

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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(To be inserted by utility)

Advice Letter No. 469

Decision No. _____

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Sept 1, 2020

Effective Oct 1, 2020

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.1 GENERAL INFORMATION

38.1.1 APPLICABILITY

Applicable to Enhanced 9-1-1 (E9-1-1) Service furnished to a Public Safety Answering Point (PSAP) in Sierra Telephone's serving territory. The PSAP placing an order for Emergency Reporting Service is the Customer as defined in the Schedule CAL. P.U.C. NO. A2, 2.1.1, Rule 1 – Definitions.

38.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

38.2 RATES

A. Enhanced 9-1-1 (E9-1-1) Service

1. Messages

- a. The calling party is not charged for calls placed to 9-1-1.
- b. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- c. Charges for 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.

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
2. Network Components		
a. E9-1-1 Exchange Line	\$ 784.00	\$ 78.00
b. E9-1-1 End Office Trunk	741.00	26.00
c. E9-1-1 Mileage Each mile or fraction thereof	No Charge	6.40

- d. Alternate Answer Circuits
- Provided in accordance with
Schedule Cal. P.U.C. No. B1,
Access Service.

(Continued)

(To be inserted by utility)

Advice Letter No. 469

Decision No. _____

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Sept 1, 2020

Effective Oct 1, 2020

Resolution No. _____

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A38. EMERGENCY REPORTING SERVICE

38.2 RATES - Continued

B. Database Administration Service (DAS) (T)

Database Administration Service (DAS) is required to process the Utility's End User telephone and address records for Selective Routing, Automatic Number Identification, and Automatic Location Identification in the AT&T (formerly SBC) Database Management System (DMS). It also includes processing all the necessary additions, changes, and deletions in the Master Street Address Guide (MSAG) database for the Utility's portion of the Madera and Mariposa Counties MSAGs received from the County Coordinators or Planning Departments. (T)

	<u>MONTHLY RATE</u>	
Database Administration Service Per 1000 Records	\$ 54.00	(R)

38.3 SPECIAL CONDITIONS

A. General

1. Acronyms

ALI	—	Automatic Location Identification	
ANI	—	Automatic Number Identification	
CPE	—	Customer Premises Equipment or Customer Provided Equipment	(L)
DAS	—	Database Administration Service	(T)
DMS	—	Database Management Service	(L)
DR	—	Default Routing	
EMF	—	Enhanced Multi-Frequency	
ESN	—	Emergency Service Number	
LEC	—	Local Exchange Carrier	
MSAG	—	Master Street Address Guide	
PSAP	—	Public Safety Answering Point	
PSTN	—	Public Switched Telephone Network	
SR	—	Selective Routing	
VoIP	—	Voice over Internet Protocol	(L)

(L) Material previously shown on CAL. P.U.C. A38, Original Sheet 3.

(Continued)

(To be inserted by utility)

Advice Letter No. 381

Decision No.

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 28, 2010

Effective August 1, 2010

Resolution No.

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS – Continued

A. General – Continued

2. Explanation 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 9-1-1 End User records) is forwarded to the PSAP for display. Additional telephones with the same telephone number, such as secondary locations, and off premises, 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 E9-1-1 Control Office and displayed on the E9-1-1 Display Screen at PSAPs equipped with such screens.

Customer: 9-1-1 emergency service is furnished to Public Safety Answering Points (PSAPs) authorized by the State of California. The PSAP placing an order for 9-1-1 emergency service is the customer as defined in Schedule CAL. P.U.C. NO. A2, 2.1.1, Rule 1 – Definitions.

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Customer Premises Equipment (PE): Communications terminal equipment owned by and located in the Customer's facilities or at a PSAP.

Database Administration Service (DAS): DAS is a required process used by the Utility to provide its End User telephone and address records and all street address activity to the AT&T (formerly SBC) Database Management System (DMS) in order for the Utility's End Users' 9-1-1 calls to be properly processed through the Enhanced 9-1-1 (E9-1-1) system using Selective Routing (SR), Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to route and process the 9-1-1 call to the appropriate Public Safety Answering Point (PSAP). The AT&T (formerly SBC) DMS is comprised of two databases: the Master Street Address Guide (MSAG) and the Telephone Number (TN) Database. The Utility enters its End User order activity, including adds, address changes, and deletes, daily to the TN Database portion of the DMS. The Utility also processes all street names add, change, and delete activity for its portion of the Madera and Mariposa Counties MSAGs. The Utility periodically receives the street update requests from either the County Coordinator and/or the Planning Department. Once the requests are approved by the County Coordinator, who assigns the Emergency Service Number (ESN), the Utility enters the requests in the MSAG portion of the DMS.

