

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
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Section: 6 Leaf: 20
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SECTION 6 - MISCELLANEOUS SERVICES

M. UNIVERSAL EMERGENCY SERVICE NUMBER - "9-1-1"

3. DESCRIPTION (continued)

B. There are two types of "9-1-1" Service: Basic "9-1-1" Service and Enhanced "9-1-1" Service.

- (1) Basic "9-1-1" Service presents a "9-1-1" call to the Public Safety Answering Point in a manner similar to a normal exchange telephone network call.
- (2) Enhanced "9-1-1" or "E-9-1-1" Service provides several standard and optional features designed to assist the Public Agency in the routing, answering, and completion of "9-1-1" calls.

(a) The following standard features are included with this service configuration:

Automatic Number Identification
Forced Disconnect
Alternative Routing (Night Service)
Central Office Transfer Arrangements
ALI Database Maintenance

Automatic Number Identification, Forced Disconnect, Alternate Routing, and Automatic Location Identification Data Base are provided from originating central offices or control central offices.

Selective Routing, Transfer Arrangements, Automatic Location Identification Interactive Retrieval System and PSAP terminations are provided only from control central offices.

C. Description of the features are as follows:

1. Automatic Number Identification is a feature by which the telephone number from which the call originated is forwarded to the control central office or PSAP.
2. Forced Disconnect allows the "E-9-1-1" attendant to disconnect a circuit from the Control Central Office despite the switchhook condition of the calling party. This enables the Public Safety Answering Point attendant to release a connection on an "E-9-1-1" call, even if the calling party remains off-hook.
3. Alternate Routing allows "E-9-1-1" calls to be routed to a designated alternate location if (1) all "E-9-1-1" Service lines to the Primary Public Safety Answering Point are busy, or (2) the Primary Public Safety Answering Point closes down for a period (night service or disaster).

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas