

The Ohio Bell  
Telephone Company

**AT&T TARIFF**

P.U.C.O. NO. 20  
Part 8 Section 3

PART 8 - Miscellaneous Services

SECTION 3 - Emergency/Group Alerting Services

Original Sheet A

Material formerly located on Sheets 20 through 24 and on Sheets 37 through 42 now located in the AT&T (N)  
Ohio Guidebook, Part 8, Section 3, for non-residential tier 2 services. (N)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

## **1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911**

### **A. Description**

Universal Emergency Number Service/911 Telecommunications Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

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 (PSAPs) 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)

The 911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the Central Office areas arranged for 911 calling.

911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a PSAP which is prepared to receive those calls. Each 911 Service classification has certain inherent features and optional features which may or may not be available with other 911 Service classifications.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**A. DESCRIPTION (cont'd)**

911 Service may be classified as follows:

**Enhanced 911 Service (E911)**

Enhanced 911 Service offerings provide routing via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs based upon ANI capability or Default Routing. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or over additional E911 Exchange lines subscribed to by the customer.

Enhanced 911 Service is available via one or a combination of the following service feature combinations:

- Automatic Number Identification (ANI)
- Selective Routing (SR)
- Automatic Number Identification and Selective Routing (ANI/SR)
- Automatic Number Identification and Automatic Location Identification (ANI/ALI)
- Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS**

**911 Control Office**

A 911 office providing tandem switching capability for 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

**911 Service Area**

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

**Additional E911 Exchange Line**

An additional line which terminates at a PSAP

**Alternate Routing (AR)**

A feature which allows calls to be routed to a designated alternate location if 1) all 911 exchange lines to the primary PSAP are busy, or 2) the primary PSAP closes down. Alternate Routing is only available when Selective Routing is provided.

**Automatic Location Identification (ALI)**

A feature that forwards the name and address associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise extensions, etc.) are identified with the address of the telephone number at the main location.

**Automatic Number Identification (ANI)**

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

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1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(T)

**B. DEFINITIONS (cont'd)**

**Automatic Number Identification and Automatic Location Identification (ANI/ALI)**

A Service Feature combination with both the ANI and ALI features, which allows telephone numbers and the name and address associated with the calling party's telephone number to be forwarded to the PSAP for display.

**Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)**

A Service Feature combination with ANI, ALI and SR which allows telephone numbers, names and addresses to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

**Automatic Number Identification and Selective Routing (ANI/SR)**

A Service Feature combination with ANI and SR which allows telephone numbers to be forwarded to the PSAP for display and allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

**Cell Site Record**

The physical location/street address of a cellular tower and, if applicable, the direction of the transmitter/receiver site. For purposes of this definition a cellular tower equipped with three (3) transmitter/receivers would constitute three (3) cell site records. Conversely, a cellular tower with an omnidirectional transmitter/receiver would constitute one (1) cell site record.

**Central Office Identification**

A three digit code that identifies the central office from which a 911 call originated. This feature is provided in lieu of Selective Routing and ANI display for central offices within the 911 system not equipped with ANI.

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1. **UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**B. DEFINITIONS (cont'd)**

**Central Office Transfer**

The transfer of an incoming 911 call to another access line through use of a Central Office conference circuit.

**Data Management System (DMS)**

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

**Default Routing**

A feature activated when incoming 911 calls cannot be selectively routed due to a failure of the ANI feature, garbled digits or other cause. Such incoming calls are routed to a "default" PSAP. Default Routing is only available when Selective Routing is provided.

**Display and Transfer Unit**

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position. The attendant can then activate Fixed and/or Selective Transfer functions (defined below).

**Emergency Service Number (ESN)**

A Selective Routing (SR) code assigned by the Company to each telephone number in an exchange where SR is provided to route 911 calls to an appropriate PSAP. The ESN is associated with street address ranges or other mutually agreed upon routing criteria and defines the set of emergency numbers (e.g. police, fire, medical) responsible for providing emergency service in a primary PSAP and possibly one or more secondary PSAPs.

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1. **UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**B. DEFINITIONS (cont'd)**

**End Office**

The central office in the 911 system which receives originating 911 calls.

**Enhanced 911 Service**

A 911 service offering which provides completion of 911 calls via dedicated trunking facilities to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information on Company or customer provided terminal equipment. This offering is available via specific service feature and/or service feature combinations which may or may not be available with other 911 Service classifications.

**Fixed Transfer**

A feature which enables a PSAP attendant to transfer incoming 911 calls to Secondary PSAPs by use of a single button on the Display and Transfer Unit.

**Forced Disconnect**

Permits the PSAP attendant to release a 911 call connection though the 911 calling party has not hung up, thereby preventing intentional jamming of the 911 central office lines.

**Manual Transfer**

Enables the PSAP attendant to transfer an incoming call by depressing the switch hook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**B. DEFINITIONS (cont'd)**

**Public Safety Answering Point (PSAP)**

An answering location for 911 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. Calls are first directed to the Primary PSAPs for response. Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized location for a particular type of emergency call. PSAPs shall be staffed by employees or agents of service agencies such as police, fire or emergency medical or a common bureau serving a group of such entities.

**Responding Agency**

An agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.