(Continued)

(To be inserted by utility)

Advice Letter No. 420a

Decision No. 13-07-019

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Sept 24, 2013

Effective October 24, 2013

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

2. Explanation of Terms - Continued

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). The Local Exchange Carriers (LECs) provide data updates to the DMS, within their DMS coverage area. The DMS is comprised of two system databases: the Master Street Address Guide (MSAG), and the Telephone Number (TN) Database. The Utility supplies the DMS with its subscriber information to the TN Database and MSAG updates received from the County Coordinators and Planning Departments for areas served by the Utility. This information is used by the E9-1-1 System to selectively route the 9-1-1 Caller to the appropriate PSAP.

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 Exchange Line: A one-way incoming line connected at the E9-1-1 Control Office and terminated at a PSAP. Outgoing calls can be made on a transfer basis only.

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

Emergency Service Number (ESN): A three digit number that represents a unique combination of emergency service agencies for law enforcement, fire, and medical, to serve a specific range of addresses within a particular geographical area. The ESN facilitates the selective routing of 9-1-1 calls to the appropriate PSAP.

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

End User: A telephone subscriber of the Utility and/or an individual placing a 9-1-1 call in order to obtain emergency assistance. The End User may also be referred to as a "Caller".

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

2. Explanation of Terms - Continued

Enhanced 9-1-1 (E9-1-1) Control Office: The 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 feature, standard central office Speed Calling features, call transfer capability, and certain maintenance functions for each PSAP.

Enhanced 9-1-1 Service Area: The geographic area in which the Customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

Enhanced Multi-Frequency (EMF): The ability to pass 20 digits from the E9-1-1 Selective Router to the PSAP.

Fixed Transfer: Enables a PSAP attendant to transfer an incoming 9-1-1 call to another designated PSAP using a pre-programmed key on the E9-1-1 position.

Local Exchange Carrier (LEC): A local telephone company as defined by the Telecommunications Act of 1996 that is engaged in the provision of telephone exchange service or exchange access.

Manual Transfer: Enables the PSAP attendant to transfer an incoming 9-1-1 call by selecting the flashhook key on the associated E9-1-1 position and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.

Master Street Address Guide (MSAG): A computerized database that contains an alphabetical list of the street names, address ranges, communities, and ESNs to enable proper routing of 9-1-1 calls. It is part of the AT&T (formerly SBC) DMS system. The Utility is responsible to provide to the DMS system the additions, changes, and deletions of the MSAG data received from the County Coordinators and Planning Departments within its exchange areas.

Multi-Line Telephone System (MLTS): A system comprised of common control unit(s), telephone sets, control hardware and software, and adjunct systems used to support the capabilities of Centrex, VoIP, PBX, Hybrid, and Key Telephone systems as classified by the FCC under Part 68 Requirements.

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(To be inserted by utility)

Advice Letter No. 420

Decision No. 13-07-019

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Sept 10, 2013

Effective October 24, 2013

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

2. Explanation of Terms - Continued

Public Safety Answering Point (PSAP): An answering location for 9-1-1 calls originating in a specific geographic 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.

Public Switched Telephone Network (PSTN): Any common carrier network that provides circuit switching between public users.

Selective Routing (SR): A feature that routes a 9-1-1 call from an E9-1-1 Control Office to the designated primary PSAP based on the identified number of the calling party.

Selective Transfer: Enables a PSAP attendant to transfer an incoming 9-1-1 call to the proper response PSAP by selecting a preprogrammed button labeled with the type of agency, for example, "fire", on the E9-1-1 screen.

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

Telephone Number (TN) Database: The master file of all working telephone numbers within the E9-1-1 System's geographic area. The Utility provides its subscriber data to the DMS operated by AT&T (formerly SBC). Associated with each telephone number is information such as the subscriber's name, service address, type of telephone service, and routing code. The subscriber information and MSAG information provided by the Utility is used by the E9-1-1 System to selectively route the 9-1-1 Caller to the appropriate PSAP.

Voice Over Internet Protocol (VoIP): The technology used to transmit voice conversations over a data network using Internet Protocol. Such data network may be the internet or a corporate intranet.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

3. E9-1-1 Features

Call Transfer To Responding Agency: The PSAP attendant can transfer the 9-1-1 incoming calling party to another agency via a transfer to private line circuit or an individual access line.

Central Office Identification: Central Office Identification can be provided at no charge when direct E9-1-1 lines are provided. The PSAP can identify from which central office a call originated by visually identifying the direct trunk group on which the call terminates.

