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   Lifeline and Link-Up America Telephone Service Options

4.5.1   Lifeline Telephone Service

Lifeline Telephone Service provides a reduction in the Federal Subscriber Line Charge and a reduction in the monthly rate for local exchange telephone Service for qualifying Local Residence Service Customers. The federal and local reductions are based on the Federal Subscriber Line Charge and are revised each time the Federal Subscriber Line Charge is revised by the FCC.

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