**Selective Routing**

A feature which allows 911 calls to be routed to the designated primary PSAP based upon the identification number of the calling party.

**Selective Transfer**

Provides a PSAP with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with type of agency, e.g. fire, on the Display and Transfer Unit. Selective Transfer is only available when Selective Routing is provided.

**Service User**

Any exchange access facility customer within a 911 system.

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1. **UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**B. DEFINITIONS (cont'd)**

**Serving Central Office**

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

**Speed Calling**

A feature which enables the customer to call certain preset numbers via abbreviated dialing.

**Universal Emergency Number Service**

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls placed by persons in need of assistance who dial the telephone number 911. The 911 Service includes the lines and equipment necessary for answering, transferring and dispatching public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

**Universal Emergency Number Service Customer (Customer)**

A municipality or other state or local governmental unit to whom authority has been lawfully delegated within a geographic area to respond to public emergency telephone calls, at a minimum for police and fire service. An agent may be authorized by one or more municipalities or other state or local governmental units to subscribe to the service but the agent is not the customer.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

**C. Terms and Conditions**

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. A single PSAP may subscribe to only one 911 service classification within any single government agency's locality.
2. 911 Service is furnished to the customer only for the purpose of receiving reports of emergencies from the public. It is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this service. The public safety agencies must subscribe to other exchange telephone service provided under this Tariff for non-emergency telephone communications.
3. 911 Service is classified as Business Exchange and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
4. Temporary suspension of service is not provided for any part of 911 Service (premise equipment included).
5. 911 Service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation, either expressed or implied, toward any third person or legal entity other than the customer.
6. Company serving areas and political subdivision boundaries may not coincide, however it is the (T) obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local serving area whether or not the calling telephone is situated on property within the geographic boundaries of the customer's public safety jurisdiction.

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1. **UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**C. TERMS AND CONDITIONS (cont'd)**

7. The application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing, satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**C. TERMS AND CONDITIONS (cont'd)**

8. The customer must furnish the Company its written agreement to the following terms and conditions:

- Applicants for this service must provide an adequate number of trained personnel to receive and dispatch calls to meet public demand. All 911 calls must be answered on a 24-hour day, seven-day week basis.
- The customer accepts responsibility for dispatching the appropriate emergency service vehicles within the 911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available. A PSAP must be prepared to receive all 911 calls and to dispatch, or to have others dispatch, police, fire, ambulance, or other emergency services as are reasonably available and required.
- The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
- The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving non-911 calls.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

(T)

**C. TERMS AND CONDITIONS (cont'd)**

**8. (cont'd)**

- The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. Applicants for 911 service must subscribe to adequate facilities to provide satisfactory service to the public. Minimum trunk requirements for each central office designation served, must be met as prescribed by applicable State Codes, Rules, and Legislation.
- The customer will make provisions for receiving emergency calls from Telecommunication Devices for the Deaf (TDD) users.

**9.** The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.

**10.** The 911 calling party by calling 911 Service, gives consent for the Company to provide 911 information consisting of the name, address, telephone number, and other calling party information when available, to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency calls for assistance.

**11.** Database inquiries for 911 information consisting of name, address, telephone number, and other information when available, will only be allowed for purposes of dispatching or responding to 911 emergency calls or integrity verification as prescribed by the Company or applicable State Codes, Rules, or Legislation.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**C. Terms and Conditions**

12. 911 information consisting of the names, addresses, telephone numbers, and other calling party information when available, of the telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose not authorized by law.
13. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Listing Service to the extent that the name, telephone number, address and other calling party information, when available, associated with the originating station location are furnished to the PSAP.
14. Terminal equipment used in connection with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the 911 Database; other than information related to the number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call. Manual access to the 911 Database may be provided upon written request as prescribed by the Company and subject to State and Federal laws and regulations.
15. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI solely for 911 Service. When the Selective Routing feature is provided as part of a 911 System, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI display for any central office within the system not equipped with ANI.
16. ANI will not be displayed on calls placed over four-party or rural lines. Central Office Identification is provided in lieu of the telephone number and address.

/1/

/1/ Material formerly appeared on Original Sheet 12.1 in this Section.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

17. When the Selective Routing feature is provided with a 911 System, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area that are agreeable to the Company. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 911 serving area. The customer's responsibilities in providing this information are:
- Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the customer on forms supplied by the Company, or other electronic medium where available, for that purpose at a mutually agreed upon time prior to the effective date of the service.
  - After establishment of service it is the customer's responsibility to continually verify the accuracy of the routing information contained in the master address file. It is also the customer's responsibility, to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.

/1/

/1/ Material formerly appeared on Original Sheet 12.2 in this Section.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

**17. (cont'd)**

- The Company will provide to the customer on request a complete listing of the master address file to permit customer verification of accuracy of the police, fire, and ambulance PSAP routing designations. One copy of the file will be provided free of charge on an annual basis. Additional copies may be requested at applicable tariff rates.
  - The Company will furnish to the customer for verification a written copy showing each change, deletion and addition to the master address file.
18. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where 911 is offered.
19. Intercept service for the seven digit emergency numbers replaced by 911 will be provided, upon request, for a period negotiated by the customer, until the next customer directory issuance, or up to one year, whichever period is longest.
20. The installation of initial or subsequent 911 exchange lines to maintain applicable Company service standards will be provided by the Company, subject to the terms and agreements of the 911 Service Agreement when applicable.
21. Customer premise equipment used in providing 911 Service and features may be Company or customer-provided.

