

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.11 WIRELESS 9-1-1

(T)

A. DESCRIPTION

(N)

1. WIRELESS 9-1-1

Wireless 9-1-1 Service is a service offering which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and the appropriate caller location information to support the Federal Communication Commission's (FCC) Wireless Telecommunications Bureau Phase I and Phase II requirements established in CC Docket No. 94-102.

This service will support the following Wireless 9-1-1 design solutions:

- a. Call path Associated Signaling (CAS)¹
- b. Non-Call path Associated Signaling (NCAS)
- c. Hybrid

The Wireless 9-1-1 customer must be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated, or a third party provider of 9-1-1 database services.

2. Definition of Terms

9-1-1 Selective Router

A central office providing tandem switching capability for 9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function capability and certain maintenance functions for each PSAP.

9-1-1 Tandem to 9-1-1 Tandem Transfer

The ability to transfer a 9-1-1 call from a PSAP served by one 9-1-1 Selective Router (a.k.a. Tandem) to a PSAP served by a different 9-1-1 Selective Router.

Call path Associated Signaling (CAS)

A Wireless 9-1-1 technology that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the PSAP.

NOTE 1: The CAS technology does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation

(N)

Continued

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- 9.1 DIAL SWITCHING SYSTEMS (Cont'd)
- 9.1.11 WIRELESS 9-1-1 (Cont'd)
- A. DESCRIPTION (Cont'd)
- 2. Definition Of Terms (Cont'd)

(T)
(N)

Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

Emergency Services Routing Key (ESRK)

A 10-digit number that is normally used to identify an ongoing Wireless 9-1-1 call and to correlate the associated data for that call. The selective router uses the ESRK to selectively route the call to the designated PSAP.

Hybrid

A Wireless 9-1-1 technology that utilizes one transmission path to deliver the voice and Mobile Directory Number to the PSAP and a separate transmission path to deliver the caller's location information to the PSAP.

Mobile Directory Number (MDN)

A 10-digit telephone number that identifies the calling party and can be used as a call back number.

Mobile Switching Center

A switch that provides wireless telephone service.

Non-Call path Associated Signaling (NCAS)

A Wireless 9-1-1 technology that utilizes one transmission path to deliver the voice and a separate transmission to deliver the Mobile Directory Number and the caller's location to the PSAP.

(N)

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9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.11 WIRELESS 9-1-1 (Cont'd)

A. DESCRIPTION (Cont'd)

2. Definition Of Terms (Cont'd)

Pseudo-Automatic Number Identification (pANI)

A number, consisting of the same number of digits as ANI, but is used in place of an ANI to convey a special meaning. The specific meaning assigned to the pANI is determined by agreements, as necessary, between the telephone system originating the call, intermediate telephone systems handling and routing the call, and the destination telephone system. The pANI identifies the location of the base station or cell site through which a mobile call originates or the origination point of a VoIP call.

(T)

VoIP Call:

(N)

Any call generated by a VoIP end user via the digits "9-1-1" and delivered to the Utility utilizing existing wireless infrastructure.

(N)

Wireless Call

Any call generated by a wireless end user via the digits "9-1-1" and delivered by the Wireless carrier to the Utility for routing to the PSAP in order to route the call to the designated PSAP.

Wireless Carrier

A private entity that provides telephone service to residential or business end users served by a wireless switch.

Wireless End User

An individual or organization authorized to use the telephone services provided by the wireless switch.

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A9. CENTRAL OFFICE SERVICE

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.11 WIRELESS 9-1-1 (Cont'd)

(T)

B. REGULATIONS

(N)

1. General

In addition to the following terms and conditions, the terms and conditions set forth in Schedule Cal.P.U.C. No. A and in the Enhanced 9-1-1 (E9-1-1) Service as described in Section A9.2 following, shall also apply.

a. Request for this service:

- (1) can only be initiated by a 9-1-1 customer;
- (2) must be provided to the Utility in writing; and
- (3) must identify the PSAP or Call Centers service locations and the required network database configurations for the specified locations.

b. The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless technology. A PSAP must be able to accept 8, 10, or 20 digits when the wireless technology is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Utility will continue to selectively route Wireless 9-1-1 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

2. Customer Responsibilities¹

- a. When the Utility is the database provider, the Wireless 9-1-1 customer is responsible for ensuring that the Wireless Carrier creates, maintains, and forwards to the Utility current pANI data according to the format and procedures specified by the Utility.
- b. Wireless 9-1-1 Service Wireless End User's information is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls. All other uses of such information are prohibited.
- c. To the extent that a Wireless End User's telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Utility, the Wireless End User (published and nonpublished) consents to the storage and retention of Wireless End User's location and telephone number in the Utility data base and also consents to access of this information by the PSAP for the sole purpose of responding to an emergency call.
- d. The Wireless 9-1-1 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Utility in a timely manner provided.

NOTE 1: The Utility will participate in all coordination efforts as the Utility deems appropriate.

(N)

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.11 WIRELESS 9-1-1 (Cont'd)

(T)

B. REGULATIONS (Cont'd)

(N)

2. Customer Responsibilities (Cont'd)

e. Cancellation of the service in whole or in part by the Wireless 9-1-1 customer prior to establishment thereof, will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Utility up to the time of cancellation resulting from the Wireless 9-1-1 customer's order for service.

f. The PSAP will be responsible for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations.

3. Limitation of Liabilities

a. The Utility's entire liability to the Wireless 9-1-1 customer or to any other person or legal entity for interruption or failure of Wireless 9-1-1 Service shall be limited by the terms set forth in this section and in Schedule Cal P.U.C. No. A2.1.14.

b. Wireless 9-1-1 Service is provided solely for the benefit of the Wireless 9-1-1 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any obligation on the part of the Utility toward, or any right of action on behalf of, any third person or other legal entity.

c. To the extent allowed by law, the Wireless 9-1-1 customer agrees to release, indemnify, defend and hold harmless the Utility from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Wireless 9-1-1 customer or others, caused or claimed to have been caused, directly or indirectly, by the Wireless 9-1-1 Service.

(N)

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A9. CENTRAL OFFICE SERVICE

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.11 WIRELESS 9-1-1 (Cont'd)

(N)

B. REGULATIONS (Cont'd)

3. Limitation of Liability (Cont'd)

d. To the extent allowed by law, the Wireless 9-1-1 customer also agrees to release, indemnify and hold harmless the Utility from any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Wireless 9-1-1 service features and the equipment associated therewith, or by any services furnished in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Wireless 9-1-1 service hereunder, and which arise out of the negligence of the Utility or the negligence or other wrongful act of the Wireless 9-1-1 customer, its users, agencies or municipalities or the employees or agents of any one of them.

e. To the extent allowed by law, the Wireless 9-1-1 customer also agrees to indemnify, defend and hold harmless the Utility from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any act or omission, including but not limited to the provision of inaccurate information, out of date or improperly formatted information, equipment facilities or transmission errors, by the Wireless 9-1-1 customer, the Wireless Carrier or any third party involved, directly or indirectly, in any aspect of the Wireless 9-1-1 Service.

(N)

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 A9. CENTRAL OFFICE SERVICE

9.1 DIAL SWITCHING SYSTEMS (Cont'd)
 9.1.11 WIRELESS 9-1-1(Cont'd)

C. RATES AND CHARGES

	<u>Per Call Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
1. Wireless 9-1-1 (W 9-1-1) Service			
W 9-1-1 Service with wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, storage and processing, and Telco Map Server functionality ¹			
- Charge per call	\$0.13		WL9AA
Class of Service		\$ 9,250.00	WSE
Tandem to Tandem Transfer		30,230.00	SFQET

	<u>Per Call Rate</u>	<u>Nonrecurring Charge</u>	(N)
2. VoIP 9-1-1 Service			
VoIP calls utilizing Wireless switch features:			
- Charge per call	\$0.13	none	(N)

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NOTE 1: In applications utilizing a third party database provider, the Utility will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP.

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE

9.2.1 9-1-1 EMERGENCY SERVICE

(T)

A. DESCRIPTION

1. 9-1-1 Service

(T)

9-1-1 emergency service is a service whereby people in need of assistance may, by dialing "9-1-1" from within the serving area, gain access to a customer designated and operated Public Safety Answering Point (PSAP).

(T)

(T)

9-1-1 emergency service features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.

(T)

9-1-1 emergency service is furnished to political subdivisions and municipal corporations of the State of California. The political subdivision or municipal corporation placing an order for 9-1-1 emergency service is the customer as defined in Schedule Cal.P.U.C. No. A2.1.1., Definitions.

(T)

(T)

2. 9-1-1 Exchange Line

(T)

Definition of "direct dedicated":

a. Direct

A communication path from a 9-1-1 call originating central office to a PSAP's serving central office on which no switching occurs.

(T)

b. Dedicated

A direct communication path used exclusively for carrying 9-1-1 calls over the particular route involved.

(T)

3. 9-1-1 Attendant Position

(T)

Public Safety Answering Point (PSAP) - terminal equipment on which incoming 9-1-1 calls are initially answered.

