

PSC NO: 1 LOCAL EXCHANGE SERVICE
SBC Long Distance, LLC d/b/a SBC Long
Distance, d/b/a AT&T Long Distance
Effective Date: July 19, 2007

Leaf: 87
Revision: 1

Superseding Revision:0

4.3 Emergency Services (911/Enhanced 911)

4.3.1 Emergency Service (911/Enhanced 911) allows Customers to reach appropriate emergency agencies including police, fire and ambulance services.

Emergency Service (911/E911 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 an operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

4.4 Telecommunications Relay Service

Telecommunications Relay Service enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone ("TT") or similar device, to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls. To access TRS, the Customer may either dial the applicable telephone number directly or dial the number 711, where available.

4.5 Reserved For Future Use

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