

**Qwest Corporation**

**EXCHANGE AND NETWORK  
SERVICES TARIFF  
COLO. P.U.C. No. 23**

**SECTION 9**  
Original Index Sheet 1

**9. CENTRAL OFFICE SERVICES**

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By Charles L. Ward, President - Colorado 1005 17th St., Denver, Colorado	
Advice No. ~	Decision No.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A.General

Enhanced Universal Emergency Number Service, also referred to as Enhanced 9-1-1 (E9-1-1), is a telephone communication service whereby one or more Public Safety Answering Points (PSAP) may receive telephone calls dialed to the telephone number 9,1,1. E9-1-1 Service includes lines and equipment necessary for the switching of public emergency telephone calls originated by persons that dial the telephone number 9,1,1.

E9-1-1 Services provided in this Tariff are based upon the use of the abbreviated dialing code 9, 1, 1, as the universal telephone number. The E9-1-1 Customer shall use E9-1-1 services for the sole purpose of receiving calls dialed to the telephone number 9,1,1.

B. Definitions

ALI Data Node

A connection point between the PSAP and the database containing the ALI information which enables retrieval of ALI records for display at the PSAP.

ALI Database Updates

The process by which the E9-1-1 ALI database is revised to reflect the changes that result from subscribers receiving new, revised or disconnected telephone service.

ALI Delivery

The process which delivers the ALI information to the PSAP.

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**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911**

**B. Definitions (Cont'd)**

Administrative Emergency Service Numbers (Admin ESNs)

A number assigned each ESZ representing a specific geographic area within which all E9-1-1 calls are served by the same law enforcement, fire, and emergency medical agencies and are routed to one specific PSAP.

Alternate Routing (AR)

An E9-1-1 feature that routes 9-1-1 calls to an alternate location when normal routing is not possible due to all dedicated 9-1-1 circuits being busy, equipment or circuit malfunctions, PSAP equipment malfunction or other cause that renders the PSAP out of service.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI feature) is available 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, unless the party responsible for the calling party's CPE subscribes to a supplemental service such as PS/ALI. The ALI database includes non-listed and non-published numbers and addresses, and other information about the caller's location.

Automatic Number Identification (ANI)

The process used on 9-1-1 calls to automatically identify the calling station, and the automatic display of the caller's telephone number on CPE used by operators at the PSAP.

Basic Emergency Service Provider (BESP)

Any person authorized by the commission to aggregate and transport 9-1-1 calls.

Centralized Automatic Message Accounting (CAMA)

A type of in-band analog transmission protocol that transmits telephone number via multi-frequency encoding Trunks.

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**B. Definitions (Cont'd)**

Channel Performance, VG 32

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a customer interface utilizing a 2-wire connection.

Channel Performance, VG 33

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a Company Control Office; and End Central Office to a SR switch designated by the E9-1-1 Customer; an End Central Office to a PSAP, a Company Control Office to a PSAP, Company Control Office to SR Switch designated by the E9-1-1 Customer, SR Switch provided by E9-1-1 Customer to Company Control Office or a Company Control Office to Company Control Office.

Channel Performance, VG 36

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between the PSAP and the ALI Data Node.

Company

Refers to Qwest Corporation

Control Office

The Control Office, also known as a 911 Tandem Office or 911 Tandem Switch, provides one or more of the following E9-1-1 functions: selectively routes 9-1-1 calls; forwards ANI data to the PSAP that receives a 9-1-1 call; provides speed calling; transfers 9-1-1 calls as determined by an attendant at a PSAP; and provides alternate routing functions for the PSAPs. The Control Office also functions as a line concentrator by allowing calls from numerous End Central Offices and private switches to be consolidated into trunks from the Control Office to a PSAP.

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**B. Definitions (Cont'd)**

Customer Premises Equipment (CPE)

All telecommunications terminal equipment located on the customer premises and encompasses everything from black telephones to the most advanced data terminals and PBX's.

Data Management System (DMS)

A system of manual procedures, computer hardware, software, storage media and computer programs used to create, store and update the data required to provide SR and ALI.