(T)

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)

A. DESCRIPTION (CONT'D)

4. 8A Answer/Transfer Unit System (8A ATS)

- a. The 8A ATS attendant positions utilize 18 or 30 button telephone sets as set forth in rates and charges following, with a maximum of 8 positions per system. The transfer, transfer release and hold features are located in the pick-up key field of the attendant position, which reduces the maximum number of line terminations from 18 and 30 to 15 and 27, respectively.
- b. A maximum of eight two way lines can be provided per 8A ATS with no more than four of these being dial central office lines.
- c. Each 8A ATS attendant position includes a handset equipped with a standard jack conforming to Part 68, Subpart F, of the FCC's Rules and Regulations that accommodates a head telephone set. A head telephone set will be customer provided. (T) z

5. 9-1-1 Features

a. Called Party Hold

A 9-1-1 connection is retained regardless of the switchhook status of the 9-1-1 calling party. The PSAP attendant remains off-hook or places the calling party on hold. This feature is a function of the 9-1-1 central office trunk circuit and is applicable only to 9-1-1 calls trunked directly from the originating central office.

b. Central Office Identification

Central Office Identification can be provided at no charge when direct 9-1-1 lines are provided. The PSAP can identify from which central office a call originated by visually identifying the direct trunk group on which the call is terminating.

c. Emergency Ringback

A PSAP attendant can ring the 9-1-1 calling party who goes on-hook after the call is answered by the attendant. This feature is limited to 9-1-1 calls trunked directly.

z Correction

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D) (T)

A. DESCRIPTION (CONT'D)

5. 9-1-1 Features (Cont'd) (T)

d. Forced Disconnect

The PSAP attendant can release the 9-1-1 connection even though the 9-1-1 calling party remains off-hook. This feature is a function of the 9-1-1 central office trunk circuit. (T)

e. Hunting

Hunting on 9-1-1 Exchange lines is provided at no charge. (T)

f. Switchhook Status

Audible and visual indications alert a PSAP attendant when the held on-hook 9-1-1 calling party has gone off-hook. This feature is limited to 9-1-1 calls trunked directly from the originating central office. (T)

g. Tone Application

Gives the PSAP attendant indication of the on/off-hook status of the 9-1-1 caller. A 120 IPM tone is given if the 9-1-1 caller abandons the call before the PSAP attendant answers. A 60 IPM is given if the caller goes on-hook after the PSAP attendant answers the call. No tone indicates a 9-1-1 caller who is retaining the connection but is not speaking. (T)

h. Call Transfer To Responding Agency

The PSAP attendant can transfer the 9-1-1 incoming calling party to another agency via a transfer to private line circuit or an individual access line. (T)

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A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)

A. DESCRIPTION (CONT'D)

5. 9-1-1 Features (Cont'd)

i. 9-1-1 Automatic Call Distributor (ACD)^{1,2}

(N)

When placing a 9-1-1 call, incoming callers are immediately connected to the first available attendant. If an attendant is not available, a recorded announcement will be given to the caller that the call will be answered as quickly as possible. The ACD offers a Management Information Service capability that provides displays, printed reports and special programs designed to give complete statistical data for PSAP administrative and personnel management.

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NOTE 1: A customer using a 9-1-1 ACD must also install and maintain an acceptable back-up system to allow answering of emergency calls, in case of an ACD failure.

NOTE 2: The 9-1-1 ACD must be installed with a 9-1-1 ANI and ALI controller device if it is to be used in conjunction with Enhanced 9-1-1. (See Schedule A9.2.3)

(N)

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)
9.2.1 9-1-1 EMERGENCY SERVICE (Cont'd)

B. REGULATIONS

1. General

- a. 9-1-1 service is provided by the Utility where facilities and operating conditions permit.

All calls originating from a single central office exchange will be routed to one PSAP. Where more than one PSAP is located in an exchange, and the exchange includes two or more central office locations, the PSAPs will be arranged to receive calls from distinct central offices.

- b. Tie lines, private lines and other channels connecting a PSAP with responding agencies are provided at filed charges and rates for such facilities as specified in this or other appropriate tariffs.
- c. When 9-1-1 is dialed no charge will be made to the calling party.
- d. Where an exchange telephone service is used to report an emergency situation to a PSAP attendant over a 9-1-1 service or a seven digit telephone number terminating at the PSAP, the class, type and grade of service, primary service listing and locations of the service may be furnished by the Utility to a PSAP responding to the emergency; notwithstanding other regulations shown elsewhere in those schedules which preclude the furnishing of telephone service customer information.^{1,2}
- e. Temporary suspension of service at the request of the customer, either partial or complete is not applicable to equipment, services or facilities furnished to provide 9-1-1 service.
- f. Equipment arrangements, rearrangements and services available for use with other types of service will be furnished with a 9-1-1 Emergency System where facilities and operating conditions permit, unless otherwise specified in the tariffs. Where furnishing such arrangements and rearrangement involves costs in excess of those contemplated by filed tariffs, additional charges may be applicable, subject to prior authorization of the Public Utilities Commission of the State of California.

(N)
|
(N)

NOTE 1: Also applicable to exchange service furnished by independent companies and Competitive Local Carriers (CLCs).

NOTE 2: Not applicable in situations where a calling party with call blocking has dialed the PSAP, unless the calling party orally discloses their telephone number to the PSAP attendant.

Continued

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 9-1-1 EMERGENCY SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

1. General (Cont'd)

g. Service connection charges as shown in Schedule Cal.P.U.C. No. A3.1. are applicable to each 9-1-1 exchange line terminated. (L)

h. 9-1-1 Exchange Line may terminate on a standard type telephone set or other answering equipment with which it is compatible. When the 9-1-1 exchange line terminates on equipment other than the standard telephone set appropriate rates and charges for line terminations will apply. (L)

2. Terminal Equipment

a. Where Utility-provided terminal equipment is furnished, it will be provided at the rates and charges shown in this tariff or under separate contract.

b. 9-1-1 lines from the Utility central office may be furnished to terminate on authorized customer-provided terminal equipment in accordance with the provisions as set forth in Schedule Cal.P.U.C. No. A5. and A8.

3. Limitation of Liability

The Utility's liability to 9-1-1 customers and third parties utilizing the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

4. Undertaking of Utility

a. Upon application by one or more political subdivisions acting as a single agency, or their certified agent, and subject to prior written approval by the State of California Department of General Services, Communications Division, the Utility will open the 9-1-1 emergency number and provide the associated equipment and facilities, for use by the general public in reporting emergencies to a PSAP.

b. The Utility 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 with personnel on the customer's premises.

c. The Utility shall engineer the initial installation of a 9-1-1 system to meet the customer's requested communication requirements. Such engineering will be based on type and number of lines required, and other information furnished by the customer as well as engineering data used by the Utility.

(L) Formerly on Sheet 227.

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- B. REGULATIONS (CONT'D)

5. Customer Responsibility

The 9-1-1 customer will:

- a. Determine sufficient services and equipment quantities to meet the customer's needs during the engineering process, prior to initial installation and in concert with the Utility.
- b. Adhere to the guidelines as set forth in the current State of California 9-1-1 Systems Standards and Planning Guidelines Manual.

6. Termination of Lines

Trunk line, individual line service, or 9-1-1 exchange lines may be (T)
furnished to the Utility's local loop demarcation point or to the (T)
terminal equipment where provided by the Utility. (N)

Trunk line or individual line service furnished with 9-1-1 Emergency Service is provided at the charges, rates and regulations from the tariffs specific to those services. (T)

(D)
|
(D)

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A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
B. REGULATIONS (CONT'D)

7. Optional Features

- a. Provision of optional 9-1-1 features other than forced disconnect and tone application are dependent upon the type of terminating equipment and trunking arrangements. Not all routing arrangements, features or transfer arrangements are compatible nor can they be provided in all central offices.
- b. Ringback, Switchhook Status and Called Party Hold features require direct trunking of 9-1-1 exchange lines from each originating central office to the PSAP.

8. Commercial Power

Commercial power, power wiring and outlets are furnished by the customer who assumes all responsibility for the safe condition of such wiring outlets and power.

9. Basic Termination Charges

If at any time during the period following the installation of any equipment to which a basic termination charge is applicable and such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with the Utility's applicable tariffs, the customer shall pay to the Utility, upon demand, the basic termination charge specified in C. following, less a credit of said charge for each month and fractional portions of a month between the date on which it was installed and the date on which it was so disconnected. For the purpose of computing basic termination charges the last equipment of the same type installed shall be considered to be the first equipment removed.

10. Limitations of Liability

In addition to the liability limitations set forth in Schedule Cal.P.U.C. No. A2.1.14, the Utility shall not be held responsible for specific address information controlled by the customer. This information includes suite, room, apartment and all private switch data. (T)

11. Confidentiality of Data (N)

Private switch data is recognized as confidential and will not be used or distributed for purposes outside the scope of 9-1-1 Emergency Service. (N)

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- B. REGULATIONS (CONT'D)

11. Demarcation Point

(N)

9-1-1 Emergency Service will terminate at the Utility's local loop demarcation point except where the Utility provides the terminal equipment. Where the Utility has provided terminal equipment, its local loop demarcation point will be extended to include the Utility's terminal equipment. The Utility will maintain service to that point.

