

ENHANCED EMERGENCY 911 (E911) TELEPHONE SERVICE

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Issued by:
Mark Feest, General Manager
CC Communications Telephone
Fallon, Nevada

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GENERAL

ENHANCED EMERGENCY 911 (E911) TELEPHONE SERVICE

DESCRIPTION OF SERVICE

1. A. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Position (PSAP) designated by the E911 customer, may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and connections to customer equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.
 - B. Enhanced 911 Services are offered subject to availability of facilities.
 - C. The E911 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 telephone central office (CO) areas arranged for 911 calling.
2. Definitions
 - A. Automatic Location Identification (ALI) :

A feature by which the calling telephone number location is forwarded to the E911 master controller then to the PSAP's informer display screen.
 - B. Automatic Number Identification (ANI):

A feature by which the calling party's ANI telephone number is forwarded to the E911 control Office and to the PSAP's Display and Transfer Units.
 - C. 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. Primary PSAPs respond Reissued; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

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DESCRIPTION OF SERVICE (cont.)

2. Definitions

D. End Office:

The Central Office CO(s) in the E911 System which receive originating E911 calls.

E. Enhanced 911 Service Area:

The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

F. Universal Emergency Number Service:

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. These calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

G. Universal Emergency Number Service Subscriber:

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 within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

3. Rules & Regulations

- A. E911 service is limited to the use of Central Office (CO) telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
- B. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in the tariffs.
- C. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

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- D. The utility 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 these calls on the customer's premises.
- E. E911 information consisting of telephone numbers and the locations 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.
- F. The E911 calling party forfeits the privacy afforded by non-listed and unpublished service to the extent that the telephone number and location associated with the originating station is furnished to the PSAP.
- G. The Utility's entire liability to any person for interruption or failures of E911 Service shall be limited to the terms specified in this section and other sections of the tariffs.
- H. The rates charged for E911 Service do not include the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Utility undertake this responsibility. The customer shall make 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 Utility in the event the system is not functioning properly.
- I. Absent a demonstration of Fraudulent conduct, willful misconduct, gross negligence or violation of law, the Utility's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Utility or otherwise shall be limited to an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially operative.
- J. Except for willful misconduct or gross negligence of the Utility, each end user and customer also agrees to release, indemnify, and hold harmless the Utility, its agents, employees and assigns from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, 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 end user, customer, or others.

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DESCRIPTION OF SERVICE (cont.)

- K. The customer also agrees to release, indemnify, and hold harmless the Utility for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, or use of E911 service features and the equipment associated therewith, or by any services furnished by the Utility in connection therewith, including, but not limited to, the identification of the telephone number associated with the telephone used by the party or parties accessing E911 service hereunder, and which arise out of the negligence or other wrongful act of the Utility, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
 - L. The Utility, its employees, agents, and assigns, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a E911 call in an emergency situation where no name, address, or location of the E911 caller is available.
 - M. The utility'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 E911 is offered.
 - N. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Utility obligation toward any third person or legal entity other than the customer.
4. Rates and Charges
- A. Messages
 - 1) The calling party is not charged for calls placed to the 911 number.
 - 2) Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the Central Office (CO) serving the PSAP initiating the transfer to the point of termination of the transfer.

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4. Rates and Charges

B. Service Features

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Range</u>
Automatic Number Identification (ANI) -Each 1,000 main stations served	500.00	50.00 - 150.00
Additional (optional) E911 Exchange Line terminating at PSAP -Each line equipped	310.00	110.00
Automatic Location Identification (ALI) -Each 1,000 main stations served	1,400.00	100.00 - 250.00

D. Installation of Customer PSAP Equipment Charges

- Individual Case Basis
-
-

E. Moves and Changes

1. Out of Service moves or changes involving equipment at PSAP locations will be based upon costs, not to exceed nonrecurring charges specified in the tariffs.
2. Charges for customer requests that necessitate additions, removals, moves or changes of access facilities and/or equipment on Utility premises will be based upon costs per request.
3. Installation of additional network or other facilities to maintain a satisfactory grade of service such as described in regulation will be provided by the Utility at no additional charge to the customer.

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