Data Provider

An entity which provides, on a routinely maintained database, names, addresses and telephone numbers to be inserted and updated in the E9-1-1 DMS. Data providers are defined as local exchange carriers, alternate exchange carriers, wireless carriers, MLTS (Multiline Telephone System) provider subscribing to PS/ALI or an entity authorized to act on behalf of any of the aforementioned entities.

Dedicated 9-1-1 Circuits

Circuits used exclusively to transmit 9-1-1 calls.

EM Circuits (From the Control Office to the PSAP)

Dedicated E9-1-1 circuits that connect a Control Office to a PSAP and deliver 9-1-1 calls to the PSAP. EM circuits include the local Facility to the PSAP location.

Emergency Serving Central Office (ESCO) Code

An E9-1-1 code that identifies the End Central Office of a 9-1-1 call.

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**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911**

**B. Definitions (Cont'd)**

End Central Office

The central office from which a 9-1-1 call originates.

Emergency Service Zone (ESZ)

The geographic area within which all E9-1-1 calls are routed to one specific PSAP.

ES Circuits (From End Central Office to Control Office)

Dedicated E9-1-1 circuits that connect an End Central Office or private switch to a Control Office and deliver 9-1-1 calls to the Control Office.

E9-1-1 Customer

The E9-1-1 Customer is a Public Safety Answering Point (PSAP), which is a facility equipped and staffed to receive and process 9-1-1 calls on a 24-hour basis. The E9-1-1 Customer is responsible for directing the disposition of 9-1-1 calls within its Emergency Service Zone(s) (ESZ) for police, fire or other emergency services.

E9-1-1 Interoffice Diversity

Provides a second route between the first utility vault outside an End Central Office and the first utility vault outside another End Central Office.

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**B. Definitions (Cont'd)**

E9-1-1 Loop Diversity/EM Trunk Diversity

Provides a second route from the first utility vault outside of the serving End Central Office to the E9-1-1 Customer's premises. The diversity will end at the last terminal prior to the E9-1-1 Customer's premises unless the E9-1-1 Customer provides for a separate entrance facility.

E9-1-1 Service

Related services or components of an E9-1-1 system that are offered by the Company to an E9-1-1 Customer.

E9-1-1 Transport Diversity

The configuration of the 9-1-1 call delivery network using completely separate facilities so as to provide at least two paths (primary and secondary route) over which 9-1-1 calls can be transmitted. E9-1-1 Transport Diversity is achieved by assignment of circuits to routes that are separated by 25 feet or more. E9-1-1 Transport Diversity options include 9-1-1 Interoffice Diversity and 9-1-1 Loop Diversity. The 9-1-1 Transport Diversity is established on routes between the first utility vault outside of an End Central Office (interoffice diversity) and on routes between the first utility vault outside the serving End Central Office and the E9-1-1 Customer's premises (loop diversity). Within each route, the circuits are assigned to separate carrier systems (carrier system diversity).

E9-1-1 Transport Services

Includes the elements set forth in 9.2.1.D.3.

Facility/Facilities

Includes, but is not limited to, all equipment, cable, wiring, poles and conduits provided by the BESP which are used to provide service to an E9-1-1 Customer's premises.

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**B. Definitions (Cont'd)**

Forced Disconnect

A feature whereby the 9-1-1 End Central Office trunk circuit will release a connection even though the calling party has not ended the call.

Governing Body (also referred to as Authority Board)

The board of county commissioners of a county or the city council or other governing body of a city, city and county, or town or the board of directors of a special district, or separate governmental entity created pursuant to § 29-1-201 et. seq., C.R.S.. to fulfill the responsibilities established in § 29-11-100.5 et. seq., C.R.S.

Governing Body Service Area

The ESZ(s) of each E9-1-1 Customer associated with a Governing Body.

Incoming Trunk Port

The incoming points of connection at the Company Control Office which receives the 9-1-1 call with ANI from the End Central Office and forwards the call through the Control Office to the outgoing trunk termination with ultimate termination at the PSAP. The incoming trunk port unit will accept incoming ANI and forward to the outgoing trunk at the End Central Office.

Line Concentration

A feature whereby the Control Office is used to consolidate incoming 9-1-1 ES circuits to minimize the number of EM circuits needed to connect the 9-1-1 Control Office to the PSAP.