Where the Utility provides the terminal equipment for 9-1-1 Emergency Service, the Utility will be responsible for the installation and maintenance of the 9-1-1 service and its associated terminal equipment only, not for the intrabuilding network cable (INC cable).

The Utility shall be given access to available pairs within the INC cable, at no charge to the Utility, to install and maintain 9-1-1 Emergency Service to the Utility provided terminal equipment.

Where the Utility provides the terminal equipment and trouble is isolated to the INC cable, the Utility will be given access to spare pairs within the cable to maintain the 9-1-1 Emergency Service. The customers shall be responsible for repair of INC cable as set forth in Schedule Cal.P.U.C. No. A8.4.

(N)

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 A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (CONT'D)
 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
 C. RATES AND CHARGES

1. 9-1-1 Exchange Line

A direct dedicated one-way incoming line terminating at the Utility's (T)
 local loop demarcation point or on the Utility's terminal equipment (T)
 located at the PSAP.¹

a. Each 9-1-1 Exchange Line terminated routes wholly within or between Pacific Bell exchanges or district areas, all exchanges.

(1) Rates for business individual access line service or trunk line service as appropriate will apply. The monthly rate for a 9-1-1 exchange line is the rate applicable for the exchange or district area served by the 9-1-1 line.

(3003B)

	<u>NONRECURRING</u> CHARGE	<u>MONTHLY</u> RATE	<u>USOC</u>
Flat rate service ²			
- Each access line	\$ RR	\$ RR	91M
- Each trunk	RR	RR	TGZ
Measured rate service ²			
- Each access line	RR	RR	92K
- Each trunk	RR	RR	T99

(2) Mileage - Between Utility Exchanges or District Areas

When the 9-1-1 exchange line is provided from an exchange or district area that does not have local calling to the exchange or district area in which the PSAP is located, foreign exchange mileage rates as specified in Schedule Cal.P.U.C. No. A5.1.4 apply.

b. Routes Involving Connecting Company Exchanges.

When 9-1-1 exchange line originates in a Connecting Company's exchange and terminates on a PSAP located in a Utility Exchange, the monthly rate and nonrecurring installation charge will be composites of the involved Utility's rates and charges, including mileage.

NOTE 1: See A.2. preceding.

NOTE 2: Rates, charges and regulations as set forth in Schedule Cal.P.U.C. No. A5.2 and A5.3 apply.

Continued

NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (CONT'D)
 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
 C. RATES AND CHARGES (CONT'D)

2. Optional Line Features¹

a. Forced disconnect, tone application and called party hold

(3003A)

	<u>INSTALLATION</u> <u>CHARGE</u>	<u>MONTHLY</u> <u>RATE</u>	<u>USOC</u>
- Each line arranged	\$ NO	\$ NO	ZZY99

b. Ringback and/or Switchhook Status
 (USOC - U9S)

(3002S)

	<u>INSTALLATION</u> <u>CHARGE</u>	<u>MONTHLY</u> <u>RATE</u>
(1) Central office equipment each line unit installed		
- Option A	\$ 417.96 (R)	\$ 5.22 (R)
- Option B	208.98 (R)	7.84 (R)

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NOTE 1: See B.7. preceding.

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NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 2. Optional Line Features¹ (Cont'd)
- b. Ringback and/or Switchhook Status (Cont'd)

(2) Station Equipment¹

EQUIPMENT	USOC
Common Equipment	U9TCE
First Line Unit	U9TAL
Additional Line Unit	U9TSL

(3002S)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Common Equipment, including a batteryless power supply, mounting apparatus with a capacity of 14 lines		
- Option A	\$389.46 (R)	\$ 3.04 (R)
- Option B	194.73	5.46
First line unit installed on initial or subsequent installation visit		
- Option A	218.48	1.90
- Option B	113.99	3.23
Each additional unit installed on initial or subsequent installation visit		
- Option A	199.48	1.90
- Option B	99.74 (R)	3.23 (R)

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NOTE 1: Not required when PSAP terminal equipment is 8A Answer/Transfer Unit.
 Continued

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
C. RATES AND CHARGES (CONT'D)

3. PSAP Terminal Equipment

a. 8A Answer/Transfer System (8A ATS)

(1) Common Equipment

Initial Unit¹ - USOC 98A

Provides one wall-mounted cabinet and equipment to serve up to five transferable 9-1-1 exchange lines, four two-way lines and two attendant positions.

(3003U)

	<u>BASIC TERMINATION CHARGE</u>	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Option A			
- Each	\$ NO	\$ 2184.79 (R)	\$ 32.77 (R)
Option B			
- Each	1139.89 (R)	1044.90 (R)	51.30 (R)

Auxiliary Unit¹ - USOC 98C

Provides one wall-mounted cabinet and equipment to serve up to five incoming transferable 9-1-1 exchange lines, four two-way lines² and two attendant positions, maximum three units per system.

(3003U)

	<u>BASIC TERMINATION CHARGE</u>	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Option A			
- Each	\$ NO	\$ 1424.87 (R)	\$ 14.25 (R)
Option B			
- Each	712.43 (R)	712.43 (R)	26.12 (R)

NOTE 1: Basic termination charge is reduced 1/84 for each month of service, see B.9. preceding.

NOTE 2: Maximum of eight two-way lines per system.

Continued

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- a. 8A Answer/Transfer System (8A ATS) (Cont'd)

(2) Power Supply

Initial Unit - USOC 98D

One required with initial common equipment unit

(3002S)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Option A		
- Each	\$ 94.99 (R)	\$.90 (R)
Option B		
- Each	47.50 (R)	1.71 (R)

Auxiliary Unit - USOC - 98G

One required for second and third units of common equipment, maximum two per system

(3002S)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
Option A		
- Each	\$ 80.74 (R)	\$.76 (R)
Option B		
- Each	40.85 (R)	1.42 (R)

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- a. 8A Answer/Transfer System (8A ATS) (Cont'd)

(3) Attendant Position

Includes call transfer and emergency ringback keys, maximum of eight 18 or 30 button attendant positions per system.

Attendant Position	USOC
18 Button	91P++
30 Button	91R++

(3002S)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
18-Button attendant position:		
Rotary Dial		
- Option A	\$ 246.98 (R)	\$ 9.97 (R)
- Option B	123.49	12.11
TouchTone		
- Option A	246.98	10.69
- Option B	123.49	12.82
30-Button attendant position:		
Rotary Dial		
- Option A	284.97	11.87
- Option B	142.49	14.25
TouchTone		
- Option A	284.97	12.82
- Option B	142.49 (R)	15.20 (R)

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- a. 8A Answer/Transfer System (8A ATS) (Cont'd)

(4) Line Termination Unit

One required for each line terminated in common equipment

UNIT	USOC
Incoming Transferable 9-1-1 Exchange Line	98H
Transfer to private line	98J
Transfer to business individual access line	98O

(3002S)

	<u>INSTALLATION</u> <u>CHARGE</u>	<u>MONTHLY</u> <u>RATE</u>
Incoming Transferable 9-1-1 exchange line		
- Option A	\$ 52.25 (R)	\$ 1.42 (R)
- Option B	24.70	1.90
Transfer to private line		
- Option A	142.49	1.90
- Option B	71.24	3.04
Transfer to business individual access line		
- Option A	123.49	2.28
- Option B	61.74 (R)	3.32 (R)

Continued

NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- a. 8A Answer/Transfer System (8A ATS) (Cont'd)

(5) Call Transfer Feature

Switching equipment required to connect 9-1-1 exchange lines to two-way lines:

Equipment USOC

Initial Unit 98V
 Additional Unit 98W

(3002S)

<u>INSTALLATION</u>	<u>MONTHLY</u>
<u>CHARGE</u>	<u>RATE</u>

Initial Unit

Facilities for the first four two-way lines, per common equipment unit:

- Option A	\$ 161.48 (R)	\$ 1.90 (R)
- Option B	80.74	3.23

Additional Unit

Facilities for the fifth to eighth two-way lines, per common equipment unit:

- Option A	161.48	1.90
- Option B	80.74 (R)	3.23 (R)

(6) Switchhook Status

One required for each 9-1-1 exchange line arranged for switchhook status. (USOC 91Z)

(3002S)

<u>INSTALLATION</u>	<u>MONTHLY</u>
<u>CHARGE</u>	<u>RATE</u>

- Option A	\$ 66.49 (R)	\$.90 (R)
- Option B	34.20 (R)	1.42 (R)

Continued

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A9.
3rd Revised Sheet 238
Cancels 2nd Revised Sheet 238

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Advice Letter No. 20400A

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A.E. Swan
Managing Director

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D) (T)
C. RATES AND CHARGES (CONT'D)
3. PSAP Terminal Equipment (Cont'd)
A. 8A ANSWER/TRANSFER SYSTEM (8A ATS) (CONT'D)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
(7) Emergency Power (optional) One per common equipment unit one through three, maximum of three per system. (USOC - 98R) (3002S) Each		
- Option A	\$150.00	\$27.00
- Option B	75.00	28.50
b. 9-1-1 Automatic Call Distributor (3004A)		

	<u>BASIC TERMINATION CHARGE</u>	<u>USOC</u>
(1) Initial Common Equipment ¹ Equipment required for a maximum capacity of 224 ports (combination of trunks and positions). Agent positions over 31 require the Supple- mental System Software (USOCs EACDB and EACDC).	\$61000.00 35000.00 2700.00	EACDA
(2) Supplemental Software 32-70 Positions Additional Software required to provide 32 to 70 agent positions.	1732.00 130.00	EACDB

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NOTE 1: Basic termination charge is reduced 1/60th for each month
of service, see B.9 preceding.

