

Frontier Communications of Rochester, Inc.
P.S.C. No. 2 – Telephone
Effective Date: 12/30/2020

Section 9
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Revision: 0
Superseding Revision:

EMERGENCY REPORTING SERVICES

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

- a. Universal Emergency Telephone Number Service (911 Service) is an arrangement of the Company's underlying carrier's 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 an underlying carrier operator if all lines to an emergency report center are busy. If no emergency report center subscriber exists for a central office entity, a telephone user who dials the number 911 will be routed to an underlying carrier operator. No charge applies for calls to the 911 number. Calls will be routed to only one emergency report center per central office.
- b. Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area within the County of Monroe and elsewhere in the serving area subject to the availability of stored program control central office facilities. No charge applies for calls to the 911 number.

2. Regulations

- a. The furnishing of 911 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 911 service is set forth in Section 8, Paragraph B.2. New York Relay,
- b. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, and address associated with the originating station location are furnished to the PSAP.

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

2. Regulations (Cont'd)

- c. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. 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. 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, 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.

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B. UNIVERSAL NON-EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Non-Emergency Telephone number Service (311 Service) is an arrangement of the Telephone Company central office and trunking facilities whereby any telephone user in the service area who dials the number 311 will reach the emergency report center that corresponds to the telephone from which the number is dialed.

2. Definitions

Automatic Location Identification (ALI): The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarding to the Public Safety Answering Point (PSAP) for display. Additional numbers 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 311 Control Office and to the PSAP's Display and Transfer Units.

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 the Automatic Location Identification (ALI) features.

End Office: The Central Office (s) in the 311 system for which 311 calls are originating.

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 311 calls originating in a given area. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or employees of a common bureau serving a group of such entities, and not be agents or employees of the Telephone Company.

Selective Routing (SR): A feature that routes a 311 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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

3. Regulations

- a. 311 service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of non-emergencies by the public.
- b. The determination of the public safety agencies which participate in a 311 service and the control and staffing of the non-emergency report center shall be the responsibility of the end user; provided, however that at least one of the participating public safety agencies shall be a law enforcement agency.
- c. When a customer places a call to 311, ALI information including address will be given to Public Safety answering point.
- d. 311 service is furnished for receipt of incoming calls only.
- e. The Telephone 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 to at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls.
- h. 311 information consisting of the names, addresses, and telephone numbers of telephone customers whose listing are not published in directories, or listing in Directory Assistance Offices, is confidential. Information will be provided on a call by call basis only for the purposes of responding to a call.
- i. All installations of 311 must serve the total number of main stations within the jurisdiction of the municipality which are within the serving area of the Telephone Company.
- j. This tariff provides for the normal inspection and monitoring of facilities to discover errors, defects or malfunctions in the service. The Dispatch Fee will apply when a repair visit to the customer's premises determines that the trouble is a result of customer owned and maintained equipment.

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

3. Regulations (Cont'd)

- k. The 311 calling party, by dialing 311, waives the privacy afforded by the non-listed and non-published service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- l. This service is offered solely as an aid in handling assistance calls in connection with non-emergencies for fire and police. The Telephone 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 311 Service. The customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the results of the Telephone Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone 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. The customer also agrees to release, indemnify, defend and hold harmless the Telephone 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 311 service features and the equipment associated therewith, or by any service furnished by the Telephone 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 311 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, 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 Telephone Company, its employees or agents.
- m. Serving boundaries of the Telephone Company and political subdivision boundaries may not coincide. It is the obligation of the customer to arrange for the handling of 311 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

4. Rates and Charges

Rates for 311, non-emergency service will be provided on an individual case basis.

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C. UNIVERSAL REVERSE EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Reverse Emergency Telephone Number Service is an arrangement between the Telephone Company and the PSAP to allow the PSAP to contact local residents and businesses in the event of an emergency. A download of the ALI database will give the PSAP the name and telephone numbers of all residents and businesses in a specific county so they may be contacted.

2. Regulations

- a. Reverse E911 is furnished to municipalities and other government agencies (“Customers”) only for the purpose of sending a broadcast message out to local residents in the event of an emergency.
- b. The ALI information consists of the names, addresses and telephone numbers of local residents whose telephone listings are not published in directories, or listing in the Directory Assistance Offices. Such information is to be deemed confidential at all times. The information will be used in an emergency situation only.
- c. The Telephone Company in an agreed upon timeframe will download a file of the ALI database for the specific Customer and provide to the PSAP in an agreed upon format.
- d. This service is offered solely as an aid in handling assistance calls in connection with emergencies for fire and police. The Telephone 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 Reverse 911 Service. The Customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the results of the Telephone Company’s gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone 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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C. UNIVERSAL REVERSE EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

2. Regulations (Cont'd)

d. (Cont'd)

The Customer also agrees to release, indemnify, defend and hold harmless the Telephone 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 Reverse 911 service features and the equipment associated therewith, or by any service furnished by the Telephone 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 Reverse 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Customer, its user, agencies or municipalities, 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 Telephone Company, its employees or agents.

e. Serving boundaries of the Telephone Company and political subdivision boundaries may not coincide. It is the obligation of the Customer to arrange for the handling of Reverse 911 calls to the local residents and businesses in the Telephone Company's serving area.

f. No data shall be accessed, used, imported/exported, copied, printed, distributed or released for any purposes other than as necessary to provide the outbound telephone notification service.

3. Rates and Charges

Rates for Reverse 911, non-emergency service will be provided on an individual case basis.