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**1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE**

**A. General**

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for the use of Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP. (T)
2. The following regulations apply to "Basic 911" and enhanced "E911" service, hereinafter referred to as 911 Service in this Paragraph A., in addition to the specific regulations, rates and charges covered in B. or C. following, as appropriate.
  - a. Application for 911 service must be executed in writing by each participating local governmental authority or their duly appointed agent. If application is made through an agent of the local government authority, the Company must be provided with evidence, satisfactory to the Company, of the appointment and authority of the agent prior to acceptance of the application and establishment of service. As a minimum, both police and fire departments in each local governmental authority must participate in any 911 service and participation must be in the same 911 service. (T)
  - b. Each participating local governmental authority must furnish to the Company its written agreement, duly executed, by which it shall agree to: (T)
    - (1) Provide and staff the PSAP on a 24 hour continuous basis.
    - (2) Accept responsibility for dispatching, or referring, forwarding or transferring 911 calls to other participating local governmental authorities for the dispatch of police, fire, ambulance or other emergency services to the extent such services are reasonably available.
    - (3) Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing of outgoing calls and for receiving other emergency calls, including calls which might be relayed by Company operators. (T)
    - (4) Make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly. (T)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17727

PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

Original Sheet No. 2

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1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

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A. General (Cont'd)

3. Conditions of Furnishing Service

- a. This offering is limited to the use of central office number "911" as the universal emergency number and once "911" service has been established in any given area, whether consisting of one or a combination of more than one participating local governmental authority, no other 911 service will be provided within such area.
- b. The "911" emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.

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/1/ Material formerly appeared in Part 8, Section 3, Original Sheet No. 2.

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By J. F. Woods, President, Cleveland, Ohio

**1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)**

Effective November 11, 1996, new installations of Basic 911 will no longer be made. Existing systems may be retained under current contract terms and conditions or as amended through mutual agreement between the Company and the involved communities. This service will be withdrawn when all existing customers have moved to an alternative 911 Service.

**B. Basic 911 Service**

The following regulations, rates and charges apply to Basic 911 service in addition to the general regulations included in A. preceding.

1. Regulations

- a. Local governmental authorities participating in Basic 911 service must include in the written agreement described in A-2-c preceding, their agreement to:
  - (1) subscribe to a minimum of two central office lines in each central office handling incoming Basic 911 calls and to further subscribe, as necessary, to such additional central office lines per central office to sufficiently handle the projected volume of incoming Basic 911 calls as determined by the Company for a given central office within (T) the community boundaries of the participating local governmental authority; and
  - (2) accept responsibility for serving the entire geographic area served by the central office through which Basic 911 calls are routed to the PSAP, even though the geographic area served by such central office does not coincide with the community boundaries of the participating local governmental authority.

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**1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)**

**B. Basic 911 Service (Cont'd)**

1. Regulations (Cont'd)

b. Basic 911 Central Office Lines

- (1) At the Company's option, Basic 911 central office lines will be provided for incoming emergency calls via one, or a combination of arrangements below. Such arrangements shall be subject to change at the Company's option. (T)

(a) Dedicated arrangements:

- where Basic 911 central office lines are furnished on a dedicated basis from the central office serving the PSAP.
- where Basic 911 central office lines are routed on a dedicated basis from the originating central office through the central office serving the PSAP to the PSAP.

(b) Non-dedicated arrangements:

- where Basic 911 calls are routed via normal exchange facilities to the central office serving the PSAP or to the PSAP.

- (2) A dedicated arrangement for Basic 911 central office lines is required when the originating central office a specified central office code is in an exchange which is not in the local calling area of the exchange in which the PSAP is located.

c. Basic 911 Service Features

(1) Basic 911 lines provide the following service features:

- (a) Forced disconnect which enables the PSAP attendant to release a connection on a Basic 911 call, even if the calling party has not hung up.
- (b) Idle tone application which permits the PSAP attendant to distinguish between calls that have been abandoned before the attendant can answer and calls, where for some reason, the caller is unable to speak.

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PART 20 - Grandfathered Services  
SECTION 8 - Miscellaneous Services

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1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd) /1/

B. Basic 911 Service (Cont'd)

1. Regulations (Cont'd)

c. Basic 911 Service Features (cont'd)

(2) The following optional features, which require dedicated Basic 911 central office lines terminating in an 8A Emergency Tele-phone System or comparable customer-provided equipment, may be provided, depending upon the availability of such dedicated Basic 911 lines from each originating central office to the PSAP:

(a) Called party hold which enables the PSAP attendant to retain control of the connection regardless of the switch-hook status of the calling party.

(b) Switchhook status which permits the PSAP attendant, by means of audible and visual signals, to monitor the status of a calling party being held.

(c) Emergency ringback which allows the PSAP attendant to ring a Basic 911 calling party who hangs up after the Basic 911 call has been answered by the attendant. Called party hold is a prerequisite for this feature. /1/

2. Rates and Charges /2/

a. Monthly rates for PBX trunks or message rate non-residence services, as appropriate, will apply for Basic 911 services terminated at the PSAP. The monthly rate for a Basic 911 service is the rate applicable for the Access Area in which the central office originating the Basic 911 service is located. Foreign central office charges do not apply to Basic 911 services; however, where appropriate, the provisions for foreign exchange service are applicable. /2/

/1/ Material formerly appeared in Part 8, Section 3, Original Sheet No. 4.

/2/ Material formerly appeared in Part 8, Section 3, Original Sheet No. 5.

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**1. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)**

**B. Basic 911 Service (cont'd)**

2. Rates and Charges (cont'd)

b. Optional Features

The following rates and charges apply per Basic 911 service equipped:

|   | <u>Installation<br/>Charge</u> | <u>Monthly<br/>Rate</u> | <u>USOC</u> |
|---|--------------------------------|-------------------------|-------------|
| (1) Emergency ringback, including Called party hold | \$98.05                        | \$7.05                  | 91V*        |
| (2) Switchhook Status                               | 81.90                          | 2.50                    | 91X         |

c. Company or customer-provided equipment may be furnished to terminate Basic 911 services from the Company central offices.

(1) When Company-provided equipment is furnished, it will be provided at the rates and charges specified in Part 8, Section 8, of this tariff or the AT&T Ohio Guidebook.

(2) When customer-provided terminal equipment is to be used, it will be furnished in accordance with the regulations, rates and charges set forth in Part 2, Section 9 of this tariff.

d. Tie lines, private line channels, extension lines and other facilities connecting a PSAP to various agencies such as police, fire or ambulance service are provided under the regulations and at the rates and charges set forth in this and other appropriate Company tariffs.

\* Additional codes appear in departmental practices.

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By Thomas C. Pelto, President, Cleveland, Ohio

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