(N)
Continued

Advice Letter No. 15705

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
 C. RATES AND CHARGES (CONT'D)
 3. PSAP Terminal Equipment (Cont'd)
 b. 9-1-1 Automatic Call Distributor (Cont'd)
 (3003A)

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	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(3) Supplemental Software 71-150 Positions Additional Software required to provide 71-150 agent positions.	\$1732.00	\$130.00	EACDC
(4) Station Card Station circuit card for up to 8 positions. Includes required cables and connectors.	460.00	38.00	EACDD
(5) Agent Position - Desk Top ACD answering equipment per position. Uses the Type IV Agent position for desk top applications.	297.00	22.00	EACDE
(6) Agent Position - Flush Mount ACD answering equipment per position. Uses the Type II Agent position for flush mounted applications.	373.00	29.00	EACDF
(7) Trunk Card - Ground or Loop Start Trunk Circuit Card to accommodate up to 8 ground start or loop trunks.	427.00	37.00	EACDH
(8) Trunk - DID Trunk Circuit Card to accommodate up to 8 DID trunks.	577.00	49.00	EACDI (N)

Continued

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NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- b. 9-1-1 Automatic Call Distributor (Cont'd)
 (3003A)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(9) Trunk Card - Tie Line			
Trunk circuit cards to accommodate up to 6 E&M Tie Lines.	\$390.00	\$34.00	EACDJ
(10) Additional Supervisor CRT			
For each additional Supervisor's CRT required after the initial Supervisor's CRT, up to a total of 16 CRTs. (The SR1000 has the capacity for a combined maximum of 32 CRTs and printers).	528.00	60.00	EACDK
(11) Recorded Announcement Equipment			
Equipment for up to 3 announcements. (Equipment for more than 3 announce- ments requires 1 station port per announcement and must be mounted externally to the SR1000 cabinet.)	635.00	53.00	EACDL
(12) External Alert Common Equipment			
Equipment required to drive up to 32 external alerts (lamps, etc.)	310.00	28.00	EACDM (N)

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)
- C. RATES AND CHARGES (CONT'D)
- 3. PSAP Terminal Equipment (Cont'd)
- b. 9-1-1 Automatic Call Distributor (Cont'd)
 (3003A)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(13) Power Failure Transfer Common Equipment			
Equipment required to effect a transfer of seven digit telephone numbers to a station in the event of a power failure. Provides capacity for up to 12 Power Failure Transfer circuit cards (USOC EACDG) or 144 seven digit lines.	\$269.00	\$26.00	EACDN
(14) Power Failure Transfer Card			
Circuit card provides capacity for up to 12 seven digit lines to be transferred to a station in the event of a power failure. (Requires USOC EACDN).	205.00	18.00	EACDG
(15) Forecasting Software Package			
Provides end user capability to forecast and anticipate grade of service, number of trunks, number of agents, percentage of blockage, and average time of queue when blocked.	390.00	37.00	EACDO (N)

Continued

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A9. CENTRAL OFFICE SERVICE

(N)

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.1 9-1-1 EMERGENCY SERVICE (CONT'D)

C. RATES AND CHARGES (CONT'D)

3. PSAP Terminal Equipment (Cont'd)

c. Telecommunications Device for the Deaf (TDD) Detection Device
 (3003A)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(1) TDD Detection Device			
Monitors a telephone line for baudot tones, provides a voice notification to the called party that a TDD is calling and sends an acknowledgement in baudot format to the calling party that the call has been received.	\$100.00	\$16.50	E9TDD (N)

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICES SERVICES

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9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.2 CONCENTRATOR-IDENTIFIER SYSTEM

A. DESCRIPTION

Concentrator-Identifier equipment is offered for use with nonmultiple cord and push button type switchboards and will be furnished for the purpose of emergency reporting arrangements within the exchange (or district area of an exchange divided into district areas) designated by the customer to be served by the Concentrator.

B. REGULATIONS

1. Equipment

a. Equipment will be provided subject to:

- (1) The limitations of the Concentrator-Identifier equipment.
- (2) The ability of the Utility to obtain the necessary equipment.
- (3) Transmission limitations.

b. The Identifier unit of the system will be located on the same premises as the associated nonmultiple cord and push button switchboard.

The Concentrator will be located:

- (1) In a central office building normally serving stations that are provided for emergency reporting purposes in an exchange designated by the customer or
- (2) In the case of an exchange divided into district areas, in a central office building normally serving stations that are provided for emergency reporting purposes in a district area designated by the customer other than the district area in which the identifier unit is located.

2. Lines

a. A Concentrator-Identifier line connects a Concentrator to an Identifier.

b. Each Concentrator-Identifier line requires line equipment at both the Concentrator and Identifier, at rates and charges shown in C. following.

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICES SERVICES

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
9.2.2 CONCENTRATOR-IDENTIFIER SYSTEM (CONT'D)
B. REGULATIONS (CONT'D)

3. Stations

- a. Stations may be installed for public use on streets or highways, in buildings or elsewhere for emergency reporting purposes.
- b. For the purposes of measuring mileage, the "Concentrator" shall be considered equivalent to a "PBX switchboard" as shown in Schedule Cal.P.U.C. No. A10.2.

4. Responsibility of Customer

The customer, to service furnished in this schedule, releases, indemnifies and holds harmless the Utility from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment.

5. Basic Termination Charges

If, at any time during the five-year period following the installation of the Concentrator equipment, such equipment is permanently disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Utility's applicable tariffs, the customer shall pay to Utility, upon demand, the basic termination charge specified in C. following, less a credit of one-sixtieth (1/60) of said charge for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purpose of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed.

Continued

NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)
 9.2.2 CONCENTRATOR - IDENTIFIER SYSTEM (Cont'd)

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C. RATES AND CHARGES

1. Concentrator¹

	Basic Termination Charge	Installation Charge	Monthly Rate	Usoc
- Basic Equipment: Includes test frame with capacity for 400 station lines, controller frame with capacity for 200 station lines and 20 Concentrator-Identifier lines, and line and switch frame with capacity for 80 station lines; equipped for 20 station lines and 2 Concentrator-Identifier lines	\$ 14676.11 (R)	\$ 16877.53 (R)	\$ 750.43 (R)	PMJ
- Additional Controller Frame: Capacity 200 station lines and 20 Concentrator-Identifier lines, equipped for 2 Concentrator-Identifier lines	4417.08	5079.64	223.23	
- Additional Line and Switch Frame: Capacity 80 station lines, equipped for 20 station lines	2137.30	2457.89	109.24	
- Equipment for each additional 20 station lines	1424.87 (R)	1638.59	78.84	
- Equipment for each additional Concentrator-Identifier line	NO	327.72 (R)	14.49 (R)	

NOTE 1: See B.5. preceding.

Continued

NETWORK AND EXCHANGE SERVICES
 A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
- 9.2.2 CONCENTRATOR - IDENTIFIER SYSTEM (Cont'd)
- C. RATES AND CHARGES (Cont'd)
- D.

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2. Identifier¹

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>Usoc</u>
- Basic Equipment: Trunk frame with capacity for 16 Concentrator-Identifier lines, equipped for 2 Concentrator-Identifier lines	\$4702.05 (R)	\$5407.36 (R)	\$199.48 (R)	PH6
- Additional Trunk Frame: Capacity for 16 Concentrator-Identifier lines, equipped for 2 Concentrator-Identifier lines	698.18 (R)	802.91	28.02	TW8
- Equipment for each additional Concentrator-Identifier line	NO	196.63 (R)	6.41 (R)	TJ3

3. Mileage Rates

	<u>MONTHLY RATE</u>
- Each Concentrator-Identifier line between a Concentrator and associated Identifier ²	\$ RR
- Each station line terminated in a Concentrator ³	RR

NOTE 1: See B.5. preceding.

NOTE 2: Rate applicable to Special Access Voice Grade Channels (VG32) as shown in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3, (A) and (B). Also see A.2. preceding.

NOTE 3: Rate applicable to private branch exchange station lines as shown in Schedule Cal.P.U.C. No. A10.2. Also see B.3. preceding.

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICES SERVICES

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.3. ENHANCED 9-1-1 (E9-1-1)

A. DESCRIPTION

1. E9-1-1 Service

9-1-1 is a single three digit telephone number which connects the calling party with a Public Safety Answering Point (PSAP) where any kind of emergency response can be obtained. E9-1-1 is the most sophisticated of the 9-1-1 systems. It provides Selective Routing (SR) which routes the 9-1-1 call to the proper jurisdiction regardless of PSAP and central office boundary mismatches, Automatic Number Identification (ANI) and Automatic Location Identification (ALI), the calling party's address.