Manual Transfer

An E9-1-1 feature that enables the PSAP attendant to transfer an incoming 9-1-1 call by depressing the switch hook of the associated telephone or the add button on the display and transfer unit and dialing either a 7-digit or 10-digit telephone number or a speed calling code. Manual transfer is only available with SR.

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B. Definitions (Cont'd)

Master Street Address Guide (MSAG)

Listings of all street names in each emergency service zone, house number ranges for each street, and other information as necessary to provide ALI and SR.

Member(s)

One or more governmental entities that create a Governing Body pursuant to C.R.S. 29-11-100.5 et. seq.

Mobile Switching Center[1]

A Wireless Carriers switch that manages facilities used to provide wireless two-way telecommunications services.

Multi-Line Telephone System (MLTS)

A system comprised of common control units, telephones, and control hardware and software providing local telephone service to multiple customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures. Multi-line telephone system includes:

- Network and premises-based systems such as Centrex, PBX, and hybrid-key telephone systems; and
- Systems owned or leased by governmental agencies, nonprofit entities, and for-profit businesses.

[1] Pursuant to the FCC’s Report and Order in Docket No. 94-102, a wireless carrier must at least route a wireless caller’s E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

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B. Definitions (Cont'd)

National Emergency Number Association (NENA)

Is the international not-for-profit organization whose purpose is to lead, assist, and provide for the development, availability, implementation and enhancement of a universal emergency telephone number or system common to all jurisdictions through research, planning, publications, training and education.

Network Access Channel, 2-Wire

A 9-1-1 transport transmission termination between an End Central Office and an E9-1-1 Customer demarcation point utilizing a 2-wire connection.

Network Access Channel, 4-Wire

A 9-1-1 Transport transmission termination between an End Central Office and an E9-1-1 Customer's demarcation point utilizing a 4-wire connection.

Network Service Provider

The entity that is providing the physical network services that deliver the E9-1-1 call to the PSAP along with the ANI, to be used for selectively routing the call and the retrieval of the ALI.

Non-Company

Companies other than Qwest Corporation

Outgoing Trunk Port

The outgoing point of connection at the Company Control Office which receives the 9-1-1 call from the Control Office incoming trunk unit and forwards the call to the PSAP. The outgoing trunk port unit will accept incoming ANI and forward to the PSAP.

Pseudo Automatic Number Identification (pANI)

Enables 9-1-1 calls from nomadic phone numbers or non-traditional telephony services (such as specific types of VoIP Service) to access the E9-1-1 network, allowing calls to route to the proper PSAP.

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**B. Definitions (Cont'd)**

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a privately owned switch to send Automatic Number Identification information to an E9-1-1 Control Office (Tandem) from individual stations for the purpose of providing site or station location information on an E9-1-1 call, and for selectively routing that call to the appropriate PSAP.

Private Switch/Automatic Location Identification (PS/ALI) Customer

The PS/ALI Customer may own or operate a private switch, or subscribe to Centrex/*CENTRON* services and desire to provide station location information to the E9-1-1 system.

Public Safety Answering Point (PSAP)

A facility equipped and staffed to receive and process 9-1-1 calls from a BESP on a 24-hour basis. PSAPs are responsible to direct the disposition of 9-1-1 calls.

Record

The datafile created and maintained in the SRDB for each telephone number (ANI) or pseudo telephone number (pANI) containing the appropriate Admin ESN.

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**B. Definitions (Cont'd)**

Selective Routing (SR)

The capability of routing a 9-1-1 call to a designated PSAP based upon a seven-digit or ten-digit telephone number.

Selective Routing Database (SRDB)

The E9-1-1 database that is used by the Control Office to determine routing of 911 calls to the designated PSAP.

Serving Central Office

The central office that provides telephone service to a PSAP.

Simulation

A simulation tests the accuracy and completeness of an MSAG by processing subscriber location information through the created MSAG and measuring the number of subscriber records successfully assigned an appropriate Admin ESN.

Speed Calling

An E9-1-1 feature whereby local or long distance calls can be placed by dialing an abbreviated code.