/1/

/1/ Material formerly appeared on Original Sheet 12.3 in this Section.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

22. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issue orders.
23. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms specified in this Tariff or by law.
24. The customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the Company's sole negligence, arising out of the customer's use of 911 service 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; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.
25. The rates for 911 Service do not include the inspection or monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall be responsible for making 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.

/1/

/1/ Material formerly appeared on Original Sheet 12.4 in this Section.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

- 26. The Company's liability in connection with its participation in a 911 system is limited by statute.
- 27. The customer's liability in connection with the provision of 911 service is limited by statute.
- 28. The 911 services specified in this tariff are available for the use of the state and political subdivisions in providing universal emergency number service pursuant to law.

/1/

/1/ Material formerly appeared on Original Sheet 12.5 in this Section.

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/2/

**D. Features**

1. Enhanced 911 Standard Features

Alternate Routing (AR)<sup>/1/</sup>

Default Routing (DR) <sup>/1/</sup>

Forced Disconnect

Central Office Transfer Arrangements:

\*Fixed Transfer

\*Manual Transfer

\*Selective Transfer <sup>/1/</sup>

Speed calling

/2/

/1/ Only available when Selective Routing is provided.

/2/ Material formerly appeared on Original Sheet 12.6 in this Section.

(C)

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/5/

**E. Prices**

1. Service Elements

Description	Nonrecurring Charge	Monthly Price	
		Current	Maximum
<b>Exchange service<sup>/1/</sup></b>			
Additional (optional) E911 exchange line terminating at PSAP	\$1,000.20	\$137.30	\$137.30
<b>Service<sup>/2/</sup></b>			
Automatic number identification, per 1000 main stations served	385.30 <sup>/3/</sup>	69.20 <sup>/4/</sup>	69.20 <sup>/4/</sup>
Selective routing, per 1000 main stations served	4,608.85 <sup>/3/</sup>	92.30 <sup>/4/</sup>	92.30 <sup>/4/</sup>
Combined automatic number identification and selective routing, per 1000 main stations served	4,200.45 <sup>/3/</sup>	103.85 <sup>/4/</sup>	103.85 <sup>/4/</sup>
Combined automatic number and location identification, per 1000 main stations served	3,835.90 <sup>/3/</sup>	107.30 <sup>/4/</sup>	107.30 <sup>/4/</sup>
Combined automatic number and location identification and selective routing per 1000 main stations served	5,489.05 <sup>/3/</sup>	117.65 <sup>/4/</sup>	117.65 <sup>/4/</sup>

/1/ Denotes Tier 1 Non-core service.

/2/ Rounded to nearest 1000 main and equivalent main telephones (excluding all types of WATS terminations). This count is based upon the maximum number of the above stated main telephones in service at the time service is established. This count will be updated on December 31 annually with appropriate adjustments to customer billing.

/3/ These nonrecurring charges are not billed to the customer. They form the basis for the E911 tax credit the Company obtains from the State.

/4/ If a monthly E911 subscriber charge is shown for a county in the county rate list that follows, it is in lieu of these recurring charges being billed to the customer.

/5/ Material formerly appeared on 2nd Revised Sheet 12.7 in this Section.

/5/

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**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

**E. Prices**

1. Service Elements

County Rate List

<u>County</u>	<u>Current Monthly E911 Subscriber Charge<sup>1/</sup></u>	<u>Implementation Date for E911 Service</u>	<u>Effective Date for Current E911 Subscriber Charge</u>	<u>Initial EMG Case No. for E911 Implementation</u>	<u>Most Current EMG Case No. for E911 Review</u>
Adams	\$.12	07-16-92	07-16-92	91-1366-TP-EMG	91-1366-TP-EMG
Athens	.12	04-02-96	04-02-96	95-1165-TP-EMG	95-1165-TP-EMG
Belmont	.12	09-11-97	09-11-97	96-384-TP-EMG	96-384-TP-EMG
Brown	.12	04-19-95	04-19-95	92-786-TP-EMG	92-786-TP-EMG
Butler	.12	08-17-88	08-17-92	87-1029-TP-EMG	92-962-TP-EMG
Carroll	.12	12-15-03	12-15-03	02-400-TP-EMG	02-400-TP-EMG
Champaign	.12	05-01-91	05-01-92	90-1375-TP-EMG	92-201-TP-EMG
Clark	.12	03-15-88	03-15-92	87-1283-TP-EMG	91-2171-TP-EMG
Clinton	.12	02-24-88	02-24-93	87-1898-TP-EMG	92-2233-TP-EMG
Columbiana	.12	09-11-08	09-11-08	08-718-TP-EMG	08-718-TP-EMG
Coshocton	.12	11-09-88	11-09-92	87-1286-TP-EMG	92-1460-TP-EMG
Cuyahoga	.12	11-02-87	11-02-92	87-1281-TP-EMG	92-1408-TP-EMG
Delaware	.12	10-18-89	10-18-92	87-1900-TP-EMG	92-1413-TP-EMG
Erie	.12	09-16-92	09-16-92	91-1767-TP-EMG	91-1767-TP-EMG
Fairfield	.12	12-06-89	12-06-92	88-1382-TP-EMG	92-1648-TP-EMG
Fayette	.12	01-31-91	01-31-93	90-1307-TP-EMG	92-1967-TP-EMG
Franklin	.12	07-01-87	07-01-92	87-944-TP-EMG	97-707-TP-EMG
Gallia	.12	12-04-97	12-04-97	97-908-TP-EMG	93-908-TP-EMG
Geauga	.12	11-29-94	11-29-94	93-237-TP-EMG	93-237-TP-EMG
Greene	.12	03-29-89	03-29-92	87-1287-TP-EMG	92-45-TP-EMG
Guernsey	.12	04-22-92	04-22-92	92-205-TP-EMG	92-205-TP-EMG
Hancock	.12	12-15-94	12-15-94	94-1200-TP-EMG	94-1200-TP-EMG
Harrison	.12	01-28-09	01-28-09	08-1217-TP-EMG	08-1217-TP-EMG
Highland	.12	11-17-94	11-17-94	94-1199-TP-EMG	94-1199-TP-EMG
Hocking	.12	02-17-00	02-17-00	00-08-TP-EMG	00-08-TP-EMG
Jefferson	.12	05-20-97	05-20-97	96-160-TP-EMG	96-160-TP-EMG
Lake	.12	10-05-88	10-05-92	88-1089-TP-EMG	92-1273-TP-EMG
Lawrence	.12	04-27-98	04-27-98	96-43-TP-EMG	96-43-TP-EMG
Licking	.12	06-15-90	06-15-92	89-829-TP-EMG	92-538-TP-EMG