2. Definition of Terms

Additional E9-1-1 Exchange Line: Additional terminating line at a PSAP that may be ordered by the customer as an optional feature.

ANI Call Logging Printer: Prints the ANI information for each 9-1-1 call. Includes telephone number (ANI), Attendant and trunk numbers, the time of call seizure, answer, transfer, and disconnect.

Automatic Location Identification (ALI): A feature by which the listed (T) name and address associated with the calling party's telephone number (T) (identified by ANI as defined below and stored in Utility's customer records) is forwarded to the PSAP for display. Additional telephones with the same number (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the Enhanced 9-1-1 (E9-1-1) Control Office and displayed on E9-1-1 Display and Transfer Units at PSAPs equipped with such Units.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.3 ENHANCED 9-1-1 (E9-1-1) (Cont'd)

A. DESCRIPTION (Cont'd)

2. Definition of Terms (Cont'd)

E9-1-1 Display and Transfer Unit: A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

E9-1-1 End Office Trunk: Provides connection of a local telephone company end office to a E9-1-1 control office.

E9-1-1 Exchange Line: A one-way incoming line installed at the Utility's local loop demarcation point terminating at a PSAP. (Outgoing calls can be made on a transfer basis only.)

E9-1-1 Mileage: Airline distance per mile between the E9-1-1 Control Office and the local serving central office for the PSAP or between the end office and the E9-1-1 Control Office.

E9-1-1 SS7 End Office Trunk: Provides connection of a local telephone company end office (or wireless switch office for wireless 9-1-1) to a E9-1-1 control office using SS7 (SUP) signaling.

9-1-1 Tandem to 9-1-1 Tandem Transfer: The ability to transfer a 9-1-1 call from a PSAP served by one Utility 9-1-1 Selective Router (a.k.a. Tandem) to a PSAP served by a different Utility 9-1-1 Selective Router. This service is available only when the customer also purchases the Utility's Wireless 9-1-1 Tandem to 9-1-1 Tandem Transfer service for a Phase II wireless network. The rates and charges associated with the Utility's Wireless 9-1-1 Tandem to 9-1-1 Tandem Transfer service will apply.

(N)
|
(N)

End Office: The Central Office(s) in the E9-1-1 System which service calling parties originating 9-1-1 calls.

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 9-1-1 (E9-1-1) Control Office: The office providing tandem switching capability for E9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the SR (Selective Routing) feature, standard central office Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

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(D)
(D)

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- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
- 9.2.3 ENHANCED 9-1-1 (E9-1-1) (Cont'd)
- A. DESCRIPTION (Cont'd)
- 2. Definition of Terms (Cont'd)

High Speed Digital ALI (Automatic Location Identification) Retrieval Feature: High Speed Digital ALI Retrieval is a feature of the Utility's ALI Database, and therefore, provided when the customer orders or subscribes to the ALI database service. This feature provides for the routing of ANI (Automatic Number Identification) from specific Public Safety Answering Points (PSAPs) to the Utility's ALI Database to obtain the appropriate caller location information. The Utility will provide the necessary Network Terminating Equipment (NTE), to be placed at the customer's premises as part of the High Speed Digital ALI Feature. The Utility's NTE, is installed by the Utility on the customer's premise and shall remain the property of the Utility.¹

(N)

(N)

Public Safety Answering Point (PSAP): An answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer all calls first; Secondary PSAPs receive calls on a transfer basis only.

(L)

Selective Routing (SR): A feature that routes an E9-1-1 call from an E9-1-1 Control Office to the designated primary PSAP based upon the identified number of the calling party.

Serving Central Office: The local Central Office from which a PSAP, either Primary or Secondary, is served.

(L)

NOTE 1: A 56K Frame Relay circuit is required to terminate at the customer's location (PSAP). The customer is also required to have a dedicated analog phone line to enable access to the Modem Pools at the Utility's secured External Network Access Facilities (ENAF's) in case of network failure. Demarcation of the circuits must be within 5 feet of the Utility's provided equipment. The Utility will be responsible to connect the Utility's provided equipment at the circuit Demarcation. Customers will be required to purchase the needed Frame Relay circuit(s) from the Utility or another vendor of their choice.

(N)

(N)

(L) Material formerly located on Sheet 243.2.

Continued

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A9. CENTRAL OFFICE SERVICE

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.3 ENHANCED 9-1-1 (E9-1-1) (Cont'd)

A. DESCRIPTION (Cont'd)

3. Available Service Arrangements

- a. Automatic Number Identification (ANI), and Automatic Location Identification (ALI).
- b. Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR).

4. Customer Premise Equipment

- a. E9-1-1 Customer Premise Equipment (CPE) is designed for use with key telephone systems (KTS) and Automatic Call Distributor (ACD) systems. The equipment provided includes ANI display and transfer equipment. ALI equipment is provided for retrieval of the calling party's address and its display on E9-1-1 ALI Display units located at PSAP attendant positions.

5. Standard Features

- a. Forced Disconnect: A function of the E9-1-1 Control Office trunk circuit which enables the PSAP attendant to release a connection on 9-1-1 calls even though the calling party has not hung up. This feature prevents the jamming of the E9-1-1 exchange lines.
- b. Default Routing (DR): A feature activated when an incoming E9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E9-1-1 Control Office to a customer designated default PSAP. Each incoming E9-1-1 facility group to the Control Office is assigned to a designated default PSAP. Customer-provided Farmer Line multi-party service, will be default routed.

Material omitted now located on Sheet 243.2.

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.3 ENHANCED 9-1-1 (E9-1-1) (Cont'd)

A. DESCRIPTION (Cont'd)

6. Definition of Terms - Transfer

(N)

- a. Fixed Transfer: Fixed Transfer enables a PSAP attendant to transfer an incoming 9-1-1 call to another designated PSAP by depressing a single button on the E9-1-1 Display and Transfer Unit.
- b. Selective Transfer: Selective Transfer enables any PSAP attendant to transfer an incoming 9-1-1 call to the proper response PSAP by depressing a single button labeled with the type of agency, e.g., "fire", on the E9-1-1 Display and Transfer Unit.
- c. Manual Transfer: Manual Transfer enables the PSAP attendant to transfer an incoming 9-1-1 call by depressing the switchhook of the associated telephone or the "add" button on the E9-1-1 Display and Transfer Unit (if provided) and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.

7. Optional Features

- a. ALI Printer: A printer that prints the ALI information for all 9-1-1 calls received at a PSAP.
- b. ALI Print-on-Demand: A feature that allows the PSAP attendant to print the ALI information for selected 9-1-1 calls only. Requires an ALI printer.
- c. Alternate Routing¹ A feature which allows E9-1-1 calls to be routed to a customer designated alternate location in the event the primary PSAP is forced to close.
- d. Answer Only Attendant Position: A feature that allows PSAP attendant positions to answer 9-1-1 calls without ANI or ALI displays.
- e. Computer Aided Dispatch (CAD) Interface: A feature that allows the sending of ALI information to a customer owned CAD system.
- f. Night Service¹ A feature which allows E9-1-1 calls to be routed to a customer designated alternate location if the primary PSAP closes down for a period of time.

NOTE 1: A toggle switch (USOC: 5MU) is required in addition to the charges for this service arrangement found in Schedule Cal.P.U.C. Nos. A10. and 175-T, Section 7.

Continued

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A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
9.2.3. ENHANCED 9-1-1 (E9-1-1) (Cont'd)

B. REGULATIONS

1. General

- a. E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.
- b. ANI or ALI information will not be displayed on calls received from customer-provided multi-party Farmer Line Service.
- c. 9-1-1 calls from PBX and Centrex on-premises and off-premises stations, and other services with off-premises locations, will be forwarded to the PSAP serving the pilot number location of the PBX, Centrex and other off-premises services. ANI and ALI information received from such off-premises stations may not be the actual telephone number and address for those off-premises stations. (T) (D)
- d. Charges for local and/or toll messages transferred over exchange facilities will be billed according to rates applicable from the E9-1-1 Control Office serving the PSAP originating the transfer.
- e. Features and network arrangements will be based upon the operating limitations of Pacific's facilities and equipment.
- f. If customer-provided terminal equipment is used, it will be subject to terms and conditions set forth in Schedules Cal.P.U.C. No. A5.2 and A8.1.
- g. Any terminal equipment used by customer in conjunction with E9-1-1 service, whether such equipment is provided by Pacific or customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI capability as the source of an in-progress call.
- h. The rates charged for E9-1-1 service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the E9-1-1 service, and the Utility does not undertake such responsibility.
- i. Customer must be a "public agency" as defined in Section 53100 of the Warren 9-1-1 Emergency Assistance Act.