Default Routing (DR): A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the E9-1-1 Control Office to a Customer designated default PSAP. Each incoming E9-1-1 facility group to the Control Office is assigned to a designated default PSAP.

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

Forced Disconnect: The PSAP attendant can release the 9-1-1 connection even though the 9-1-1 calling party has not hung up. This feature is a function of the E9-1-1 central office trunk circuit. It prevents the jamming of the E9-1-1 exchange lines.

Hunting: Hunting is provided at no charge on E9-1-1 Exchange Lines.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

4. Optional E9-1-1 Features

Alternate Routing: A feature which allows 9-1-1 calls to be routed to a Customer designated alternate location in the event the PSAP is forced to close.

Alternate Answer Circuit: Customers may select a permanent alternate route to a designated PSAP by ordering an Alternate Answer Circuit from their local exchange carrier to be permanently installed between the two PSAPs served by the same E9-1-1 Control Office.

5. Description of Service

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, fire, rescue, medical, and other emergency services.
- b. Basic 9-1-1 Service enables a Caller dialing 9-1-1 to reach an answering point. No Automatic Number Identification (ANI) or Automatic Location Identification (ALI) is provided.
- c. Enhanced 9-1-1 (E9-1-1) is a more sophisticated 9-1-1 System. It provides Selective Routing (SR), which routes the 9-1-1 call to the proper jurisdiction regardless of PSAP and central office boundary inconsistencies, ANI, and ALI.
- d. E9-1-1 Service is furnished to the PSAP, previously identified as the Customer, only for the purpose of reporting emergencies by the public. The service offered under this tariff is provided solely for the benefit of the Customer, the PSAP. The provision of E9-1-1 Service shall not be interpreted, construed, or regarded as being expressly or impliedly for the benefit of, or creating any Utility obligation toward, or any right of action on behalf of any third person or legal entity other than the Customer.

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(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

A. General - Continued

6. Undertaking of Utility

- a. Upon application by one or more political subdivisions acting as a single agency, or their certified agent, and subject to prior written approval by the State of California Department of General Services, Communications Division, the Utility will open the 9-1-1 emergency number and provide the associated equipment and facilities for use by the general public in reporting emergencies to a PSAP.
- b. The Utility does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls with personnel on the Customer's premises.

B. Enhanced 9-1-1 Service (E9-1-1)

1. Customer Responsibilities

- a. The Customer must adhere to the guidelines as set forth in the State of California 9-1-1 Operations Manual.
- b. The Customer must arrange to have all 9-1-1 calls answered 24 hours a day, 7 days a week.
- c. The Customer is responsible for dispatching the appropriate emergency service within the E9-1-1 Service area, or will undertake to transfer all 9-1-1 calls received to the public safety agency with responsibility for dispatching such services.
- d. To the extent allowed by law, the Customer shall agree to indemnify, save, and hold the Utility harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the Customer's unauthorized use of Utility-provided End User information, which information is to be used solely for the purpose of providing E9-1-1 Service.
- e. The Customer must make such operational tests as in the judgment of the Utility are required to determine whether the E9-1-1 System is functioning properly for its use. The Customer shall promptly notify the Utility in the event that the E9-1-1 System is not functioning properly.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

1. Customer Responsibilities - Continued

- f. The Customer must subscribe to sufficient E9-1-1 End Office to Selective Router trunk(s) and Selective Router to PSAP trunk(s) to adequately handle incoming calls for its average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the E9-1-1 Service network from each central office to the central office serving the PSAP must provide a minimum of P.01 transmission grade of service or two trunks, whichever is the higher standard.
- g. 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 the use by telephone company operators in transferring emergency calls, for administrative purposes, and for placing and receiving non-emergency calls. Callers who wish to be anonymous should call the agency's 7-digit number instead of 9-1-1 from a number equipped with call blocking. If the number the caller is using is not equipped with call blocking, the caller should press *67 before dialing the agency's number in order to block the number from being displayed.
- h. The Customer may, upon notification to the Utility, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Utility. The attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Utility reserves the right to refuse attachments if the Utility determines that the attachments will degrade the E9-1-1 Service ordered by the Customer, Utility facilities, or otherwise affect its telephone operations.
- i. All E9-1-1 Customer equipment, system software, and databases must be located in a secure area to prevent unauthorized personnel from accessing confidential information and must not be used for any purpose other than responding to a 9-1-1 call.
- j. Commercial power, power wiring, and outlets are furnished by the Customer, who assumes all responsibility for the safe condition of such wiring, outlets, and power.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

