

GetGo Communications LLC
New York P.S.C. No. 1 – Communications
Effective: August 18, 2017

Leaf 50
Revision: 0
Superseding Revision:

SECTION 3 – DESCRIPTION OF SERVICE (Cont'd)

3.6 911 EMERGENCY SERVICES (Cont'd)

3.6.4 Service Interruptions (Cont'd)

Upon notification of a complete office isolation, the OMC will undertake the prearranged emergency procedures listed in the next paragraph to restore normal switch operation. The Company's OMC will facilitate a coordinated effort of service restoration as the primary Point of Contact. A tactical bridge will be deployed for only those personnel involved in service restoration. Key personnel who will have access to the bridge are those from the Company's OMC, on site technician(s), and the appropriate central office manager.

Notification of failure conditions and restoral will be made to the local 911 agency-designated notification point. All efforts will be made to restore the failure quickly and return to regular 911 Call routing. All measures will be taken to restore 911 service through either normal Call routing over established 911 trunks to the appropriate selective routing tandem, or through route indexing 911 Call over the PSTN as described above until the 911 trunks are restored.

3.6.5 Master Street Address Guide

The Company will comply with the following provisions:

- A. The Company will not use the MSAG for any purpose that is not directly related to, and required for, the provision of 911 service to its Customers.
- B. The Company will not modify the content of the MSAG.
- C. The Company will install the MSAG in "read-only" format on one (1) computer network and its backup unless permission is obtained from the individual county/municipality to modify the MSAG format to make it compatible with the Company's software system. It is understood that the county/municipality will respond to any request from the Company to modify the MSAG within ten (10) business days of the request.
- D. The Company will not sell, lease, license, rent, loan, provide or transfer the MSAG to any other person(s) or entity(ies) without the express written authorization of the county/municipality 911 coordinator or his/her designee, and
- E. The Company will not modify or create any derivative of the MSAG, or copy the MSAG. However, one (1) copy of the MSAG may be made by the Company for archival purposes only.

Issued By: Mark Boyles, Director, Voice and Real Time Operations
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Cancelled by supplement No. 1 effective 08/30/2023