Continued

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.3. ENHANCED 9-1-1 (E9-1-1)" (Cont'd)

B. REGULATIONS (Cont'd)

1. General (Cont'd)

j. The Utility's liability to E9-1-1 customers and third parties utilizing the E9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

2. Customer Responsibilities

a. The customer must adhere to the guidelines as set forth in the State of California 9-1-1 Guidelines Manual.

b. The customer must arrange to have all 9-1-1 calls answered 24 hours a day, 7 days a week.

c. The customer must subscribe to local exchange service at each PSAP location for emergency use by any person who does not want his/her telephone number and/or address displayed, for use by telephone company operators in transferring emergency calls, for administrative purposes, and for placing and receiving non-emergency calls.

d. The customer must make such operational tests as in the judgment of the customer are required to determine whether the E9-1-1 system is functioning properly for its use. Customer shall promptly notify Pacific in the event that the system is not functioning properly.

e. The customer is responsible to supply the County Coordinator with all appropriate information required to define their jurisdictional boundaries for creation of the Master Street Address Guide (MSAG). The customer and the County Coordinator shall be responsible to resolve boundary discrepancies and to keep the MSAG current for the life of the system.

Continued

Advice Letter No. 22154

Issued by

Date Filed: Sept. 13, 2001

Decision No.

Linda S. Vandeloop

Effective: Oct. 23, 2001

Executive Director

Resolution No.

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9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.3. ENHANCED 9-1-1 (E9-1-1) (CONT'D)

B. REGULATIONS (CONT'D)

2. Customer Responsibilities (Cont'd)

f. The County Coordinator must identify PSAP locations as well as the unique combinations of police, fire, emergency medical and any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service Number (ESN) will be provided by the Utility for each unique combination. The County Coordinator will associate such ESN's with street address ranges or other routing criteria in the E9-1-1 serving area on forms supplied by the Utility for all agencies that are part of the system. Such ESNs will be carried in the Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E9-1-1 serving area. The following terms define the County Coordinator's responsibility in providing this information:

- (1) After establishment of the E9-1-1 service, it is the County Coordinator's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Utility 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 approximate agencies' jurisdiction over any address, annexations and other changes in local jurisdictional boundaries, incorporation of new cities or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP for all Agencies that are part of the system.

Note: The Utility will provide to the County Coordinator at no charge annually on request a complete copy of the MSAG to permit the County Coordinator to verify accuracy of police, fire, and emergency medical PSAP routing designations.

- (2) Changes, deletions, and additions which the County Coordinator desires to have made in the MSAG should be submitted to Pacific on an "as occurred" basis. Pacific in turn will furnish the County Coordinator a copy of each change, deletion, and addition for verification.
- (3) The County Coordinator is responsible for acting as the single point of contact with Pacific in defining the MSAG and for being the interface between Pacific and all other agencies that are part of the system.

(N)

Continued

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Issued by

Date Filed: Nov. 22, 1989

Decision No.

M. J. Miller

Effective: Jan. 9, 1990

Executive Director - State Regulatory

Resolution No. T-14043

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9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.3. ENHANCED 9-1-1 (E9-1-1) (CONT'D)

B. REGULATIONS (CONT'D)

2. Customer Responsibilities (Cont'd)

g. Customers shall notify the Utility when they reterminate service that is (N)
on their side of the local loop demarcation point to another part of a
building or to another building on continuous property.

Once notified, the Utility will update the customer's 9-1-1 address
identification records. Charges as set forth in Schedule Cal.P.U.C.
No. A3.1.6.q. shall apply.

3. Demarcation Point

9-1-1 Emergency Service will terminate at the Utility's local loop
demarcation point except where the Utility provides the terminal
equipment. Where the Utility has provided terminal equipment, its local
loop demarcation point will be extended to include the Utility's terminal
equipment. The Utility will maintain service to that point.

Where the Utility provides the terminal equipment for 9-1-1 Emergency
Service, the Utility will be responsible for the installation and
maintenance of the 9-1-1 service and its terminal equipment only, not for
the intrabuilding network cable (INC cable).

The Utility shall be given access to available pairs within the INC
cable, at no charge to the Utility, to install and maintain 9-1-1
Emergency Service to the Utility provided terminal equipment.

Where the Utility provides the terminal equipment and trouble is isolated
to the INC cable, the Utility will be given access to spare pairs within
the cable to maintain the 9-1-1 Emergency Service. The customers shall
be responsible for repair of INC cable as set forth in Schedule
Cal.P.U.C. No. A8.4.

(N)

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
- 9.2.3. ENHANCED 9-1-1 (E9-1-1) (CONT'D)

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C. RATES AND CHARGES

1. Messages

- a. The calling party is not charged for calls placed to 9-1-1.
- b. Charges for local and/or toll messages transferred over exchange facilities will be billed according to rates applicable from the E9-1-1 Control Office serving the PSAP originating the transfer.

2. Service Arrangements

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
a. Automatic Number Identification with Automatic Location Identification per 1000 stations served ¹	\$ 1926.00	\$ 99.00	9ESD1	
b. Selective Routing Automatic Number Identification ¹	NO (R)	15.00 (R)	9ESE1	(T) (D)
c. E9-1-1 Data Accuracy Review for Emergency (D.A.R.E) Features: E9-1-1 Database compare and query Per loop stations served ¹	NO	24.00	E9M11	

NOTE 1: For each USOC Item 9ESD1, 9ESE1, E9M11, the quantity is rounded to the nearest 1000 stations served by the system. Every month, station quantities will be adjusted for purposes of updating the customer's monthly billing. No additional installation charges will be applied to the updated amounts.

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
- 9.2.3 ENHANCED 9-1-1 (E9-1-1) (Cont'd)
- C. RATES AND CHARGES (Cont'd)

3. Network Components

	<u>NONRECURRING CHARGE</u>	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
a. E9-1-1 Exchange Line ¹		\$784.00	\$78.00	ZZYAN
b. E9-1-1 End Office Trunk ² (Manual Ordering)		741.00	26.00	E91ET
E9-1-1 End Office Trunk ² (Mechanized Ordering)		741.00	26.00	TK911
E9-1-1 End Office Trunk (Conversion to SS7 trunk)				
- First Trunk	\$461.84	NO	NO	E9MYX
- Each additional Trunk	95.68	NO	NO	E9MYX
c. E9-1-1 Mileage		NO	2.00	E91TP
d. E9-1-1 ALI Data Circuits ³				(D)
e. High Speed Digital ALI Terminating equipment ⁴	NO	NO	NO	(N) (N)

NOTE 1: The number of lines required to a PSAP will be determined by Pacific based upon expected call volumes, engineered to P01 grade of service. The customer may subscribe to additional (optional) E9-1-1 exchange lines.

NOTE 2: The standard provisioning interval for E9-1-1 End Office Trunks is Thirty (30) business days.

NOTE 3: Charges for this service arrangement are found in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3, Special Access Voice Grade Channels (VG36).

NOTE 4: High Speed Digital ALI requires Frame Relay 56 Kbps circuit(s). (N)

Continued

NETWORK AND EXCHANGE SERVICE
 A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (CONT'D)
 9.2.3. ENHANCED 9-1-1 (E9-1-1) (CONT'D)
 C. RATES AND CHARGES (CONT'D)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	(L)
4. Customer Premise Equipment				
a. E9-1-1 ANI Common Equipment. Initial common equipment required for ANI service. Equipped for four (4) E9-1-1 Exchange Lines.	3941.00	\$749.00	E91PN	
b. E9-1-1 ALI Common Equipment. Initial common equipment required for ALI service.	3066.00	262.00	E91PL	
c. E9-1-1 Display and Transfer Unit.	938.00	77.00	E91PD	(L)

(L) Formerly on Sheet 243.9.

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICES SERVICES

9.2 EMERGENCY REPORTING SERVICE (CONT'D)
9.2.3. ENHANCED 9-1-1 (E9-1-1) (CONT'D)
C. RATES AND CHARGES (CONT'D)
4. Customer Premise Equipment (Cont'd)
(3003A)

	INSTALLATION CHARGE	MONTHLY RATE	USOC
d. E9-1-1 ALI Display Unit.			
- Pedastal Mount	307.00	43.00	9LDA1
- Flush Mounted (5 1/4" X 19" Plate)	307.00	43.00	9LDA2
e. E9-1-1 Trunk Equipment. Required for each additional four (4) E9-1-1 Exchange Lines.	523.00	46.00	E91PT
f. Answer Only Attendant Position Required for E9-1-1 answering positions without ANI or ALI	234.00	16.00	9NCC1
g. E9-1-1 ANI Printer			
- friction feed	550.00	55.00	E91NF
- sprocket feed	550.00	55.00	E91NS
h. E9-1-1 ALI Printer			
- friction feed	550.00	55.00	E91LF
- sprocket feed	550.00	55.00	E91LS
i. Model 43 RO Teleprinter ¹			
- friction feed	NO	33.00	43LYF
- sprocket feed	NO	33.00	43LYS
j. 202T Data Set			
Two required per ALI Circuit			
- individually housed	343.00	23.00	18L28
- rack mounted	343.00	23.00	1M828
k. Alternate Answering Service (Night Service) ³			
Toggle Switch is required for activation of alternate answering service.			
- Toggle Switch	16.00	NO	5MU

Note 1: Model 43 RO Teleprinter is Grandfathered equipment. No new units
will be installed.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4. 9-1-1 OTHER SERVICES

A. DESCRIPTION

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

(T)

Private Switch Automatic Location Identification (PS/ALI) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 9-1-1 calls originating from Direct Inward Dialing (DID) stations served by a private switch.