SS7

This telecommunications standard defines the procedures and protocol by which network elements in the public switched telephone network (PSTN) exchange information over a digital signaling network to effect wireless (cellular) and wireline call setup, routing and control.

Standard Addressing

A means of addressing which provides street/road names and house numbers, used in populating the Automatic Location Identification/Data Management System.

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**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911**

**B. Definitions (Cont'd)**

System Grade of Service – P.01

A grade of telephone service designed and operated to maintain that no more than one call out of 100 incoming calls will receive a busy signal on the first dialing attempt during the busy hour of an average week during the busy month.

Telecommunications Service Priority (TSP)

The regulatory, administrative, and operational system which authorizes and provides priority treatment in the provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services.

Transfer

A feature which enables a PSAP attendant to transfer incoming E9-1-1 calls to another PSAP.

Transport Mileage

The rate element utilized by the Company to reflect the length of the various dedicated transport facilities used to provide service to the PS/ALI Customer. Mileage rate elements are expressed using both fixed and per mile components.

Trunk

A circuit connecting switching equipment between two sites, as between a PBX and an End Central Office, or between two central offices.

Wireless Monthly Recurring Costs (WMRC)

The wireless carriers' monthly recurring costs, as approved by the Colorado Public Utilities Commission, and billed by the BESP to the E9-1-1 Customer as part of the BESP's tariff rates.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)**

C. Terms, Conditions and Responsibilities

1. E9-1-1 is a telecommunication service whereby a Public Safety Answering Point may receive telephone calls dialed to the telephone number 911. E9-1-1 Service includes the services necessary for the switching of public emergency telephone calls originated by persons within the ESZ(s) who dial 911. The E9-1-1 Customer must be legally authorized to subscribe to the service.
2. E9-1-1 Service is offered subject to availability of facilities and equipment.
3. E9-1-1 service is arranged for one-way incoming service. Outgoing calls can only be made on a transfer basis on E9-1-1 systems.
4. This E9-1-1 Service is limited to the use of the telephone number 9,-1,-1 as the universal emergency telephone number.
5. E9-1-1 service is not intended as a total replacement for exchange service of the various public safety agencies which participate in the use of the E9-1-1 service.
6. The service is furnished to the E9-1-1 Customer only for the purpose of receiving reports of emergencies from the public.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

**C. Terms, Conditions and Responsibilities (Cont'd)**

- 7. E9-1-1 Service is provided solely for the benefit of the E9-1-1 Customer. The provision of E9-1-1 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the E9-1-1 Customer.
- 8. The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its Facilities to enable the E9-1-1 Customer's personnel to respond to such calls at an E9-1-1 Customer's location.
- 9. Temporary suspension of service is not provided for E9-1-1 Services.
- 10. E9-1-1 information consisting of the name, address and telephone number of a party whose listings are not published in directories or listed on Directory Assistance is confidential. Information will be provided pursuant to CCR 723-2138(b).
- 11. The E9-1-1 calling party forfeits the privacy afforded by non-listed and nonpublished service to the extent that the telephone number, address and name associated with the originating station location may be furnished to the E9-1-1 Customer and used to dispatch emergency services.
- 12. Except as otherwise provided, the rates charged for E9-1-1 Service and/or PS/ALI Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility.

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C. Terms, Conditions and Responsibilities (Cont'd)

13. The E9-1-1 Customer shall promptly notify the Company in the event the system is not functioning properly. The Company acknowledges some elements of the service are monitored for performance as part of the routine maintenance of the network and the Company may take reasonable action if an error is detected. This shall not be interpreted, construed, or regarded, either expressly or impliedly as a warranty, service commitment or creating any Company obligation nor does it relieve the E9-1-1 Customer of their responsibilities under this term.

14. Liability and Indemnification

a. To the extent permitted by law, while preserving any immunities, protections and defenses afforded the Company and the E9-1-1 Customer under the Colorado Constitution, Colorado Revised Statutes or Colorado common law, the E9-1-1 Customer agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the E9-1-1 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 E9-1-1 Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, which are caused, directly or indirectly, by the negligent, intentional or other wrongful acts or omissions of the E9-1-1 Customer, its officers, agents or employees occurring during the provision of 911 services or in the operation of the 911 system. The E9-1-1 Customer shall not release, indemnify or hold harmless Qwest of acts or omissions of Qwest or others.