/1/ The maximum E911 subscriber charge shall equal \$.12, where available.

(C)

**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

**E. Prices (cont'd)**

**1. Service Elements (cont'd)**

County	County Rate List	Current Monthly E911 Subscriber Charge <sup>1/</sup>	Implementation Date for E911 Service	Effective Date for Current E911 Subscriber Charge	Initial EMG Case No. for E911 Implementation	Most Current EMG Case No. for E911 Review
Lorain	\$ .12	11-15-89	11-15-92	88-1607-TP-EMG	92-1468-TP-EMG	
Lucas	.12	03-01-89	03-01-93	87-1284-TP-EMG	92-2201-TP-EMG	
Madison	.12	03-25-92	03-25-92	91-2037-TP-EMG	91-2037-TP-EMG	
Mahoning	.12	03-23-94	03-23-94	93-1553-TP-EMG	93-1553-TP-EMG	
Medina	.12	01-18-89	01-18-93	87-1899-TP-EMG	92-2004-TP-EMG	
Meigs	.12	09-10-09	09-10-09	09-510-TP-EMG	09-510-TP-EMG	(N)
Miami	.12	03-01-90	03-01-93	88-1295-TP-EMG	92-2200-TP-EMG	
Monroe	.12	06-01-09	06-01-09	09-294-TP-EMG	09-294-TP-EMG	
Montgomery	.12	03-29-89	03-29-92	87-2076-TP-EMG	92-44-TP-EMG	
Morgan	.12	12-04-01	12-04-01	00-240-TP-EMG	00-240-TP-EMG	
Muskingum	.12	11-18-87	11-18-92	87-1282-TP-EMG	92-1530-TP-EMG	
Noble	.12	10-14-04	10-14-04	02-398-TP-EMG	02-398-TP-EMG	
Ottawa	.12	05-27-88	05-27-92	87-1901-TP-EMG	92-421-TP-EMG	
Perry	.12	04-01-98	04-01-98	98-127-TP-EMG	98-127-TP-EMG	
Pickaway	.12	12-16-92	12-16-92	92-1752-TP-EMG	92-1752-TP-EMG	
Portage	.12	09-11-91	09-11-92	90-1619-TP-EMG	92-1045-TP-EMG	
Preble	.12	10-13-93	10-13-93	92-2306-TP-EMG	92-2306-TP-EMG	
Ross	.12	12-11-89	12-11-92	90-1389-TP-EMG	92-1724-TP-EMG	
Sandusky	.12	12-09-92	12-09-92	92-1476-TP-EMG	92-1476-TP-EMG	
Scioto	.12	06-14-94	06-14-94	94-509-TP-EMG	94-509-TP-EMG	
Seneca	.12	05-24-89	05-24-92	89-402-TP-EMG	92-269-TP-EMG	
Shelby	.12	06-30-92	06-30-92	91-1587-TP-EMG	91-1587-TP-EMG	
Stark	.12	05-23-90	05-23-92	90-321-TP-EMG	92-268-TP-EMG	
Summit	.12	05-11-88	05-11-92	87-1285-TP-EMG	92-267-TP-EMG	
Trumbull	.12	06-22-94	06-22-94	93-505-TP-EMG	93-505-TP-EMG	
Tuscarawas	.12	12-08-94	12-08-94	93-1579-TP-EMG	93-1579-TP-EMG	
Union	.12	05-17-89	05-17-92	87-2195-TP-EMG	93-359-TP-EMG	
Warren	.12	12-19-90	12-19-92	90-1335-TP-EMG	92-1789-TP-EMG	
Washington	.12	07-27-05	07-27-05	04-1840-TP-EMG	04-1840-TP-EMG	
Wayne	.12	08-15-89	08-15-92	88-929-TP-EMG	92-1013-TP-EMG	
Wood	.12	11-20-90	11-20-92	87-1913-TP-EMG	92-1658-TP-EMG	
Wyandot	.12	02-17-99	02-17-99	98-1537-TP-EMG	98-1537-TP-EMG	

<sup>1/</sup> The maximum E911 subscriber charge shall equal \$.12, where available.