(T)

2. The Private Switch Providers referred to in this tariff might include such organizations as: schools, nursing homes, hospitals, planned communities, shared tenant service (STS) providers, and residential multi-tenant service (RMTS) providers.

(N)

3. The ANI-only option is available if the 9-1-1 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 9-1-1 calls.

4. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the LEC's data base; (2) the private switch sends ANI to the LEC on 9-1-1 calls; and (3) the PSAP is equipped to provide 9-1-1 service with the ALI feature.

5. PS/ALI Trunk service requires a minimum of two (2) operator service-type TSPS, 2-wire trunks to terminate incoming E9-1-1 calls. These trunks are required between the private switch and the E9-1-1 Control Office.

6. The PS/ALI customer must be either:

- a. An E9-1-1 or D9-1-1 customer as described in Section 9.2.4.A.2 of this tariff, or
- b. A Private Switch Provider authorized by the 9-1-1 customer to subscribe to PS/ALI Service within the 9-1-1 customer's serving area.

(N)

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Material omitted now on Sheet 243.12.2.

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NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4. 9-1-1 OTHER SERVICES (Cont'd)

B. DEFINITION OF TERMS

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(T)
(D)

(D)

ADMINISTRATIVE SITE

(N)

A location responsible for administration of private switch end user records associated with one or more private switches. This location has the computer hardware and software necessary to create and transmit private switch end user (PSEU) information to the LEC data base.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature) are forwarded to the PSAP for display.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

A feature by which the calling party's telephone number is forwarded to the PSAP for display.

CENTRAL OFFICE

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

CONTROL OFFICE

The Utility central office providing tandem switching capabilities for 9-1-1 service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the Selective Routing service featured, Speed Calling features, Call Transfer services and certain maintenance functions for each PSAP.

(N)

Material omitted now on Sheets 243.12.3, 243.12.4 and 243.12.6.

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

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- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
9.2.4. 9-1-1 OTHER SERVICES (Cont'd)
B. DEFINITION OF TERMS (Cont'd)

DATA BASE

(N)

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

INTRAECHANGE FACILITIES

The facilities used to connect a private switch to a Control Office or a PSAP located within the same exchange area.

INTEREXCHANGE FACILITIES

The facilities used to connect a private switch to a Control Office or a PSAP located in a different exchange area.

9-1-1 CUSTOMER

The local governmental agency, or its authorized agent, that is legally authorized to subscribe to 9-1-1 service.

PRIVATE SWITCH (PS)

A switch, such as a Private Branch Exchange (PBX), that provides wireline basic telephone service, but is not owned and operated by a Utility.

PRIVATE SWITCH END USER (PSEU)

An individual or organization authorized to use the telephone services provided by the private switch.

PRIVATE SWITCH PROVIDER (PSP)

A private entity that provides telephone service to a group of residential or business end users served by the provider's private switch (e.g., Private Branch Exchange).

PUBLIC SAFETY ANSWERING POINT (PSAP)

The location where 9-1-1 calls are answered.

RECORD

A telephone number and the 9-1-1 data base information associated with that number.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
- 9.2.4. 9-1-1 OTHER SERVICES (Cont'd)

C. TECHNICAL SPECIFICATIONS

- 1. Network interface requirements for E9-1-1 Trunks for PS/ALI customer access are described in detail in the Generic Digital Switch Requirements in Support of Enhanced 9-1-1 (PUB LO780025-PB). A copy of the requirements can be obtained from the Pacific Bell Data Integrity Unit.
- 2. Customers must order a minimum of two trunks for each PBX equipped.
- 3. A separate E9-1-1 PBX trunk group is required for each Numbering Plan Area (NPA) served by a PBX customer.

(T) (L)

(T) (L)

D. REGULATIONS

1. Application for Service

Requests for this service: (1) can only be initiated by a 9-1-1 customer or a PSP; (2) must be provided to the Utility in writing; and (3) must identify service locations and arrangements.

2. Customer Obligations

- a. The PSP must provide the full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Utility. The private switch number information must be approved by the Utility prior to implementation to ensure that the service will function properly.

PS/ALI Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Utility's numbering plan.

- b. The PSP will create, maintain, and forward to the Utility current telephone number and address data according to the format and procedures specified by the Utility.
- c. The PSP must develop and implement procedures to prevent the unauthorized or illegal use of PS/ALI Service facilities. These dedicated facilities may not be used for any purpose other than for 9-1-1 service.

(N)

(N)

(L) Formerly on Sheet 243.11.

Continued

NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4. 9-1-1 OTHER SERVICES (Cont'd)

D. REGULATIONS (Cont'd)

2. Customer Obligations (Cont'd)

- d. The PSP must use computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes, that conform to the specifications outlined by the Utility in the Training and Reference Guide.
- e. PS/ALI Service information consisting of the name, address and telephone number of PSEUs is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls.
- f. The PSEU forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Utility. The PSEU (published and non-published) consents to the storage and retention of PSEU name, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- g. Cancellation of the service in whole or in part by the 9-1-1 customer prior to establishment thereof, will require payment to the Utility of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Utility up to the time of cancellation resulting from the 9-1-1 customer's order for service, but not to exceed the total nonrecurring charges.
- h. Temporary suspension of service at the request of the customer, either partial or complete, is not applicable.

(N)

(N)

(T) (L)
(L)

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4. 9-1-1 OTHER SERVICES (Cont'd)

D. REGULATIONS (Cont'd)

3. Limitation Of Liability

(T) (L)

a. PS/ALI service is provided solely for the benefit of the customer operating the PSAP. The provision of PS/ALI Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Utility obligation toward any third person or legal entity other than the customer.

(N)

b. The Utility's entire liability to any person for interruption or failures of PS/ALI Service shall be limited to the term specified in this section and other sections of the tariffs. Provisions concerning limitation of liability and allowance for interruptions in service are specified in Schedule Cal.P.U.C. No. A2.1.14, Rule No. 14.

(N)

(T) (L)

(T) (L)

c. Terminal equipment used in connection with PS/ALI Service, whether such equipment is provided by the Utility or the 9-1-1 customer, shall be configured so that it is unable to extract any information from the data base other than as it relates to an emergency call. Any PSEU information obtained from the data base in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PSEU's telephone number with his/her name or address shall be secured by the 9-1-1 customer and disposed of in a manner that will retain that security.

(N)

(N)

(L) Formerly on Sheet 243.12.

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4. 9-1-1 OTHER SERVICES (Cont'd)

D. REGULATIONS (Cont'd)

3. Limitation Of Liability (Cont'd)

d. To the extent allowed by law, the PS/ALI customer agrees to release, indemnify, defend and hold harmless the Utility from any and all loss, claims, demands, suits or other action, for any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the PS/ALI customer or others, except those which arise out of the sole negligence or other wrongful act of the Utility.

e. To the extent allowed by law, the PS/ALI customer also agrees to release, indemnify and hold harmless the Utility for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of PS/ALI Service features and the equipment associated therewith, including, but not limited to, the identification of the telephone party or parties accessing PS/ALI service hereunder, except those which arise out of the sole negligence or other wrongful act of the Utility.

f. PS/ALI Service will be designed by the Utility to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 systems are equipped with the features required to provide PS/ALI Service.

(N)

Continued

Advice Letter No. 20500

Issued by

Date Filed: Aug. 18, 1999

Decision No.

A.E. Swan

Effective: Sept. 27, 1999

Managing Director

Resolution No.

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)
9.2.4 9-1-1 OTHER SERVICES (Cont'd)

E. RATES AND CHARGES

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
1. PS ALI Trunk (from Private Switch to E9-1-1 Control Office)	\$744.73 (R)	\$74.09 (R)		ZZYPX
2. Private switch station information manually input by the Utility's Data Integrity Unit. Per 100 stations ¹				
- each 0-100 increments	324.87 (R)	NO		
- each additional 0-100 increments	324.87 (R)	NO		
3. Establish Administrative Site	147.24 (R)		E91MQ	
4. Access Control Encryption System (ACES) ² Card Management	NA	RR	EMECCM	
5. Access Control Encryption System (ACES) ³ Card Replacement				
- each card	RR	NA	EMECCR	4 (T)

NOTE 1: Manual input of station information will be batched in increments not to exceed 5000.

NOTE 2: Refer to Schedule Cal.P.U.C. No. A9.2.6,C.6 for Service Charge application.

NOTE 3: Refer to Schedule Cal.P.U.C. No. A9.2.7,C.6 for Service Charge application.

NOTE 4: Pending CPUC Approval of Advice Letter No. 20500.

