



**Schedule No. A-23**  
**E9-1-1 EMERGENCY SERVICE**  
(Continued)

**APPROVED**

**SPECIAL CONDITIONS**

1. General:

- a. E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.
- b. Features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.
- c. The rates charged for E9-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the E9-1-1 Service, and the Utility does not undertake such responsibility.

2. Customer Responsibilities:

- a. Customer must be a "public agency" as defined in Section 53100 of the Warren 9-1-1 Emergency Assistance Act.
- b. The customer must adhere to the guidelines as set forth in the State of California 9-1-1 Guidelines Manual.
- c. The customer must make such operational tests as in the judgment of the customer are required to determine whether the E9-1-1 system is functioning properly for its use. Customer shall promptly notify the Utility in the event the system is not functioning properly.
- d. The customer is responsible for supplying 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 for resolving boundary discrepancies, and to keep the MSAG current for the life of the system.
- e. The customer must arrange to have all E9-1-1 calls answered 24 hours a day, 7 days a week.
- f. 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 administrative purposes, and for placing and receiving non-emergency calls.

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(To be inserted by utility)  
Advice Letter No.: 264

Decision No.:

***Issued by***  
**Jeff Jung**  
**NAME**  
**Vice President**  
**TITLE**

(To be inserted by Cal.P.U.C.)  
Date Filed: August 2, 2007  
Effective: September 1, 2007  
Resolution No.: \_\_\_\_\_

**Schedule No. A-23**  
**E9-1-1 EMERGENCY SERVICE**  
(Continued)

**APPROVED**

SPECIAL CONDITIONS - (Continued)

2. Customer Responsibilities: - (Continued)

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

- (1) After establishment of the E9-1-1 Service, it is the County Coordinator's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other approximate agencies' jurisdiction over any address, annexations, and other changes in local jurisdictional boundaries, incorporation of new cities, or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP for all agencies that are part of the system.

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

- (2) Changes, deletions, and additions which the County Coordinator desires to have made in the MSAG should be submitted to 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.

(Continued)

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(To be inserted by Cal.P.U.C.)  
Date Filed: August 2, 2007  
Effective: September 1, 2007  
Resolution No.: \_\_\_\_\_

(N)

(N)

**Schedule No. A-23**  
**E9-1-1 EMERGENCY SERVICE**  
(Continued)

**APPROVED**

SPECIAL CONDITIONS - (Continued)

2. Customer Responsibilities: - (Continued)

g (Continued)

- (3) The County Coordinator is responsible for acting as the single point of contact with the Utility in defining the HSAG, and for being the interface between the Utility and all other agencies that are part of the system.

3. Definitions:

- a. Automatic Location Identification (ALI): A feature by which the name (business accounts only) and listed address associated with the calling party's telephone number (identified by ANI as defined below and stored in Utility's customer records) is forwarded to the PSAP for display. Additional telephones with the same number (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.
- b. Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the Enhanced 9-1-1 (E9-1-1) control office and displayed on E9-1-1 Display and Transfer Units at PSAPS equipped with such units.
- c. 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.
- d. 9-1-1 Service: 9-1-1 is a single three digit telephone number that connects the calling party with a PSAP where any kind of emergency response can be obtained. E9-1-1 is the most sophisticated of the 9-1-1 systems. It provides Selective Routing (SR) that routes the 9-1-1 call to the proper jurisdiction regardless of the PSAP and central office boundary mismatches, Automatic Number Identification (ANI) and Automatic Location Identification (ALI), the calling party's address.

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(To be inserted by utility)  
Advice Letter No.: 264

Decision No.:

**Issued by**  
Jeff Jung  
**NAME**  
Vice President  
**TITLE**

(To be inserted by Cal.P.U.C.)  
Date Filed: August 2, 2007  
Effective: September 1, 2007  
Resolution No.: \_\_\_\_\_

(N)

(N)

**Schedule No. A-23**  
**E9-1-1 EMERGENCY SERVICE**  
(Continued)

APPROVED

**SPECIAL CONDITIONS** - (Continued)

3. Definitions: - (Continued)

- e. E9-1-1 Display and Transfer Unit: A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.
- f. Fixed Transfer: Fixed Transfer enables a PSAP attendant to transfer an incoming E9-1-1 call to another designated PSAP by depressing a single button on the E9-1-1 Display and Transfer Unit.
- g. Selective Transfer: Selective Transfer enables any PSAP attendant to transfer an incoming E9-1-1 call to the proper response PSAP by depressing a single button labeled with the type of agency, e.g., "fire," on the E9-1-1 Display and Transfer Unit.

4. The State of California is exempt from federal and local excise taxes. The State of California is not exempt from FCC End User Access charges. See Schedules No. A-20, B-3, and B-5 for E9-1-1 and Basic 911 Services exemptions.

5. E911 ANI and ALI Provisioning for Multi-Line Telephone Systems

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Company to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Company will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

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(To be inserted by utility)  
Advice Letter No.: 314

Decision No.: D.13-07-019

***Issued by***  
**Joel Dohmeier**  
**NAME**  
**Vice President**  
**TITLE**

(To be inserted by Cal.P.U.C.)  
Date Filed: October 11, 2013  
Effective: October 15, 2013  
Resolution No.: