

Metropolitan Telecommunications d/b/a MetTel  
P.S.C. No. 4 – Telephone  
Effective Date: January 15, 2022

Section: 8      Leaf: 1  
Revision: 0  
Superseding Revision:

## **SECTION 8 – EMERGENCY REPORTING SERVICES**

## A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

## 1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Telephone Company's 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 a telephone company operator if all lines to an emergency report center are busy. If no emergency report center subscriber exists for a central office entity, a telephone user who dials the number 911 will be routed to a Telephone Company operator. No charge applies for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

## 2. Regulations

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the telephone company operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the customer adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to handle adequately the incoming calls.
- f. Sufficient personnel should be provided by the customer to handle adequately the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.

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Section: 8      Leaf: 2  
Revision: 0  
Superseding Revision:

## **SECTION 8 – EMERGENCY REPORTING SERVICES, (CONT'D)**

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)

## 2. Regulations, (Cont'd)

- h. The service is furnished with the understanding that the customer shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- i. One monthly bill shall be rendered for the service to the customer. The bill will not be prorated among participating agencies.

### 3. Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

#### 4. Rates and Charges

- a. Rates and charges as specified in this Tariff will apply for lines between emergency report center and central office which is the last switching point for 911 service.
- b. Where the central office building which is the last switching point for the 911 service and the normal central office building for the emergency report center location are not within the same primary calling area, mileage charges for the distance between central office buildings, as specified in this Tariff, also apply to each line.

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Section: 8      Leaf: 3  
Revision: 0  
Superseding Revision:

## **SECTION 8 – EMERGENCY REPORTING SERVICES, (CONT'D)**

## B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

## 1. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities and enhanced 911 software. No charge applies for calls to the 911 number.

## 2. Regulations

- a. In addition to the following, the customer is subject to regulations shown in this Section, which deals with Universal Emergency Telephone Service.
- b. All installations of E911 Service must serve the total number of main stations within the jurisdiction of the municipality which are within the serving area of the Telephone Company.
- c. ANI and/or Automatic Location Identification (ALI) will not be displayed on calls placed over two-party or four-party line. A specific code will indicate the call is originating from a multi-party access line.
- d. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service. However, the customer shall make operational tests as in the judgment of the customer are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly. The Maintenance Service Charge will apply when a repair visit to the customer's premises determines that the trouble is a result of customer provided equipment as specified under service charges section of this tariff.
- e. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories, or listed in Directory Assistance Offices, is confidential. Information will be provided only for the purpose of responding to an emergency call in progress.

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Revision: 0  
Superseding Revision:

## **SECTION 8 – EMERGENCY REPORTING SERVICES, (CONT'D)**

**B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)**

## 2. Regulations, (Cont'd)

- f. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, and address associated with the originating station location are furnished to the PSAP.
- g. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities. Neither is the Telephone Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the E911 service.
- h. Service boundaries of the Telephone Company and political subdivision boundaries may not coincide. In the event that the customer does not subscribe to Selective Routing, it is their obligation to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

It is the obligation of the customer to arrange for the handling of E911 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

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Revision: 0  
Superseding Revision:

## **SECTION 8 – EMERGENCY REPORTING SERVICES, (CONT'D)**

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)

### 3. Rates and Charges

- a. Existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges that may be associated with E911 service.
- b. Calls that are transferred over exchange facilities from a PSAP are charged at standard tariff rates applicable to station-to-station calls from the PSAP serving central office to the termination point of the transfer.
- c. Lines between originating Central Office and designated Control Office will be at no cost to the County unless the County specifically requests dedicated trunking. If a customer requests dedicated trunking then all tariff rates and charges apply for dedicated trunking including mileage charges that may be associated with E911 service.
- d. Lines between the Control Office and the PSAP.
  - 1) The Telephone Company will provide all associated exchange service and private line service for the provisioning of E911 service for up to two PSAPs per County at no cost. Counties with additional PSAPs will incur all charges for associated exchange service and private line service including mileage charges.
  - 2) All existing tariff rates and charges apply for all services required to provide E911 service in excess of two PSAPs per County including exchange services, private line service and mileage. The Company will bill and collect revenues for the additional services based on the following agreement.
    - a) In counties served more than two PSAPs, the company will bill the County for the additional trunking by using a formula of taking the total charges that would be billed for all PSAPs under a non E911 scenario and multiplying it by a fraction in which the numerator is equal to the number of PSAPs in that county minus two (number of free PSAPs). in the County. The denominator is equal to the total number of PSAPs
    - b) In counties served by more than one LEC and having more than two PSAPs, each LEC will share in the trunking revenues collected using the formula in 3.d.2.a. The trunking revenues would be apportioned to the LECS(s) serving the PSAP that each of them would have received if the dedicated trunking were used to serve a regular customer.
    - c) In counties that are served by more than one Local Exchange Company, having more than two PSAPs, and the customer is billed separately by each LEC providing service; the customer will be billed using the formula in 3.d.2.a. above.

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