(N)

Advice Letter No. 20400B

Issued by

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Decision No. 89-10-031
94-09-065

A.E. Swan

Effective: Nov. 1, 1999

Managing Director

Resolution No. T-16265

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICES SERVICES

9.2 EMERGENCY REPORTING SERVICE (CONT'D) (N)

9.2.5. ENHANCED 9-1-1 (E9-1-1) DATA MANAGEMENT SERVICES

A. DESCRIPTION

E9-1-1 Data Management Services will allow Competitive Local Carriers (CLC) to transfer their customer data to the Utility's E9-1-1 Data Management System. Accurate information as to the caller's identity (telephone number) and location (address) is required in order to ensure that the caller is connected to the appropriate Public Safety Answering Point (PSAP) where any kind of emergency response can be obtained. The Utility's E9-1-1 Data Management System will enable the CLCs to route calls successfully to the PSAP with accurate Automatic Number Identification (ANI) and Automatic Location Information (ALI).

B. REGULATIONS

1. General

- a. The CLC shall have obtained all necessary regulatory authority, which may include without limitation a Certificate of Public Convenience and Necessity from the Public Utilities Commission prior to subscribing to this service.
- b. E9-1-1 services are provided by the Utility where facilities and operating conditions permit.

2. Limitation of Liability: CLC and E9-1-1 Data Management Services
Limitation of Liability.

The Utility's liability to E9-1-1 customers and third parties utilizing E9-1-1 services is as set forth in Schedule Cal.P.U.C. No. A2.1.14 - Limitation of Liability. (N)

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NETWORK AND EXCHANGE SERVICES
A9. CENTRAL OFFICES SERVICES

9.2 EMERGENCY REPORTING SERVICE (CONT'D)

9.2.5. ENHANCED 9-1-1 (E9-1-1) DATA MANAGEMENT SERVICES (CONT'D)

B. REGULATIONS (CONT'D)

3. Rules and Regulations set forth in this Schedule are in addition to Rules and Regulations set forth in the Utility's Schedules for Network and Exchange Services, and in some cases supersede those rules. The following regulations set forth in Schedule Cal.P.U.C. No. 175-T are applicable to E9-1-1 Data Management Services and for E9-1-1 Data Management Services supersede those in the Utilities Schedules for Network and Exchange Services.

Section 2.1.4(B)	Provision of Services
Section 2.1.11	Notification of Service-Affecting Activities
Section 2.1.12	Coordination with Respect to Network Contingencies
Section 2.2.2	Interference or Impairment
Section 2.2.3	Unlawful Use
Section 2.3.1	Damages
Section 2.3.2	Ownership of Facilities and Theft
Section 2.3.3	Equipment Space and Power
Section 2.3.13	Coordination with Respect to Network Contingencies
Section 2.4.1	Payment of Rates, Charges and Deposits
Section 2.4.4	Credit Allowance for Service Interruptions
Section 2.4.6	Re-establishment of Service Following Fire, Flood or Other Occurrence
Section 5.1.1	Ordering Conditions

4. CLCs shall provide record updates to the Utility within twenty-four (24) hours of order completion. The Utility shall update the E9-1-1 databases within forty-eight (48) hours of receiving data from the CLC. If the Utility detects an error in the CLC data, the data will be returned to the CLC within forty-eight (48) hours from when it was first provided to the Utility.

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A9. CENTRAL OFFICES SERVICES

- 9.2 EMERGENCY REPORTING SERVICE (CONT'D) (N)
- 9.2.5 ENHANCED 9-1-1 (E9-1-1) DATA MANAGEMENT SERVICES (CONT'D)
- B. REGULATIONS (CONT'D)
- 6. Pacific Bell will make Quick Dial Tone available to reselling CLCs who must have the ability to provide Quick Dial Tone¹ to their residential customers. (N)

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Note 1: A description of Quick Dial Tone is provided in Schedule Cal.P.U.C. No. A2.1.1 Rule No. 2 - Description of Service. Additional details regarding Quick Dial Tone rates and charges for CLCs will be determined in future California Public Utility proceedings. (N)

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Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
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- 9.2 EMERGENCY REPORTING SERVICE (Cont'd)
9.2.5 ENHANCED 9-1-1 (E9-1-1) DATA MANAGEMENT SERVICES (Cont'd)

C. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. E9-1-1 Data Management Support/Storage including Automatic Number Identification with Automatic Location Identification - per 1,000 main stations ¹	NO	RR	EMEDM
2. E9-11 Data Management Support/Storage including Selective Routing (Tandem Switching) Automatic Number Identification and Automatic Location Identification - per 1,000 main stations ¹	NO	RR	EMETS
3. Manual entry of CLC subscriber telephone numbers (TN) records - each initial 0-100 increments ³ - each additional 0-100 increments ³	RR RR	NO NO	EMESR EMESR
4. Telephone Number error correction - each chargeable record	\$ 3.32 (R)	NO	EMEEC
5. Copy(ies) of Master Street Address Guide (MSAG) ⁴ per county, per sort - each copy	56.99 (R)	NO	EMEMC
5.a. CD ROM Copy of Master Street Address Guide (MSAG) ⁴ - All Counties	NO	\$14.25 (R)	EMECD
6. Access Control Encryption System (ACES) ⁵ Card Management - each card	NO	5.70 (R)	EMECCM

NOTE 1: Refer to Schedule Cal.P.U.C. No. A9.2.3,C.2.b for Service Charge application.

NOTE 2: Reserved

NOTE 3: Refer to Schedule Cal.P.U.C. No. A9.2.4,C for Service Charge application.

NOTE 4: Requests for MSAG's will be processed and shipped within seventy-two (72) business hours from the time requested. MSAG copies are available on paper, magnetic tape or CD ROM.

Continued

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.5 ENHANCED 9-1-1 (E9-1-1) DATA MANAGEMENT SERVICES (Cont'd)

C. RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
7. Access Control Encryption System (ACES) ¹ Card Replacement - each card	\$132.99 (R)	NO	EMECR
8. Selective Router Tandem Location Maps - each copy	126.34 (R)	NO	EMETM

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NOTE 1: The Access Control Encryption System (ACES) provides security for the dial up network and permits access to the E9-1-1 Data Management System Gateway.

NETWORK AND EXCHANGE SERVICES

A9. CENTRAL OFFICE SERVICE

9.2 EMERGENCY REPORTING SERVICES (Cont'd)

9.2.6 NEIGHBORHOOD CALL

(N)

A. DESCRIPTION

1. Neighborhood Call

Neighborhood Call will provide subscriber data from the Pacific Bell E9-1-1 Management System to specific public agencies, or their designated subcontractors or agents, for the purpose of emergency notification system through the use of automatic dialing announcement devices as allowed by California Public Utilities Code Sections 2872 and 2891.1. Subscriber information is to be used for the sole purpose of contacting local citizens during localized emergencies.

B. REGULATIONS

1. General

- a. Customers of these services must be "public agencies" referenced in tariff A9.2.3.B.1.i or their designated subcontractors or agents.
- b. Neighborhood Call is provided by the Utility where facilities and operating conditions permit.

2. Customer Responsibilities

- a. Customer warrants that if the Neighborhood Call database information is to be provided to its subcontractors or agents, Customer will enter into an agreement with the subcontractor or agent that limits the use of the Neighborhood Call database information stated herein. The subcontractor or agent must enter into a Nondisclosure Agreement with Pacific Bell.

(N)

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9.2 EMERGENCY REPORTING SERVICES (Cont'd)

9.2.6 NEIGHBORHOOD CALL (Cont'd)

B. REGULATIONS (Cont'd)

2. Customer Responsibilities (Cont'd)

b. The Neighborhood Call database information provided to Customer pursuant to this tariff is confidential and proprietary and such information will be held in confidence and only used and disclosed to Customer's employees or its subcontractors and agents with a need to know for purposes of providing a community alert and notifications to citizens as defined in California Public Utilities Code Sections 2872 and 2891.1. Customer agrees that each of its employees, subcontractors or agents receiving or having access to the Neighborhood Call database information will be informed that such information is subject to the terms and conditions of this tariff and the Neighborhood Call database information will remain the property of Pacific; that the Neighborhood Call database information will be treated with the same degree of care as Customer affords to its own highly confidential and proprietary information; and that the Neighborhood Call database information will not be reproduced in any manner, unless otherwise specifically authorized in writing by Pacific. Upon request, Customer will promptly return to Pacific all Neighborhood Call database information in a tangible form or certify to Pacific that such information has been destroyed.

3. Limitation of Liability

The Utility's liability to 9-1-1 customers and third parties utilizing 9-1-1 service(s) is set forth in Schedule Cal.P.U.C. No. A2.1.14 and California Public Utilities Code Section 2872 and 2891.1.

C. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Neighborhood Call	\$99.74 (R)	\$90.24 (R)	E9MN1
2. Neighborhood Call per 1000 records ¹	NO	.85 (R)	E9MOA
3. Neighborhood Call (Additional Download)	90.24 (R)	NO	E9MOB
4. Neighborhood Call Record Processing ² per 1000 records (Additional Download)	.85 (R)	NO	E9MOC

NOTE 1: Once each year in January, this quantity (based upon the maximum number of main stations in Service) will be adjusted for purposes of updating Customer's monthly billing. No additional Installation charges will be applied to the updated amounts.

NOTE 2: For additional download(s) the charges include the base rate plus the per record charge.

Continued