**1. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)**

/1/

**E. Prices (cont'd)**

**2. Other Applicable Charges and Payments**

**Messages**

The calling party is not charged for calls placed to the 911 number.

Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination, subject to the terms and conditions of the 911 Service agreement. Inter-system transfers are subject to applicable local message charges.

Special equipment and service arrangements for which provision is not otherwise made in these tariffs or catalogs are furnished wherever practicable at charges based on cost.

**Equipment Moves**

Moves or changes of equipment at PSAP locations will be made based upon cost, not to exceed installation charges specified in this tariff or catalog. Time and material charges may be applicable.

Charges for customer requests that require additions, removals, moves, or changes of access facilities or equipment on Company premises will be based on cost and determined separately in each case.

Installation of additional network or other facilities to maintain a satisfactory grade of service will be provided by the Company, subject to the terms and conditions of the 911 Service Agreement.

Cancellation of the service in whole or in part by the customer prior to installation 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 up, to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.

/1/

/1/ Material formerly appeared on Original Sheet 12.10 in this Section.

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TFA No. OH-08-18005

**2. END-USER 9-1-1 TRUNK**

(T)/1/

**A. Description**

End-User 9-1-1 Trunks provide voice grade transmission and deliver station specific Automatic Number Identification (ANI) information associated with Private Switch customer switching equipment to the Company's 9-1-1 network. End-User 9-1-1 Trunks are used to route calls to the Company 9-1-1 network and are configured as outgoing trunks only. These trunks are dedicated to carrying 9-1-1 calls only and will not accept incoming calls.

End-User 9-1-1 Trunks route the 9-1-1 call from the customer's premises to one of the following termination points:

- to a local end office
- to the 9-1-1 tandem (Control Office)

**B. Definitions**

Automatic Number Identification (ANI)

A feature which allows the number of the calling party to be forwarded to the PSAP for display.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 25 in this Section.

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**2. END-USER 9-1-1 TRUNK (cont'd)**

(T)/1/

**C. Terms and Conditions**

1. A minimum of one End-User 9-1-1 Trunk is required per PBX or Private Switch. However, two or more End-User 9-1-1 Trunks are highly recommended.
2. The customer is responsible for ensuring that their terminal equipment is compatible with this service.
3. The customer is responsible for developing and implementing procedures to prevent unauthorized or illegal use of the End-User 9-1-1 Trunks.
4. When End-User 9-1-1 Trunks are used, the PBX or private switch must be directly connected to the 9-1-1 network.
5. The customer may request diversification and redundancy of any or all inter-office and/or local facility routes. Diversification and redundancy will be provided where facilities permit. Additional charges for the utilization, construction and provision of this option will be assessed on an individual case basis.
6. End-User 9-1-1 Trunks are only available in service areas with Enhanced 911 Service.
7. End-User 9-1-1 Trunks are only available in appropriately equipped Central Offices.
8. If the customer leaves the Company for another competitive local exchange carrier and ports the telephone numbers (assigned to the customer) to that Carrier using Local Number Portability (LNP), the customer is responsible for notifying the Company in writing of such change. This condition does not relieve the new Carrier of its notification requirements to the Company.

/1/

/1/ Material formerly appeared on 2nd Revised Sheet 26 in this Section.

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**2. END-USER 9-1-1 TRUNK (cont'd)**

(T)/1/

**D. Prices**

The prices shown below are for End-User 9-1-1 Trunks and are in addition to other applicable Service Charges.

*Additional Trunk* prices are applicable when adding additional trunks with the original (or initial) order. If additional trunks are ordered after the original installation, *First Trunk* prices apply.

**1. Service Elements**

Description /Billing Code/	Nonrecurring Charge	Monthly Price	Term Payment Plan
		60 Month	

*First Trunk*

- to a local end office /XCDAP/	\$845.00	\$53.00
- to the 9-1-1 tandem (Control Office) /XCDCP/	845.00	85.00

*Additional Trunks*, each

- to a local end office /XCDBP/	645.00	53.00
- to the 9-1-1 tandem (Control Office) /XCDDP/	645.00	85.00

/1/

/1/ Material formerly appeared on 2nd Revised Sheet 27 in this Section.

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**2. END-USER 9-1-1 TRUNK (cont'd)**

(T)/1/

**D. Prices**

2. Payment Plans

• Term Payment Plans

End-User 9-1-1 Trunk service is only available for a 60-month period under the Term Payment Plan (TPP). Refer to Term Payment Plans in Part 2, Section 3 of this tariff.

• Single Payment Option (SPO)

A Single Payment Option is not available with this service.

• Deferred Payment Option (DPO)

A Deferred Payment Option is not available with this service.

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period.