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**C. Terms, Conditions and Responsibilities (Cont'd)**

**15. Company Responsibilities**

- a. Creation and loading of SR initial and update files from the Company ALI Database to the Company Control Office. The SR record files will include data from the Company ALI Database.
- b. SR data file(s) will only be updated at the Company Control Office(s) Monday through Saturday, excluding holidays.
- c. The Company will not be responsible or liable for those portions of the system that are not under the Company's control.

**16. E9-1-1 Customer Responsibilities**

- a. Identifying E9-1-1 Customer locations and specifying unique combinations of police, fire and emergency medical service agencies that will respond to 9-1-1 calls that originate from a specific ESZ.
- b. The E9-1-1 Customer will not use dedicated 911 lines at the E9-1-1 Customer location for local exchange service, administrative purposes, for placing non-emergency outgoing calls, or for receiving calls other than calls placed to 9-1-1.
- c. The E9-1-1 Customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E9-1-1 lines recommended by the Company to be installed. It is the E9-1-1 Customer's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.
- d. Providing and maintaining inside wiring and cable facilities on the E9-1-1 Customer's side of the demarcation point, unless the Company has other Tariff, Price List, Catalog, or contracting obligations to maintain such wire and cable facilities.
- e. Making such operational tests as, in the judgment of the E9-1-1 Customer, is required to determine whether the E9-1-1 transport system is functioning properly for its use.

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C.16. (Cont'd)

- f. Providing a single point of contact to Company for E9-1-1 transport system questions, issues and problems.
  - g. Advising the Company of malfunctions that affect E9-1-1 transport system operation.
  - h. Participating in system testing as required.
18. TSP charges are not included in the rates for these services.
19. Application for E9-1-1 Service must be executed in writing by each E9-1-1 Customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the E9-1-1 Customer.
20. The E9-1-1 Customer must agree in writing to the following terms and conditions:
- a. That all E9-1-1 calls will be answered on a 24-hour day, seven-day week basis.

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C.20. (Cont'd)

- b. That the E9-1-1 Customer has responsibility for dispatching the appropriate emergency service vehicles within the ESZ, or will undertake to transfer all E9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such service are reasonably available.
  - c. That the E9-1-1 Customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E9-1-1 lines recommended by the Company to be installed.
21. All E9-1-1 Facilities and services will be engineered, installed, and maintained by the Company at sufficient levels to provide a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be required to connect each End Central Office or Mobile Switching Center in the E9-1-1 System to the Control Office.
  22. Where facilities permit, the E9-1-1 Customer can request diversification and redundancy, in addition to that normally provided pursuant hereto, for any or all inter-office and/or local facility routes. Additional charges for such Facilities, or the construction and provisioning thereof, will be the responsibility of the E9-1-1 Customer and will be assessed on an individual case basis for requested diversity.
  23. When the ALI service feature is provided, two data Facilities will be required to connect each E9-1-1 Customer in the ESZ to the ALI Data Node.

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**Qwest Corporation**

**EXCHANGE AND NETWORK  
SERVICES TARIFF  
COLO. P.U.C. No. 23**

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**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont’d)**

D. E9-1-1 Service

1. ALI Database

a. Description

(1) An E9-1-1 related service that can store information that will assist in identifying and forwarding the originating caller address and related information to a designated E9-1-1 Customer. This information may be displayed on the E9-1-1 Customer’s computer consoles at the time the call is answered. The ANI data generated by the End Central Office is used to retrieve the ALI information.

b. Terms and Conditions

(1) If ALI Services other than those listed in this Tariff are requested, the Company reserves the right to charge for that service.

(2) Company Responsibilities:

- Providing Company data records for Company exchanges, initially and as changes to Company service occur.
- The Company is only responsible for the correction of Company records. All other records are the responsibility of the data providers.
- Creating, loading and maintaining an ALI database of telephone number record information for the entire 911 service area.
- The company shall only be required to process subscriber records provided in the data format pursuant to the Commission Rules.

