

A6. EMERGENCY REPORTING SERVICE

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
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*New or revised page.

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A6. EMERGENCY REPORTING SERVICE

(N)

6.1 ENHANCED 9-1-1 (E9-1-1)

6.1.1 DESCRIPTION

(A) E9-1-1 SERVICE

9-1-1 is a single three-digit telephone number that connects the calling party with a Public Safety Answering Point (PSAP) where any kind of emergency response can be obtained. Enhanced 9-1-1 (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.

(B) DEFINITION OF TERMS

Automatic Location Identification (ALI): A feature by which the listed name and address associated with the calling party's telephone number (identified by ANI as defined below and stored in the 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. For Northern California, the DMS is operated by AT&T (formerly SBC), who is provided updates to data from LEC's within the DMS coverage area.

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

E9-1-1 PSAP Circuit: A one-way circuit connecting the E9-1-1 control office and terminating at a PSAP. (Outgoing calls can be made on a transfer basis only.)

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A6. EMERGENCY REPORTING SERVICE

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- 6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)
- 6.1.1 DESCRIPTION – (Cont'd)
- (B) DEFINITION OF TERMS – (Cont'd)

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.

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.

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.

End Office: A Central Office in the E9-1-1- System that serves calling parties originating 9-1-1 calls.

Public Safety Answering Point (PSAP): An answering location of 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.

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.

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 an E9-1-1 control office using SS7 (SUP) signaling.

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6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

6.1.1 DESCRIPTION – (Cont'd)

(C) AVAILABLE SERVICE ARRANGEMENTS

- (1) Automatic Number Identification (ANI) and Automatic Location Identification (ALI).
- (2) Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR).

6.1.2 REGULATIONS

(A) GENERAL

- (1) E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.
- (2) 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.
- (3) 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.
- (4) Features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.
- (5) If customer-provided terminal equipment is used, it will be subject to terms and conditions set forth in Schedules Cal. P.U.C. No. A2.1.14.
- (6) Any terminal equipment used by the customer in conjunction with E9-1-1 service, whether such equipment is provided by the Utility 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.

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6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

6.1.2 REGULATIONS – (Cont'd)

(A) GENERAL – (Cont'd)

(7) 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.

(8) Customer must be a “public agency” as defined in Section 53101 of the Warren 9-1-1-Emergency Assistance Act.

(9) 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. A2.1.24.

(B) CUSTOMER RESPONSIBILITIES

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

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

(3) 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.

(4) 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 the Company in the event that the system is not functioning properly.

(5) 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.

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- 6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont’d)
- 6.1.2 REGULATIONS – (Cont’d)
 - (B) CUSTOMER RESPONSIBILITIES – (Cont’d)

(6) 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:

- (a) 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.

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

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6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

6.1.2 REGULATIONS – (Cont'd)

(B) CUSTOMER RESPONSIBILITIES – (Cont'd)

- (7) Customers shall notify the Utility when they reterminate service that is 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.

(C) 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 customer shall be responsible for repair of INC cable as set forth in Schedule Cal. P.U.C. No. A42.3.2.

6.1.3 RATES AND CHARGES

(A) MESSAGES

- (1) The calling party is not charged for calls placed to 9-1-1.
- (2) 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.

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6.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

6.1.3 RATES AND CHARGES – (Cont'd)

(B) SERVICE ARRANGEMENTS

Monthly Rate

9-1-1 DMS Database updates
- per 1,000 lines served¹

\$11.84

(C) NETWORK COMPONENTS

Non-recurring
Charges

Installation
Charge

Monthly
Rate

(1) E9-1-1 End Office Trunks,
PSAP Circuits,² and Mileage

Will be provided
in accordance
with Schedule
Cal. P.U.C. No. 1,
Section 7

(2) E9-1-1 ALI Data Circuits

Will be provided
in accordance
with Schedule
Cal. P.U.C. No. 1,
Section 7

¹ The quantity is rounded to the nearest 1,000 lines served by the customer's system. Every month, quantities will be adjusted for purposes of updating the customer's monthly billing.

² The number of circuits required to a PSAP will be determined by the Utility based upon expected call volumes, engineered to P01 grade of service. The customer may subscribe to additional E9-1-1 PSAP circuits.

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A6. EMERGENCY REPORTING SERVICE

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6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI)

6.2.1 DESCRIPTION

- (A) Private Switch Automatic Location Identification (PS/ALI) is a service offering that 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.
- (B) 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.
- (C) 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.
- (D) The option that 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.
- (E) PS/ALI Trunk service requires a minimum of two PRI channels configured for E9-1-1 to transport such calls to the PSAP.
- (F) The PS/ALI customer must be 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.

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A6. EMERGENCY REPORTING SERVICE

(N)

6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI) – (Cont'd)

6.2.2 DEFINITION OF TERMS

Administrative Site: 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 lines 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.

Data Base: 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.

Interexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located within a different exchange area.

Intraexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located within the same 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.

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(N)

6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI) – (Cont'd)
6.2.2 DEFINITION OF TERMS – (Cont'd)

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.

6.2.3 TECHNICAL SPECIFICATIONS

- (A) 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.
- (B) Customers must order a minimum of two trunks for each PBX equipped.
- (C) A separate E9-1-1 PBX trunk group is required for each Number Plan Area (NPA) served by a PBX customer.

6.2.4 REGULATIONS

(A) 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.

(B) CUSTOMER OBLIGATIONS

- (1) 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.

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A6. EMERGENCY REPORTING SERVICE

(N)

6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI) – (Cont'd)

6.2.4 REGULATIONS – (Cont'd)

(B) CUSTOMER OBLIGATIONS – (Cont'd)

(1) (Cont'd)

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.

- (2) 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.
- (3) 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.
- (4) 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.
- (5) 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.
- (6) 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.
- (7) 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.

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6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI) – (Cont'd)

6.2.4 REGULATIONS – (Cont'd)

(B) CUSTOMER OBLIGATIONS – (Cont'd)

- (8) Temporary suspension of service at the request of the customer, either partial or complete, is not applicable.

(C) LIMITATION OF LIABILITY

- (1) 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.
- (2) The Utility's entire liability to any person for interruption or failures of PS/ALI Service shall be limited to the terms 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. A2.1.24.
- (3) 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.
- (4) 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, demand, 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.

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6.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI) – (Cont'd)

6.2.4 REGULATIONS – (Cont'd)

(C) LIMITATION OF LIABILITY – (Cont'd)

- (5) 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.
- (6) 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.

6.2.5 RATES AND CHARGES

PS/ALI is provided at no additional charge for a Private Switch that is properly configured as described herein.

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