Termination Charge = [number of months remaining in contract] x  
[monthly price billable in month prior to discontinuance, according to  
Company record] x [70%]

/1/

/1/ Material formerly appeared on Original Sheet 28 in this Section.

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TFA No. OH-08-18005

**3. WIRELESS 9-1-1 SERVICE<sup>/3/</sup>**

(T)/4/

**A. Description**

Wireless 9-1-1 Service (W 9-1-1) is a service that routes emergency 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) Phase I and Phase II requirements as established in CC Docket No. 94-102.

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

- Call Path Associated Signaling (CAS)<sup>/1//2/</sup>
- Non-Call Path Associated Signaling (NCAS)
- Hybrid<sup>/2/</sup>

**B. Definitions**

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.

/4/

/1/ The CAS solution 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. /4/

/2/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP". /4/

/3/ Denotes Tier 1 Non-core service.

/4/ Material formerly appeared on Original Sheet 29 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

(T)/1/

**B. Definitions (cont'd)**

(T)

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

The ability to transfer a W 9-1-1 call from a PSAP served by one Company 9-1-1 Tandem (a.k.a. Selective Router) to a PSAP served by a different Company 9-1-1 Tandem when the two tandems are geographically adjacent and are served by the same Company Automatic Location Identification (ALI) host system.

Billing Unit

A billing unit represents each 1000 in population for the area being served by a Wireless 9-1-1 Customer. The population for the W 9-1-1 Customer will be divided by 1000 to determine the total number of billing units for the W 9-1-1 customer.

Call Path Associated Signaling (CAS)

A W 9-1-1 solution set that utilizes the voice transmission path to deliver the Mobile Directory Number and the caller's location to the PSAP.

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 W 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 W 9-1-1 solution set 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.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 30 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

(T)/1/

**B. Definitions (cont'd)**

Non-Call Path Associated Signaling (NCAS)

A W 9-1-1 solution set 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.

Phase I Service

W 9-1-1 service that provides the PSAP with the call-back telephone number of the W 9-1-1 caller and the location of the cell site or base station transmitting the call.

Phase II Service

W 9-1-1 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information as required by the FCC in CC Docket No. 94-102 (Latitude and Longitude information may require a manual rebid from the PSAP to receive that information).

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 destination PSAP, or location of the base station or cell site through which a mobile call originates.

Wireless 9-1-1 Customer (Customer)

The Wireless 9-1-1 Customer is the authorized county government unit to whom authority has been lawfully delegated for the implementation of wireless 9-1-1 service at the PSAP or PSAPs under its jurisdiction. The Customer may authorize individual PSAP to work directly with the Company during implementation of W 9-1-1 service.

Wireless Service Provider

A facilities-based provider of wireless service to one or more end users in this state.

Wireless End User

An individual or organization authorized to use the telephone services provided by the Wireless Service Provider.

/1/

/1/ Material formerly appeared on Original Sheet 31 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

(T)/2/

**C. Terms and Conditions**

Request for this service: (1) can only be initiated by a W 9-1-1 Customer; (2) must be provided to the Company in writing 150 days prior to the desired service date for both Phase I or Phase II service; and (3) must identify service locations and arrangements.

W 9-1-1 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the customer.

The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Company 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.

*Customer Obligations<sup>/1/</sup>*

1. The Customer is responsible for ensuring that the Wireless Service Provider creates, maintains and forwards to the Company current pANI data according to the format and procedures specified by the Company.
2. W 9-1-1 Service Wireless End User's information is confidential. The Customer agrees to use such information only for the purpose of responding to emergency calls.
3. The Wireless End User forfeits the privacy afforded by nonlisted and nonpublished 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 LEC. The Wireless End User (published and nonpublished) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access this information by the PSAP for the sole purpose of responding to an emergency call.
4. The Customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider.

/2/

/1/ The Company will participate in all coordination efforts as appropriate.

/2/ Material formerly appeared on Original Sheet 32 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

*Customer Obligations (cont'd)*

5. Cancellation of the service in whole or in part by the 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 Company up to the time of cancellation resulting from the Customer's order for service.
6. 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.
7. From the effective date of this tariff forward, the PSAP will, if needed, order Enhanced Multi-Frequency (E-MF) trunks for additional Selective Router to PSAP trunks. The customer provided interface with the Selective Router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP".
8. The Company will assign one wireless Emergency Service Number (ESN) per PSAP receiving primary routed wireless calls.
9. The Company will provide additional ALI circuits, Router to PSAP trunks dedicated to wireless service, and/or Power Failure/Make Busy circuits at the customer's request and will charge for the circuits per the rates established in existing applicable tariffs.
10. The Company will route W 9-1-1 calls based on the ESN associated with the pseudo Automatic number identification (pANI) that identifies the cell site/cell face or routing key. When call routing capability based on longitude and latitude becomes available, the Company will revise this tariff and identify the corresponding rates for such service.

/1/

/1/ Material formerly appeared on Original Sheet 33 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

*Customer Obligations (cont'd)*

11. The Company's liability and that of its officers or employees to any person for interruption or failure of W 9-1-1 Service is limited by the terms set forth in this section, other sections of this tariff, and by law.
12. W 9-1-1 Service is provided solely for the benefit of the Customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any LEC obligation toward, or any right of action on behalf of, any third person or other legal entity.
13. To the extent allowed by law, the Customer agrees to release, indemnify, defend and hold harmless the Company 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 Customer or others.
14. The Company supported segment of the W 9-1-1 Service will be designed 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 W 9-1-1 service.
15. To the extent allowed by law, the Customer also agrees to release, indemnify and hold harmless the Company 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 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 W 9-1-1 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 9-1-1 customer, its user, agencies or municipalities or the employees or agents of any one of them.

