

VERIZON NEW YORK INC.
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GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

	<u>Contents</u>	<u>Page</u>
A.	Universal Emergency Telephone Number Service (Basic 911 Service)	
1.	General.....	2
2.	Regulations	2
3.	Conditions of Furnishing Services	3
4.	Rates and Charges	3
B.	Enhanced Universal Emergency Telephone Number Service	
1.	General.....	4
2.	Definitions.....	4
3.	Regulations	6
4.	Rates and Charges	13
C.	Private Switch/Automatic Location Identification Service (PS/ALI)	
1.	General.....	14
2.	Definitions.....	15
3.	Regulations	15
4.	Rates and Charges	18

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 2
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Basic 911 Service)

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to a telephone company operator if all lines to an emergency report center are busy*. No charge applies for calls to the 911 number. 911 Service can be furnished to only one subscriber per central office entity for completion of calls to only one emergency report center for each such entity at any one time.

2. Regulations

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 Service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the telephone company operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 Service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency.
- d. 911 Service is furnished for receipt of incoming calls only.
- e. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls.
- f. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.

* If no emergency report center subscriber exists for a central office entity, a telephone user who dials the number 911 will be routed to a telephone company operator.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 3
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Basic 911 Service) (Cont'd)

2. Regulations (Cont'd)

- h. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- i. One monthly bill shall be rendered for the service to the subscriber. The bill will not be prorated among participating agencies.

3. Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 1.F.2 of this Tariff.

4. Rates and Charges

The rates for this service are subject to the Additional Pricing Flexibility for Business Services regulations set forth in Section 1.A.10 of this Tariff. For Rates and Charges, see Section 14.11 of this Tariff.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 4
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a business telephone exchange communication service whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered subject to availability of stored program control central office facilities. No charge applies for calls to the 911 number.

2. Definitions

Alternate Routing (AR): Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

Automatic Location Identification (ALI): The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): The calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

Automatic Number Identification-Direct (ANI-Direct): The calling party's telephone number is forwarded directly to the municipality's Public Safety Answering Point without being routed via a control office. Municipalities subscribing to ANI-Direct will not be provided selective routing and must accept all E911 traffic originating from the specific central office(s) serving their area and the single button transfer feature is not offered. Customers subscribing to ANI-Direct have the option of also subscribing to the Automatic Location Identification feature.

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 Automatic Location Identification (ALI) features.

Default Routing (DR): When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 5
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

2. Definitions (Cont'd)

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 Transfer functions.

Emergency Service Number (ESN): A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which combinations are designated by the customer.

End Office: The Central Office(s) in the E911 System from which E911 calls are originated.

Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing (SR) feature, call transfer capability and certain maintenance functions for each PSAP.

Enhanced 911 Service Area: The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer: The term customer, when used with E911 Public Emergency Communications Service, denotes a governmental agency which is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of this service by the Verizon New York Inc.

E911 Service: A complete E911 Service includes Automatic Number and Location Identification, Selective Routing where required, Automatic Number and Location Identification Master Controllers, Auxiliary Controllers, trunk lines, and display units.

Extraordinary Mileage: The difference, measured in airline miles, between a serving arrangement utilizing the nearest E911 Control Office and a serving arrangement which considers the central office serving the county seat as the theoretical E911 control office, applicable only to customers requesting dedicated trunking.

Fixed Transfer: Enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit. Requires a trunk line for activation.

Forced Disconnect: A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 6
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

2. Definitions (Cont'd)

Manual Transfer: Enables the primary PSAP attendant to transfer an incoming call to a secondary PSAP by depressing the switchhook 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 Dialing Code. Manual Transfer is associated with the E911 trunk unit. This feature is used to transfer calls to another agency of the customer for which there is no button on the Display and Transfer Unit.

Master Street Address Guide (MSAG): A list of all street and address ranges in a specific geographic area (Subscribing Governmental Agency).

Public Safety Answering Point (PSAP): An answering location for E911 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 first; 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, and not by agents or employees of Verizon New York Inc.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

3. Regulations

- a. In addition to the following, the customer is subject to regulations shown in Paragraph A.2.a, d., e., f., g., h., and i. of this Section.
- b. The customer to E911 Service must be a government agency or an authorized agent of one or more government agencies to whom authority to operate an emergency telephone number system 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 areas arranged for 911 calls.
- c. Application for E911 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 with satisfactory proof of appointment of the agent by the government agency. At least one law enforcement agency per participating government agency must be included among the participating agencies in any E911 offering.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: June 15, 2018

Section: 11
Page: 7
Revision: 2
Superseding Revision: 1

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

- d. All installations of E911 Service must serve the total number of Company access lines within the jurisdiction of the government agency as determined by the Company.
- e.
- f. This Tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make 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.
- g. E911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after an E911 call has been received, on a call by call basis only for the purpose of responding to an emergency call in progress. Verizon New York Inc. will release E911 information where required by Federal or State law.
- h. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the PSAP
- i. The Company's liability in furnishing E911 Service is further set forth in Section 1.F.2 of this Tariff. The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of E911 Service. The customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Company from any and all loss or claims whatsoever, 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.

