

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 7
Leaf: 1
Revision: 0
Superseding Revision:

EMERGENCY REPORTING SERVICES

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911 SERVICE)

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of the Telephone 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 a the 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 a law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the subscriber 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 subscriber 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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A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911 SERVICE) (Cont'd)

2. Regulations (Cont'd)

- h. The service is furnished with the understanding that the subscriber 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 subscriber. The bill will not be prorated among participating agencies.

3. Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Telephone Company's liability in furnishing service is set forth in Section 2, subsection D., of the Retail Catalog.

4. Rates and Charges

- | | | |
|----|---|---|
| a. | Lines between emergency report center and service central office. | Tariff rates and charges for business auxiliary lines or additional trunks. |
| b. | Answering equipment at emergency report center. | Tariff rates and charges for equipment furnished. |

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B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (E911 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 Telephone Company's serving area within the County of Monroe and elsewhere in the serving area subject to the availability of stored program control central office facilities. No charge applies for calls to the 911 number.

2. Definitions

Automatic Location Identification (ALI): The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): The calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and Automatic Location Identification (ALI) features.

Emergency Service Number (ESN): A unique code, assigned by the Telephone Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which combinations are designated by the customer.

End Office: The Central Office(s) in the E911 System from which E911 calls are originated.

Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing (SR) feature, call transfer capability and certain maintenance functions for each PSAP.

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B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (E911 Service) (Cont'd)

2. Definitions (Cont'd)

Enhanced 911 Service Area: The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Customer: The term customer, when used with E911 Public Emergency Communications Service, denotes a governmental agency which is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of this service by the Telephone Company.

Extraordinary Mileage: The difference, measured in airline miles, between a serving arrangement utilizing the nearest E911 Control Office and a serving arrangement which considers the central office serving the county seat as the theoretical E911 control office.

Master Street Address Guide (MSAG): A list of all street and address ranges in a specific geographic area (Subscribing Governmental Agency).

Public Safety Answering Point (PSAP): An answering location for E911 calls originating in a given area. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities, and not be agents or employees of the Telephone Company.

Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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

3. Regulations

- a. The customer to E911 Service must be a government agency or an authorized agent of one or more government agencies to whom authority to operate an emergency telephone number system has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for 911 Calls.
- b. In addition to the following, the customer is subject to regulations shown in A.2.a. through i., Universal Emergency Telephone Number Service of this Section.
- c. 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.
- d. This tariff provides for the normal inspection and monitoring of facilities to discover errors, defects or malfunctions in the service. However, the customer shall make such 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 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 in the Retail Catalog, Section 9, subsection C.2.
- 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 on a call by call basis only for the purposes of responding to an emergency call in progress.

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

3. 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 assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of E911 Service. The customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the result of the Telephone Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone Company from any and all loss or claims whatsoever, 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, or for any loss, damage, or destruction of any property, whether owned by the customer or others. The customer also agrees to release, indemnify, defend and hold harmless the Telephone Company 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 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 E911 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Telephone Company, its employees or agents.

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

3. Regulations (Cont'd)

- h. Serving 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 911 calls that originate from telephones served by Central Offices in the local service areas (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 911 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

- i. When the Selective Routing feature is provided, the customer is responsible for identifying appropriate locations as well as the combinations of police, fire, ambulance or any other appropriate agencies of the customer responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Telephone Company. The customer will associate these ESN's with street address ranges. These ESN's will be maintained in the Data Management System to permit routing of E911 calls to the appropriate PSAP responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:

Initial and subsequent ESN assignments by street name, address range and area shall be furnished by the customer to the Telephone Company.

After establishment of service, it is the customer's responsibility to continue to verify the accuracy of and to advise the Telephone Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of E911 calls to the proper PSAP.

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

3. Regulations (Cont'd)

j. Extraordinary Mileage

- 1) Extraordinary Mileage is determined by calculating the remainder resulting from the subtraction of "b" from "a", as defined below:
 - a) The interoffice mileage, on a per trunk basis, from each end office to the nearest control office, and from the control office to the central office which serves the PSAP.
 - b) The interoffice mileage, on a per trunk basis, from each end office to the central office service the county seat and from the central office serving the county seat to the central office which serves the PSAP.
- 2) Extraordinary Mileage applies, except where a common E911 system serves more than one county.
- 3) The Extraordinary Mileage exclusion of the E911 tariff does not apply to Inter-LATA trunking.

4. Rates and Charges

a. General

Existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges (excluding Extraordinary Mileage) and any specific equipment that may be associated with E911 Service. Counties will be provided with two links up to the DS1 level at no charge for lines between the Control Central Office and PSAP.