/1/

/1/ Material formerly appeared on Original Sheet 34 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

/1/

**C. Terms and Conditions (cont'd)**

*Customer Obligations (cont'd)*

16. To the extent allowed by law, the Customer and the Wireless Service Provider agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from the Customer and/or Wireless Customer providing the Company with inaccurate, out of date or improperly formatted MDN or pANI data.
17. To the extent allowed by law, the Customer and the Wireless Service Provider agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the Customer or the Wireless Service Provider.
18. The customer acknowledges that W 9-1-1 service requires that the respective wireless service providers have the capability to forward the wireless subscriber's call and associated call data to the Company for transport to the Customer.
19. The Customer will provide the Company with the population total within its jurisdiction in a format agreed to by the Company.
20. Under no circumstances should a Wireless Service Provider or the Customer allow delivery of wireless calls (for overflow or contingency purposes) onto Router to PSAP trunks or into the selective router over public switched network circuits (e.g. any circuit or trunk not dedicated to 9-1-1 use), or through calls to an E9-1-1 routing/test number associated with the PSAP trunk group.

/1/

/1/ Material formerly appeared on Original Sheet 35 in this Section.

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**3. WIRELESS 9-1-1 SERVICE (cont'd)**

/7/

**D. Prices**

1. Service Elements

Description /Billing Code/	Monthly Charge	Nonrecurring Service Charge
<i>Wireless 9-1-1 (W 9-1-1) Service</i> W P9-1-1 Service with wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, assignment of one wireless ESN per wireless PSAP, storage and processing of ANI/ALI, Tandem to Tandem Transfer and Trunks and Telco Map Server functionality <small>/1//2//3//4//5//6/</small>		
- Phase I service per billing unit	\$7.01	\$27.96
- Phase II service per billing unit	0.89	91.36

- /1/ In applications utilizing a third party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP. It will be the responsibility of the third party database provider to ensure that the ALI record provides both the W 9-1-1 Phase 1 and 2 data as required by the FCC.
- /2/ Tandem to Tandem Trunks will be state-averaged, flat rated (not mileage sensitive).
- /3/ Population data and billing unit calculations will be revisited before the fifth year anniversary of the effective date of this tariff.
- /4/ Billing units will be rounded to the next highest number to determine the number of billing units (i.e., .5 or higher equals 1.0). A minimum of one (1) billing unit will apply to each rate shown above.
- /5/ Billing of Phase I rates will begin when the first PSAP within the Customers jurisdiction converts to Phase I. Billing of Phase II rates will begin when the first PSAP within the Customers jurisdiction converts to Phase II.
- /6/ Phase II rates are paid in addition to Phase I rates when Phase II service is implemented. If only Phase I service is purchased, then only the Phase I nonrecurring and monthly recurring charge and the incremental Phase II nonrecurring and monthly recurring charge will be assessed. If Phase II service is purchased by a PSAP that has the above Phase I service, the incremental Phase II nonrecurring charge will apply and the PSAP would be billed both the Phase I and Phase II monthly recurring charge per billing unit.
- /7/ Material formerly appeared on Original Sheet 36 in this section.

/7/

Issued: April 1, 2008

Effective: April 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated June 6, 2007,  
Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

#### 4. OUTBOUND EMERGENCY NOTIFICATION DATA SERVICE (OENDS)

##### A. Description

Outbound Emergency Notification Service (OENDS) is an optional service that provides a county or municipality with telephone subscriber data from the Enhanced 9-1-1 Service database for the purpose of implementing or updating an outbound public emergency notification messaging system pursuant to Ohio Revised Code Section 4931.49 division (F)(5). An outbound public emergency notification system provides service users with a telephone warning of a public emergency situation through a computerized warning system.

Subscriber information is to be used for the sole purpose of contacting citizens during a Public Emergency.

##### B. Definitions

###### 911 Database

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.

###### Private and Semi Private Listing Service

Listing services which excludes the customer's telephone number from the Company's alphabetical directories, where available, otherwise its Listing Information System, however with Semi-Private Service, the customer's telephone number is included in Directory Assistance records.

(T)  
(T)

###### Public Emergency

For purposes of this Guidebook, a public emergency shall be defined as the presence of actual or imminent conditions which present either:

- 1) an immediate danger to the health and safety of people, or
- 2) a likelihood of severe irreparable damage to property.