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VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: February 23, 2023

Section: 11
Page: 8
Revision: 1
Superseding Revision: 0

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

i. (Cont'd)

The customer also agrees to release, indemnify, defend 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 E911 Service features and the equipment associated therewith, or by any services furnished by the Company 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 E911 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, other companies involved in the delivery, processing, or handling of such calls, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents. (C)

- j. When the Selective Routing feature is provided, the customer is responsible for identifying appropriate locations as well as the combinations of police, fire, ambulance or any other appropriate agencies of the customer responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges. These ESN's will be maintained in the Data Management System to permit routing of E911 calls to the appropriate PPSAP responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information: (C)

Initial and subsequent ESN assignments by street name, address range and area shall be furnished by the customer to the Company.

After establishment of service, it is the customer's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur 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 similar matter that may affect the routing of E911 calls to the proper PSAP.

- k. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the Master Street Address Guide (MSAG).

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 9
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

- I. The subscribing government agency is responsible for payment of all dedicated circuits, terminal equipment, and ALI Database charges as follows:

- | | |
|--|---|
| (1) Lines between the originating Central Office and the designated Control Central Office, if a customer requests dedicated trunking | Tariff rates and charges for business message rate auxiliary lines or trunks plus appropriate interoffice mileage charges (excluding Extraordinary Mileage). |
| (2) Lines between the Control Central Office and PSAP in excess of two links. Counties will be provided with two links up to DS1 level at no charge. | Tariff rates and charges for business message rate auxiliary lines or trunks plus appropriate interoffice mileage charges for the segment of the line between the Control Central Office and the local serving Central Office for the PSAP (excluding Extraordinary Mileage). |
| (3) Lines between originating Central Office and the PSAP utilized for ANI-Direct. | Tariff rates and charges for business message rate auxiliary lines or trunks plus appropriate interoffice mileage charges from the originating Central Office to the local serving Central Office serving the PSAP locations. |
| (4) Company maintained Automatic Location Identification (ALI) Database. | Tariff rates and charges per one thousand (1,000) data records stored. |

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: February 23, 2023

Section: 11
Page: 10
Revision: 1
Superseding Revision: 0

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

- m. In areas where more than one telephone company provides service to residents of a subscribing government agency, Verizon may act as the coordinator, if requested, to ensure all government agencies may avail themselves of E911 Service. Whether or not Verizon assumes such a role, the subscribing government agency indemnifies and saves Verizon harmless against all claims arising out of any act or omission of the subscriber or other telephone companies or of the calling party in connection with facilities provided by Verizon. When any facilities of other companies, including but not limited to lines, switches, transmission facilities, databases, and database access systems, are used in the processing or handling of such calls or are otherwise used in the provision of E911 Service, the Company is not liable for any act or omission of the other company or companies or their agents, servants or employees. (C)]

n. Extraordinary Mileage

- (1) Extraordinary Mileage is determined by calculating the result of subtracting "b" from "a", as defined below:
- a. The interoffice mileage, on a per trunk basis, from each end office to the nearest control office, and from the control office to the central office which serves the PSAP.
 - b. The interoffice mileage, on a per trunk basis from each end office to the central office serving the county seat and from the central office serving the county seat to the central office which serves the PSAP.

- (2) Extraordinary Mileage applies, except where an E911 system serves more than one county.

- o. Repair of PSAP Customer Premises Equipment (CPE) is a matter to be resolved between the equipment vendor and the customer.

The Company's liability shall be understood to extend only to the Demarcation Point.

Customer provided CPE must comply with the requirements and standards as specified by the Company.

- p. Independent Telephone Company and Other Access Provider Data Storage in Company Automatic Location Identification Database:

(1) Input Media

The Company will accept transfers of an independent telephone company or other access provider's complete database in ASCII format on 9 track tape, 8 millimeter tape or 3 1/2 high density diskette only.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 11
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

p. Independent Telephone Company and Other Access Provider Data Storage in Company Automatic Location Identification Database: (Cont'd)

(2) Input Data Format (Cont'd)

1	1	A	Function of Change
2	3	N	NPA Number
5	7	N	Phone Number
12	3	N	Customer Code
15	8	AN	House Number
23	4	AN	House Number Suffix
27	2	A	Street Directional
29	48	AN	Street Name
77	32	A	Community
109	2	A	State
111	20	AN	Location
131	32	AN	Customer Name
163	1	N	Class of Service
164	1	N	Type of Service
165	4	AN	Exchange
169	10	B	Unused on Input
179	4	N	Pilot Phone Number
183	10	B	Error Indicator Normally Unused
193	7	AN	Order Number
200	30	AN	OTC Field
230	3	N	Pilot NNX Number