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.

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

4. Rates and Charges (Cont'd)

b. Automatic Location Identification Database

Automatic Location Identification	<u>Monthly Charges</u>
Database per data record	\$.03

Note: Data record is based on the maximum number of a combination of customer accounts and access lines in the "E911" serving area during the most current twelve-month period at the time the service is established. This count is determined by the Telephone Company and will be adjusted annually, in a like manner thereafter, for purposes of updating customer billing.

c. Counties served by more than one Local Exchange Carrier

In counties served by more than one Local Exchange Carrier (LEC) and having more than two PSAPs, each LEC will share in the trunking revenues collected utilizing a formula approach. The trunking charges to the county will be determined by taking the total charges for the trunking by all LECs to all PSAPs under non-E911 scenario (i.e., as if the county were a regular private line customer) and multiplying it by a fraction in which the numerator is equal to the number of PSAPs in that county minus two, and the denominator is equal to the total number of PSAPs in the county. The trunking revenues collected would then be apportioned to the LECs serving the PSAPs in that county according to the relative revenues that each of them would be receiving if the dedicated trunking were used to serve a regular private line customer.

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C. UNIVERSAL REVERSE EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Reverse Emergency Telephone Number Service is an arrangement between the Telephone Company and the PSAP to allow the PSAP to contact local residents and businesses in the event of an emergency. A download of the ALI database will give the PSAP the name and telephone numbers of all residents and businesses in a specific county so they may be contacted.

2. Regulations

- a. Reverse E911 is furnished to municipalities and other government agencies (“Customers”) only for the purpose of sending a broadcast message out to local residents in the event of an emergency.
- b. The ALI information consists of the names, addresses and telephone numbers of local residents whose telephone listings are not published in directories, or listing in the Directory Assistance Offices. Such information is to be deemed confidential at all times. The information will be used in an emergency situation only. Use or transfer of this information for any other purpose may constitute a violation of Section 91 of the Public Service Law. Any violator may be subject to the penalty provisions of Section 25 of the Public Service Law.
- c. The Telephone Company in an agreed upon timeframe will download a file of the ALI database for the specific Customer and provide to the PSAP in an agreed upon format.

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C. UNIVERSAL REVERSE EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

2. Regulations (Cont'd)

- d. This service is offered solely as an aid in handling assistance calls in connection with emergencies for fire and police. The Telephone Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused or claimed to be caused, directly or indirectly by the use of Reverse 911 Service. The Customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the results of the Telephone Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone Company from any and all loss or claims whatsoever, 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, or for any loss, damage, or destruction of any property, whether owned by the Customer or others. The Customer also agrees to release, indemnify, defend and hold harmless the Telephone Company 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 Reverse 911 service features and the equipment associated therewith, or by any service 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 Reverse 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Customer, its user, agencies or municipalities, or the employees or agents of any one of them, or, which arise out of the negligence, other than gross negligence or willful misconduct, of the Telephone Company, its employees or agents.
- e. Serving boundaries of the Telephone Company and political subdivision boundaries may not coincide. It is the obligation of the Customer to arrange for the handling of Reverse 911 calls to the local residents and businesses in the Telephone Company's serving area.
- f. No data shall be accessed, used, imported/exported, copied, printed, distributed or released for any purposes other than as necessary to provide the outbound telephone notification service.
- g. In addition, the customer is subject to regulations shown in B.3. of this Section preceding.

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C. UNIVERSAL REVERSE EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

3. Rates and Charges

Rates for Reverse 911 will be charged on a monthly basis and determined by the number of published numbers. Non-published numbers will be provided for free.

Note: Data records is based on the maximum number of a combination of customer accounts and access lines in the "E911" serving area during the most current twelve-month period at the time the service is established. The count is determined by the Telephone Company and will be adjusted annually, in a like manner thereafter, for purposes of updating customer billing.

Rate times and the number of access lines	\$.002
Reverse 911 Charges, Rates Per Line	\$.002

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D. FRONTIER EMERGENCY CONNECT SERVICE

1. General

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

2. Regulations

- a. This service is available where technically feasible and subject to availability of existing facilities.
- b. All attempted inbound calls will receive a recording saying the number is not in service.
- c. Customers will not be given a telephone number of the service and no directory listing services will be available.
- d. The customer only has the following dialing options:
 - 911 and
 - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
 - All other calling patterns will receive re-order tone.
- e. The call origination telephone number (all information) going to the 911 center will indicate NO CALL BACK allowed.
- f. Applicable Nonrecurring charges may apply.
- g. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

3. Rates and Charges

	<u>Monthly Rate</u>
Frontier Emergency Connect Service	\$4.99