they are provided to the Customer.

¹ These terms and conditions listed are in addition to those provided in Section A1.1 preceding.

A1. EMERGENCY REPORTING SERVICES

A1.2 Subscriber Record Information Service¹ (Continued)

2. Terms and Conditions (Continued)

- g. This Service includes the provisioning of records containing the name, telephone number and location of non-listed and non-published Subscribers.
- h. All information, data and other materials are provided by Verizon "as is." The Service does not include modification by Verizon of information with respect to any Street Address Guide or any other instrumentality associated with Emergency Services or Emergency Support Services. Verizon makes absolutely no express or implied warranties whatsoever regarding the completeness or accuracy of the information provided or the technical quality of any media supplied hereunder, including but not limited to implied warranties or merchantability or fitness for a particular purpose.
- i. Verizon hereby grants to the Customer a non-exclusive limited license to use the information provided by this Service solely for the purposes of the Customer providing Emergency Services or Emergency Support Services, or as otherwise required under applicable law, regulation, or judicial or regulatory order. The Customer shall not sell, lease, grant, copy, publish, reproduce, disclose, allow access to or sub-license the information provided by the Service to any other Party, except the Customer's duly authorized agents, without the written consent of Verizon or as otherwise provided herein. Under no circumstances shall the information provided by the Services be used or disclosed by the Customer or by the Customer's duly authorized agents in any manner for purposes other than providing Emergency Services or Emergency Support Services.
- j. The Customer acknowledges and agrees that information provided by the Services is Confidential Information of Verizon and shall not be used or disclosed by the Customer except as provided herein or as otherwise required under applicable law, regulation, or judicial or regulatory orders. In addition, the Customer agrees to conduct training to impress upon personnel the sensitive nature of the information provided with the Service and their legal obligation to protect it from unauthorized access.

¹ These terms and conditions listed are in addition to those provided in Section A1.1 preceding.

A1. EMERGENCY REPORTING SERVICES

A1.2 Subscriber Record Information Service¹ (Continued)

2. Terms and Conditions (Continued)

- k. The Customer warrants and represents that the Customer presently either is not subject to any Federal, State or Local Public Information Law or Regulation (e.g., by way of example and not as a limitation, Public Access to Records Law, "Freedom of Information" Law, or "Government in the Sunshine" Law) which would require or permit the Customer to provide access to information provided by the Service other than as set forth herein or, if the Customer is subject to such public information law or regulation, that such information is exempt from disclosure pursuant to such law or regulation.
- l. It is agreed that a violation by the Customer of any of the provisions of this Tariff may cause irreparable harm and injury to Verizon, and that Verizon shall be entitled, in addition to any other rights and remedies it may have at law or in equity, to seek an injunction enjoining and restraining the Customer or the Customer's agent from doing or continuing to do any such act and any other violations or threatened violations of terms and conditions in this Tariff.
- m. The Customer's obligations as described herein in terms and conditions 2.1 through 2.1 shall survive expiration or termination of this Service.

¹ These terms and conditions listed are in addition to those provided in Section A1.1 preceding.

A1. EMERGENCY REPORTING SERVICES

A1.2 Subscriber Record Information Service (Continued)

3. Rates and Charges

	<u>Non Recurring Rate</u>	<u>Monthly Rate</u>
a. Initial Electronic File of Subscriber Record Information	\$4,013.07	
b. Recurring Updates of Subscriber Record information		
per 1,000 Verizon Subscriber Access Lines ¹		\$ 2.40
Access Arrangement to Verizon Records	172.50	46.00

A1.3 Private Switched Automatic Location Identification Service (PS/ALI)

1. Description of Service

Private Switch/Automatic Location Identification Service ("PS/ALI" or "Service") is a 9-1-1 service available to a Customer who is an Owner or Lessee of a Private Switch ("PS"). A PS is a Multi-Line Telephone System (MLTS) such as a Private Branch Exchange (PBX) (hereto referred to as a "Private Switch" or "PS") where such Private Switch is located on the Customer's premise. (For purposes of this PS/ALI Service only, Centrex Service may also be referred to as a Private Switch.) Private Switch refers to a communications system for a business or organization which provides a group of users connection to a common group of lines having access to the Public Switched Telecommunication Network (PSTN). Dialing an access code (e.g., 9) connects the individual user to the PSTN. PS/ALI Service provides the Customer with the ability to store, in the Verizon's E9-1-1 Centralized Automatic Location Identification Storage and Processing System, location information for Customer's PS Users who connect to a Private Switch thereby enabling a Public Safety Answering Point (PSAP) to receive specific location information of a 9-1-1 call originating from the Private Switch.

PS/ALI Service does not include any Customer Premises Equipment (CPE) nor does it include any Communication Service Provider's² services providing access to the PSTN. The Customer is responsible for any CPE and PSTN access service which is required to enable the PS User to complete 9-1-1 calls to a Public Safety Answering Point (PSAP). Customer's selected CPE and PSTN Access Service must be compatible with the Company's PS/ALI and E 9-1-1 Services. The routing of 9-1-1 calls originating from the PS is determined by E9-1-1 Service as defined in Section 4.1 of this tariff.

² The per 1,000 rate is based on the maximum number of Verizon subscriber access lines in service within the geographical boundaries of the Customer's public safety jurisdiction at the time of service establishment. These counts will be adjusted annually for purposes of updating customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500 and above upward) will be used.