**4. OUTBOUND EMERGENCY NOTIFICATION DATA SERVICE (OENDS) (cont'd)**

(N)

**C. Terms and Conditions**

1. Customers of this service must be "911 customers" as referenced in the P.U.C.O. Tariff No. 20, Part 8, Section 3, Sheet No. 1 or their authorized agents or the State of Ohio.
2. Telephone subscriber data for all customers served by the requesting Customer, regardless of carrier or class of service, will be included in the data file. Information regarding the names, addresses and telephone numbers of Private and Semi-Private Listing Service customers will be provided for the purpose of facilitating response to public emergency calls.
3. The Company will provide OENDS data only for the jurisdictional area where the Customer is authorized to provide public emergency services.
4. Telephone subscriber data provided to a Customer for the purpose of implementing or updating an outbound public emergency notification system is confidential and proprietary. Subscriber data may be used only to identify the telephone location or service user, or both, and may not be used or disclosed by the Customer, or its agents or employees, for any other purpose. All other uses are prohibited. Customer agrees to abide by all applicable restrictions on the use of the subscriber data.
5. The OENDS information may not be reproduced in any manner, unless specifically authorized in writing by the Company. Upon request, the Customer will promptly return to the Company all OENDS information in a tangible form or certify to the Company that such information has been destroyed.
6. The Company will provide a copy of the OENDS data to the Customer. The Company may not be held liable under Ohio law for providing such information.
7. A full extract of the OENDS data may be requested, at a maximum, once per month and will be delivered within 21 working days of receipt of a written request.

(N)

**4. OUTBOUND EMERGENCY NOTIFICATION DATA SERVICE (OENDS) (cont'd)**

(N)

**C. Terms and Conditions (cont'd)**

8. The OENDS Customer may request incremental updates of OENDS data. The Customer may select incremental updates to be provided on a weekly or monthly basis.
9. OENDS will reflect data that exists in the Company's 911 Database as of the day the extract is produced.
10. The OENDS Customer is responsible for maintaining the confidentiality of the data contained within the extract.
11. The Customer and participating governmental units and agencies each agree to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, other than the Company's sole negligence, arising out of the Customer's use of the Outbound Emergency Notification Data Service 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.
12. OENDS is provided solely for the benefit of the Customer. The provision of OENDS by the Company shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation, either expressed or implied, toward any third person or legal entity other than the Customer.
13. The Customer also agrees to use the OENDS information consistent with the law, applicable regulations, and the AT&T Ohio Guidebook or P.U.C.O. Tariff No. 20. The Company shall not be liable for any violation of the law, applicable regulations, or the AT&T Ohio Guidebook or P.U.C.O. Tariff No. 20 by the Customer.
14. A full extract of OENDS data will be mailed to the Customer on CD. Incremental updates may be provided on CD or via Electronic Transfer
15. Each entity that performs an outbound emergency notification message shall do so in coordination with other municipalities within the county.

(N)

**4. OUTBOUND EMERGENCY NOTIFICATION DATA SERVICE (OENDS) (cont'd)**

(N)

**C. Terms and Conditions (cont'd)**

16. Each entity that performs an outbound emergency notification message shall notify the Ohio 9-1-1 coordinator in writing within twenty-four hours after initiating the messaging. The report shall include:
  - (a) The date and time that the outbound emergency notification message was initiated.
  - (b) The total number of individual unique outbound emergency notification messages sent.
  - (c) The circumstances surrounding the situation that spurred the outbound emergency notification message(s).
  - (d) The total number of telephone numbers the message(s) was delivered to.
  - (e) The number of square miles included in the geographic area of the outbound emergency notification message(s).
  - (f) A summary of whether or not the entity submitting the report believes the outbound emergency notification message will be utilized to deliver a message in relation to this same situation in the near future and, if so, for what length of time the submitting entity believes the situation will continue.
17. Each entity that wishes to perform a test message of an outbound emergency notification messaging system shall provide twenty-four hours advanced notification of the scope and scheduled time of the test to:
  - (a) The news media in the affected area.
  - (b) The Ohio 9-1-1 coordinator.
18. Any entity that fails to abide by the terms of the AT&T Ohio Guidebook or P.U.C.O. Tariff No. 20 shall hence forth receive no further data extracts from the 911 database.

(N)

**4. OUTBOUND EMERGENCY NOTIFICATION DATA SERVICE (OENDS) (cont'd)**

(N)

**D. Features**

The following data elements will be provided on each file where they exist in the Company's 911 Database:

Telephone Number  
Subscriber Name  
Service Address  
Class of Service

Full Extract

The initial or subsequent extraction of complete telephone subscriber data for all customers served by the requesting Customer from the Company's 911 Database. Full extracts are only available on a monthly basis.

Incremental Update

An extract containing only additions, deletions, and modifications to the telephone subscriber data for all customers served by the requesting Customer from the Company's 911 Database since the last full extract or incremental update. Incremental updates are available on a weekly or monthly basis.

**E. Prices**

OENDS is available as a full extract only, an initial full extract with subsequent full extracts on a monthly basis or a full extract with incremental updates on a weekly or monthly basis. The Customer may request an initial full extract when establishing an outbound public emergency notification messaging system as well as subsequent full extracts to verify or update the data in its system.

A one-time, non-recurring charge applies for a full extract.

A monthly recurring charge applies subsequent full extracts.

A monthly recurring charge applies for incremental updates. The Customer selects the frequency of the updates - weekly or monthly. Regardless of the frequency selected, there is a single monthly charge.

**1. Service Elements**

Description /Billing Code/	Monthly Charge	Nonrecurring Service Charge
Full Extract	-	\$462.00
Subsequent Full Extract once per month	\$270.00	-
Incremental Updates – weekly or once per month	170.00	-

(N)