A = Alpha B = Numeric AN = Alphanumeric B = Blank

The record size must be 232 bytes with eight record per block creating a block size of 1856 bytes. If 9 track is used it can be written at 1600 or 6250 BPI. The tape must contain a ANSI standard header label consisting of a label identified (HDR) of three bytes and a label number of one byte. The last record on the tape must be filled with asterisks.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 12
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Regulations (Cont'd)

p. Independent Telephone Company and Other Access Provider Data Storage in Company Automatic Location Identification Database: (Cont'd)

(3) Error Correction

Error Correction is the responsibility of the information provider working in conjunction with and through a Company organization. The Company will not be responsible for any resulting errors in the data and will not be liable for responding to any claims, legal or otherwise, arising out of such errors.

(4) Positive Reporting

The Company requires a daily confirmation, to be provided to its processing center, of the number of records being forwarded by the information provider. This confirmation is required even when zero (0) records are forwarded.

(5) Media Transmission

Media may be shipped using overnight delivery or transmitted using network data mover (NDM), PC/NDM, or KERMIT. The information provider must be responsible for securing the data to make sure that tampering does not occur and the data is provided virus-free regardless of the method of transmission.

- q. In counties served by more than one Local Exchange Carrier (LEC) and having more than two PSAPs, each LEC will share in the trunking revenues collected utilizing a formula approach. The trunking charges to the county will be determined by taking the total charges for the trunking by all LECs to all PSAPs under non-E911 scenario (i.e., as if the county were a regular private line customer) and multiplying it by a fraction in which the numerator is equal to the number of PSAPs in that county minus two, and the denominator is equal to the total number of PSAPs in the county. The trunking revenues collected would then be apportioned to the LECs serving the PSAPs in that county according to the relative revenues that each of them would be receiving if the dedicated trunking were used to serve a regular private line customer.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 13
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

4. Rates and Charges

In addition to the following, existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges exclusive of Extraordinary Mileage charges, and any existing terminal equipment, including but not limited to, non-key and key telephones, Type 2B ACD Systems, and any other optional terminal equipment that may be associated with E911 Service.

Calls that are transferred over exchange facilities from a PSAP are charged at standard tariff rates applicable to station-to-station calls from the PSAP serving central offices to the termination point of the transfer.

The service features include the following standard features:

Forced Disconnect
Default Routing
Alternate Routing (Night Service)

a. Terminal Equipment

Note: Effective January 1, 2012, ownership of PSAP terminal equipment previously furnished by the Company will automatically pass to the customer without further charge unless the customer requests removal of the equipment on or before that date. In addition to any other liability limitations set forth in any of the Company's Tariffs, the Company shall have no liability for any loss or damage arising out of the use of the terminal equipment after such passage of ownership to the customer, and the customer indemnifies the Company against (that is, promises to reimburse the Company for any amounts it must pay as the result of), and saves the Company harmless from, any claims by third parties arising out of such use.

For Rates and Charges, see Section 14.11 of this Tariff.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 14
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

C. PRIVATE SWITCH/AUTOMATIC LOCATION IDENTIFICATION SERVICE

1. General

Private Switch/Automatic Location Identification Service (PS/ALI) is an Enhanced 911 (E911) service that allows the customer to enter and store location information of Telephone Numbers associated with a Private Switch (PS) in the E911 database for the purpose of providing specific site or station location information on a 911 call to the appropriate Public Safety Answering Point (PSAP). A secure web portal is used by the customer to enter location information for each Telephone Number into the E911 database. Subscribers must meet all technical specifications and regulations for E911 service as published by 911 Governmental Agencies and the Company.

This service is available only in geographic areas where the Company provides E911 database service to a PSAP or other authorized E911 service customer.

PS/ALI Service does not include any Customer Premises Equipment or Internet Service required to access the E911 web portal.

E911 Network Connectivity Considerations

- a. PS/ALI Service does not include network services such as local exchange service or other access service to the Public Switched Telephone Network (PSTN). The customer is responsible for subscribing to local exchange or other access service to the PSTN Network which is required to enable the PS Station User to complete 911 calls to a PSAP.
- b. The customer's provider of local exchange service or other access service to the PSTN must be compatible with the Company's E911 Services.
- c. The routing of 911 calls originating from the PS is determined by E911 Service.
- d. All telephone numbers used by the PS must be part of North American Number Plan and native to the local exchange network serving the geographic area of the designated PSAP where 911 calls will be routed.
- e. A Multi Frequency (MF) Centralized Automated Message Accounting (CAMA) trunk group may be used in lieu of E911 compatible local exchange service or access service to the PSTN. Each trunk group will need a minimum of two (2) trunks. The Company recommends two trunks to each of two E911 tandems for a total of 4 trunks for diversity, but requires only two trunks to one tandem. Any additional trunking requirements will be at the discretion of the PS customer and will be provisioned only when E911 Control Tandem facilities are available.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 15
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