³ Communication Service Provider (CSP) is a company providing communication services within the State of Florida which interconnects to the Private Switch, Public Switched Exchange Network and Verizon's Enhanced 911 network for purposes of delivering the Private Switch Station User's 9-1-1 call with an associated telephone number. Examples include but are not limited to Local Exchange Carriers (LECs), Wireless Carriers and Voice over Internet Protocol (VoIP) Providers.

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TAMPA, FLORIDA**

**EFFECTIVE: December 16, 2011
ISSUED: December 15, 2011**

A1. EMERGENCY REPORTING SERVICES

A1.3 Private Switched Automatic Location Identification Service (PS/ALI) (Continued)2. Terms and Conditions

- a. This Service is available only in certain geographic areas where Verizon provides 9-1-1 Centralized Automatic Location Identification Storage and Processing (CALI Storage & Processing) Service to an authorized E9-1-1 Service Customer.
- b. The Customer's purchase and use of Service under this Tariff, shall be subject to, and shall comply with all applicable Local, State and Federal Laws, Regulations, Policies and Procedures of the PSAP or authorized E9-1-1 Service Customer.
- c. This Service does not include, and Verizon does not undertake, the tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the service. Customer has the responsibility for reporting all errors, defects and malfunctions to Company.
- d. The Customer is responsible for all testing that is required to verify that Customer's PS Users' 9-1-1 calls properly route to the appropriate PSAP and that all of Customer's PS Users' telephone number and address information displayed at the PSAP are correct.
- e. Customer will obtain, at its cost, a National Emergency Number Association (NENA) Identification Designation.
- f. Customer will identify and provide Verizon all telephone numbers associated with the PS and advise Verizon of any ongoing additions, deletions or changes of telephone numbers.
- g. All telephone numbers used by the PS must be part of North American Number Plan and native to the local exchange network in the geographic area of Verizon's E911 Service Area.
- h. All PS users' locations must be within the State of Florida and in the same geographic area of Verizon's E911 Service Area.
- i. If the Customer's Communication Service Provider for the PS is a provider other than Verizon, Customer is responsible for notifying the applicable Provider, obtaining its concurrence to permit all telephone numbers to be assigned Customer's NENA Identification Designation.

A1. EMERGENCY REPORTING SERVICES

A1.3 Private Switched Automatic Location Identification Service (PS/ALI) (Continued)2. Terms and Conditions (Continued)

- j. Customer will establish location information conforming to the address criteria established by the 911 Public Safety Agency(s) for each Telephone Number associated with this Service and/or having Customer NENA Identification, as well as maintain the accuracy of the information by updating Verizon's CALI Storage & Processing System.
- k. Customer shall update Verizon's CALI Storage and Processing System in accordance with Verizon's specified formats and procedures. Upon 60 day prior Customer notification, Verizon, at its discretion, may change format or procedures used by Customer to enter PS/ALI information.
- l. Upon receipt of location information provided by Customer, Verizon shall compare the location information to the address criteria provided by the Public Safety Agency. If for any reason, the location information does not conform to the criteria, Verizon will not enter the information into the CALI Storage & Processing System. Such location information shall be returned to Customer for reconciliation to the criteria. Verizon does not reconcile and/or correct Customer information not conforming to the criteria.
- m. All information obtained from Customer for inclusion in the CALI Storage & Processing System shall be used solely for emergency service purposes. Any record associating a PS User telephone number with his/her name or address shall be secured by the Customer and disposed of in a manner that will retain the security. Customer shall develop and implement procedures to prevent the unauthorized or illegal use of the name, telephone number and address of any of its users.
- n. Liability and Indemnification terms and conditions for PS/ALI Service are set forth in Section A1.1.8 of this tariff.
- o. This Service is provided on a month-to-month basis. A minimum service period of one month applies for this Service. The Customer may terminate Service at any time by providing written notice to Verizon. Customer is responsible for payment of billed Service charges. There is no refund of Service charges in the event Customer terminates Service after service is installed. Upon termination, the Customer must remove all location information associated with its NENA Identification designation.
- p. Application for this Service must be in writing from the PS/ALI Customer. For the sole purpose of this Section, regarding initially contacting Verizon to apply for the Service, Customer's writing may be an electronic mail (email) communication to the applicable Verizon contact and must include the following information: (1) NENA Identification Designation; (2) all telephone numbers to be included in this service arrangement; (3) Consent form Customer's Communication Service Provider's to permit Company to change NENA Identification Designation; (4) Signature of Customer or Customer's authorized representative having authority to purchase Service for Customer; (5) Third Party Letter of Authorization (required only if Customer contracts with another party to perform any or all Customer responsibilities). Verizon's provision of Service is contingent upon Customer providing Verizon with complete and accurate information.

A1. EMERGENCY REPORTING SERVICES

A1.3 Private Switched Automatic Location Identification Service (PS/ALI) (Continued)

3. Rates and Charges

Non Recurring Rate Monthly Rate

Service Establishment Charge, per Customer
(Additional Customer Multi-Line Telephone
Systems locations may be added without charge
for locations in the Company's provides E9-1-1C-
ALI Service within the State of Florida.)

\$2,500.00

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