2. Limitation of Liability

- a. The Utility's entire liability to the Customer or any person for interruption or failure of E9-1-1 Service shall be limited by the terms set forth in this section and in other schedules or rules of the Utility, including, but not limited to, the provisions set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability. This E9-1-1 Service is offered solely to assist the Customer in providing E9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the Customer, the Utility does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. To the extent allowed by law, and subject to availability of funding, the Customer shall indemnify and hold the Utility harmless from any claim, action, or proceeding (without limiting the generality of the foregoing) against the Utility arising out of an act or omission by the Customer in connection with use of the E9-1-1 system, the services, or facilities provided by the Utility. The Customer agrees to use its best efforts to obtain funding and take such action within its power as may be necessary to obtain such funding.
- c. The Utility accepts no responsibility for obtaining End User record information from private telecommunications systems. The Utility shall not be liable or responsible for any special, indirect, incidental, or consequential damages associated with the provision of E9-1-1 Service, including, for example and without limitation, when a call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons, and when a failure or interruption in E9-1-1 Service is due to the attachment of any equipment by an End User or Customer to Utility facilities.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

2. Limitation of Liability - Continued

- d. The Utility shall not be liable for any act or omission of the Utility in the good faith release of information not in the public record, including the release of non-published End User information to emergency service providers responding to calls placed to an E9-1-1 Service or host providers using such information to provide E9-1-1 Service.
- e. The Utility shall have no liability whatsoever to any person arising from its provision of, or failure to provide, E9-1-1 Service to any End User. It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. The Utility shall have no responsibility for 9-1-1 calls that carry foreign (foreign exchange) dial tone, whether they originate within or outside of the Customer's service area, calls originating from mobile/cellular telephones, or Voice over Internet Protocol (VoIP) calls.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

3. Demarcation Point

- a. E9-1-1 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.
 - b. Where the Utility provides the terminal equipment for E9-1-1 Service, the Utility will be responsible for the installation and maintenance of the E9-1-1 Service and its associated terminal equipment only, not for the intrabuilding network cable (INC cable).
 - c. The Utility shall be given access to available pairs within the INC cable, at no charge to the Utility, to install and maintain E9-1-1 Service to the Utility-provided terminal equipment.
 - d. 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 E9-1-1 Service. The Customer shall be responsible for repair of INC cable as set forth in Schedule Cal. P.U.C. No. A2, Rule15, Demarcation Points.
 - e. If the PSAP Customer elects to purchase its E9-1-1 terminal equipment from another vendor, the demarcation point will be adjusted to the inside wire demarcation point as set in Schedule Cal. P.U.C. No. A2, Rule 15, Demarcation Points.
4. The Customer must be a "public agency" as defined in Section 53101 of the Warren 9-1-1 Emergency Assistance Act.
 5. E9-1-1 Service is provided by the Utility where facilities and operating conditions permit.
 6. E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

7. The rates and charges for E9-1-1 Service do not include constant monitoring of facilities to discover errors, defects, and malfunctions in the E9-1-1 Service.
8. Features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.
9. Temporary suspension of service at the request of the customer, either partial or complete is not applicable to equipment, services, or facilities furnished to provide E9-1-1 Service.
10. Tie lines, private lines, and other channels connecting a PSAP with responding agencies are provided at filed charges and rates for such facilities as specified in this or other appropriate tariffs.
11. Where a 9-1-1 call is placed by the calling party via interconnection with an Interexchange carrier or operator service provider, the Utility cannot guarantee the completion of the call, the quality of the call, or any features that may otherwise be provided with E9-1-1 Service
12. 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 main 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.
13. If Customer-provided terminal equipment is used, it will be subject to terms and conditions set forth in Schedule Cal. P.U.C. No. A30, Connection of Customer-Provided Terminal Equipment.
14. E9-1-1 lines from the Utility's central office may be furnished to terminate on authorized Customer-provided terminal equipment in accordance with the provisions as set forth in Schedule Cal. P.U.C. No. A30, Connection of Customer-Provided Terminal Equipment.

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(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

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Harry H. Baker

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TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

B. Enhanced 9-1-1 Service (E9-1-1) - Continued

15. E9-1-1 equipment that is required to be installed on the Customer's premises requires suitable space which may include provisions of atmospheric control. Atmospheric control encompasses the following environmental requirements:
 - a. Dust free,
 - b. Controlled temperatures ranging from 54 to 85 degrees Fahrenheit, and
 - c. Relative humidity of 20% minimum and 50% maximum.
16. The PSAP's Customer-Provided Equipment (CPE) must conform to existing industry signaling standards for the termination of 9-1-1 calls. This signaling must enable the call processing of all wireline, and/or wireless, and VoIP information required by the PSAP attendant to successfully handle the 9-1-1 call.