C. PRIVATE SWITCH/AUTOMATIC LOCATION IDENTIFICATION SERVICE (Cont'd)

2. Definitions

- a. Automatic Location Identification (ALI) - The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- b. Centralized Automated Message Accounting (CAMA) - An MF signaling protocol capable of transmitting a telephone number and voice call to the E911 network.
- c. Enhanced 911 Service (E911) - An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.
- d. Master Street Address Guide (MSAG) - A database of street names and house number ranges within their associated communities.
- e. National Emergency Number Association (NENA) - The NENA is a not-for-profit public safety industry association.
- f. Private Switch - A PS is a Multi-Line Telephone System (MLTS) such as a Private Branch Exchange (PBX) or Centrex System. PS refers to a communications system for a business or organization which provides a group of telephone users connection to a common group of PSTN access lines. Dialing an access code (e.g., 9) connects the individual user's phone to the public switched network.
- g. Public Safety Answering Point (PSAP) - A facility equipped and staffed to receive 911 calls. A primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

3. Regulations

- a. All station users of the PS must be located in the same geographic area of the designed PSAP servicing the main PS location.
- b. The customer will provide a NENA Identification Designation which will be used by the Company to identify telephone numbers assigned to the PS.
- c. The customer will identify and provide to Company all telephone numbers associated with the PS and advise the Company of any ongoing changes of telephone numbers.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 16
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

C. PRIVATE SWITCH/AUTOMATIC LOCATION IDENTIFICATION SERVICE (Cont'd)

3. Regulations (Cont'd)

- d. If the customer's local exchange service provider for the PS is a provider other than the Company, the customer is responsible for notifying the applicable provider, obtaining its concurrence to permit all telephone numbers to be assigned the customer's NENA Identification Designation and making all other necessary arrangements to enable the Company to provide the PS/ALI Service.
- e. The subscriber creates, maintains, and transmits to the E911 database the current telephone number and address data according to the format and procedures specified by the Company and the MSAG.
- f. The subscriber is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber's premises, the subscriber needs to download a new record with this information).
- g. PS/ALI does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The customer has the responsibility for reporting all errors, defects and malfunctions to the Company.
- h. The customer is responsible for all testing that is required to verify that the customer's PS Station Users' 911 calls properly route to the appropriate PSAP and that all of the customer's PS station Users' telephone number and address information displayed at the PSAP are correct.
- h. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for PS/ALI. The provision of PS/ALI by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- i. The PS owner/operator must supply the Company with the initial telephone number-to-address data.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 17
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

C. PRIVATE SWITCH/AUTOMATIC LOCATION IDENTIFICATION SERVICE (Cont'd)

3. Regulations (Cont'd)

- j. The Company's liability in furnishing this service is further set forth in Section 1.F.2. of this Tariff. Each 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, 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, or 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, location or use of PS/ALI features and the equipment associated therewith, or by any services which are or may be furnished by the Company 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 911 services using PS/ALI hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them.
- g. Upon termination, the customer must remove all location information associated with its NENA Identification designation.
- k. Request for this service can be done either by a signed letter or by email subsequently confirmed by a signed letter from the PS/ALI customer to the applicable Company contact. The customer must provide the following information needed in order for Company to provide the service.
 - NENA Identification Designation;
 - All telephone numbers and location to be included in this service arrangement.
 - Name of the customer's provider of local exchange service or other access service to the PSTN and the provider's consent to permit the Company to change NENA Identification Designation;
 - Third Party Letter of Authorization (Required only if the customer contracts with another party to perform any or all customer responsibilities.)
 - Signature of the customer or customer's authorized representative having authority to purchase the service for the customer. The Company's provision of service to the customer is contingent upon the customer providing the Company with complete and accurate information as requested in the Company's PS/ALI Service informational package.

VERIZON NEW YORK INC.
P.S.C. No. 15--COMMUNICATIONS
Effective Date: May 1, 2014

Section: 11
Page: 18
Revision: 0
Superseding Revision:

GENERAL TARIFF

EMERGENCY TELEPHONE NUMBER SERVICE (911)

C. PRIVATE SWITCH/AUTOMATIC LOCATION IDENTIFICATION SERVICE (Cont'd)

4. Rates and Charges

This service is subject to the Flexible Pricing regulations set forth in Section 1.A.8. of this Tariff, except as otherwise provided below.

- a. Changes in PS/ALI Service rates will be effective coincident with the subscriber's first bill date following the effective date of the change.

For Rates and Charges, see Section 14.11 of this Tariff.