

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
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Section: 6 Leaf: 19
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Superseding Revision:

SECTION 6 - MISCELLANEOUS SERVICES

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

2. GLOSSARY OF TERMS (Continued)

Public Agency - the State of New York, or any city, county, city and county, municipal corporation, public district, or public authority located in whole or part within the state which provides or has the authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Agency - a functional division of a Public Agency which provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Answering Point (PSAP) - a location operated and maintained by a Public Agency or Public Safety Agency at which requests for fire fighting, law enforcement, ambulance, medical, or other emergency services are answered.

Selective Routing is a feature that routes an "E-9-1-1" call to the pre-designated Public Safety Answering Point based upon the identified number of the calling party. If an incoming "E-9-1-1" call cannot be selectively routed due to an Automatic Number Identification failure, incoming calls are routed from the "E-9-1-1" Control Central Office to a default Public Safety Answering Point. Each incoming facility group in the "E-9-1-1" Control Central Office is assigned a designated default Public Safety Answering Point. Automatic Number Identification and Automatic Location Identification data is not provided when a call is Default Routed.

Selective Transfer provides the Public Safety Answering Point with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with the type of agency; i.e., "FIRE", on the associated customer premises equipment.

Switched Call - a telephone call carried over exchange facilities which is routed in such a manner that a direct and continuous circuit is not provided.

3. DESCRIPTION

- A. In providing this service, the Telephone Company will arrange to route "9-1-1" telephone calls from telephones with a specified Number Plan Area Code and Central Office designation(s) to a Public Safety Answering Point specified by an appropriate Public Agency. A Public Safety Answering Point must be prepared to receive all "9-1-1" calls and to dispatch, or to request an appropriate person, organization, or agency to dispatch police, fire, ambulance, or other emergency services as reasonably available and required.

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