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(To be inserted by utility)

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Date Filed May 29, 2008

Effective August 4, 2008

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A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

C. Database Management System (DMS)

1. Customer Responsibilities

- a. The Customer is responsible to provide 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 work together to resolve boundary discrepancies and to keep the MSAG current for the life of the E9-1-1 System.
- b. 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 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 ESN's 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.
- c. 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 change in street names, establishment of new streets, changes in address numbers used on existing streets, closing or abandonment of streets, changes in police, fire, ambulance or other approximates 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 9-1-1 calls to the proper PSAP for all agencies that are part of the E9-1-1 System.

Note: The Utility will provide 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.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

C. Database Management System (DMS) - Continued

1. Customer Responsibilities - Continued

- d. Changes, deletions, and additions which 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.
- e. 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 E9-1-1 System.
- f. The Customer will conduct training to impress upon its personnel the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.
- g. Any terminal equipment used in connection with E9-1-1 Service shall be configured to restrict the Customer from removing and/or changing the data provided by the Utility.

2. Limitation of Liability

- a. The Utility's entire liability to the Customer or any person for interruption or failure of E9-1-1 Service shall be limited by the terms set forth in this section and in other schedules or rules of the Utility, including, but not limited to, the provisions set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability. In addition, the Utility shall not be held responsible for specific address information controlled by the End User. This information includes, but is not limited to, suite, room, apartment, and all private switch data.
- b. To the extent allowed by law, the Customer shall agree to indemnify, save, and hold the Utility harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the Customer's unauthorized use of Utility-provided End User information, which information is to be used solely for the purpose of providing E9-1-1 Service.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

C. Database Management System (DMS) - Continued

2. Limitation of Liability - Continued

- c. ALI is proprietary to the Utility, and the Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any Customer utilizing ALI information agrees to abide by the terms and conditions that relate to the protection of ALI information. The Customer shall take all reasonable efforts to safeguard the proprietary nature of Utility-provided information. The Customer agrees that the Utility information is being furnished in strict confidence for the sole and exclusive purpose of creating a 9-1-1 database and for the dispatching of 9-1-1 calls.

3. Database Management System (DMS) is 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. The DMS is comprised of two system databases: the MSAG and the TN Database.

4. For Northern California, the DMS is operated by AT&T (formerly SBC), who is provided updates to date from Local Exchange Carriers (LECs) within the DMS coverage area.

5. The AT&T (formerly SBC) E9-1-1 Data Management System enables the LECs to route calls successfully to the PSAP with accurate ANI and ALI.

6. Database Administration Service (DAS) is the necessary process used by the Utility to provide its End User telephone and address records for the proper routing of its End Users' 9-1-1 calls through the AT&T (formerly SBC) TN Database in their DMS. It provides for the daily database processing for all add, delete, and change activity associated with the Utility's Subscriber records. Rates are based on a per 1,000 records rate of Utility access line counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually. No additional installation charges will be applied to the updated months. (T)

7. DAS also includes processing all add, delete, and change activity to the Master Street Address Guide (MSAG) for the Utility's portion of the Madera and Mariposa Counties MSAGs. The County Coordinators and/or Planning Departments provide these additions, changes and deletions. (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 381

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 28, 2010

Effective August 1, 2010

Resolution No. _____

A38. EMERGENCY REPORTING SERVICE

38.3 SPECIAL CONDITIONS - Continued

C. Database Management System (DMS) - Continued

8. Accurate information as to the Caller's identity (telephone number) and location (address) is required in order to ensure that the Caller is connected to the appropriate PSAP where any kind of emergency response can be obtained.
9. End Users shall notify the Utility when they re-terminate service that is on their side of the local loop demarcation point to another part of a building or another building on continuous property. Once notified, the Utility will update the End User's 9-1-1 address identification records. Charges as set forth in Schedule CAL. P.U.C. NO. A18, Multi-Element Service Charges A.2, apply, if no premise work, no central office work, and no facility design work is performed by the Utility. (T)
10. E9-1-1, Automatic Number Identification (ANI), and Automatic Location Identification (ALI) Provisioning for Multi-Line Telephone Systems (N)
(N)
- It is the End Users' responsibility to provide, and update if necessary, accurate ANI and ALI sub-address information to the 9-1-1 database administrator. Once the End User provides ANI and ALI sub-address information to the 9-1-1 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 9-1-1 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a MLTS system. (N)
(N)

(To be inserted by utility)

Advice Letter No. 420

Decision No. 13-07-019

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Sept 10, 2013

Effective October 24, 2013

Resolution No. _____