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**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.1.b.(2) (Cont'd)

- Processing of service order updates electronically in the ALI database and updating the ALI database within one business day of receipt of records from Company or other data provider source databases. Data will be processed Monday through Saturday, excluding holidays or within one business day of receipt, Monday through Friday, if provided via fax.
- Performing daily error correction activities on Company records within 48 hours of error detection. Error correction activities include the investigation and correction of error records for the appropriate referral of the errors to the 911 coordinator after use of Company resources and three attempts to reach the E9-1-1 Customer.
- Providing update records which do not pass MSAG edits to the creator of errors. Data will be processed Monday through Saturday, excluding holidays.
- Promptly investigating and resolving update record errors resulting from processing of updates to the 911 database. Known error records (e.g., specific address unknown) temporarily placed into the ALI database during investigation are considered error records.

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**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.1.b. (Cont'd)

(3) E9-1-1 Customer Responsibilities:

- Providing to the Company the ESZ assignments with street names, address ranges, political community, and other mutually agreed upon routing criteria prior to a date mutually agreed upon by the E9-1-1 Customer and the Company.
- With the assistance of the Company, providing verification of the accuracy of all routing information in the MSAG.
- Communicating changes to the Company as soon as possible after becoming aware of the change to keep the MSAG accurate. Additions or changes will be reported in a format as agreed upon by the E9-1-1 Customer and the Company.
- Coordinating the activities between Qwest and the E9-1-1 Customer's Network Service Provider.

2. Master Street Address Guide (MSAG)

a. Description

The MSAG is a companion database to the ALI & SR databases. The MSAG describes listings of all street names in each emergency service zone, house number ranges for each street, and other information as necessary to provide ALI and SR.

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**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.2. (Cont'd)

b. Terms and Conditions

(1) E9-1-1 Customer's Responsibilities:

(a) The E9-1-1 Customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the ESZ(s). A range of Admin ESNs will be provided by the Company. Prior to the effective date of service, the E9-1-1 Customer will associate these Admin ESNs with street address ranges in the ESZ. These Admin ESNs will be programmed into Company Automatic Location Identification Data Base and loaded on the Company Control Office to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the ESZ.

(b) The following terms define the E9-1-1 Customer's responsibility in providing this information:

- After establishment of service, it is the E9-1-1 Customer's responsibility to continue to verify the accuracy of the routing information contained in the MSAG and to advise the Company of any changes 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 matter that will affect the routing of 911 calls to the proper E9-1-1 Customer.
- The E9-1-1 Customer will respond to MSAG inquiries from telephone companies or contracted database suppliers following notification.
- Update and maintain the MSAG.
- E-9-1-1 Customer shall respond when MSAG queries to the E9-1-1 Customer are generated.
- Making operational tests as, in the judgment of the E-9-1-1 Customer, are required to determine whether the E9-1-1 Transport System is functioning properly for its use.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.2.b.(1)(b) (Cont'd)

- Coordinating the activities between the Company and other service provider(s) serving the E9-1-1 Customer.

(2) Company Responsibilities:

- (a) Consult with the E9-1-1 Customer on design of MSAG and Emergency Service Zones. Provide training and written documentation to the E9-1-1 Customer and other telephone companies' appointed MSAG coordinator on file development.
- (b) Provide a range of Administrative Emergency Service Numbers to the E9-1-1 Customer.
- (c) Build and maintain MSAG file in concert with the E9-1-1 Customer and other telephone companies pursuant to the Commission Rules.
- (d) Provide initial development and load of selective routing tables into the Company's Control Office/Tandem.

(3) Application of Charges:

- (a) Records included in the SRDB supporting subscribers to PS/ALI, will be excluded from E9-1-1 Customer Record Counts.
- (b) Charges are applied to special SRDB Related Projects for which the Company provides staffing to administer and complete projects considered other than normal workload. Projects considered to be other than normal workload are Annexations or Re-addressing projects producing more than 75 MSAG ledgers from one E9-1-1 Customer required to be completed in one day.
- (c) The rates and charges for MSAG preparation apply when new E9-1-1 systems are developed and Qwest does not currently house or maintain an MSAG for the E9-1-1 Customer. These do not apply when an existing MSAG is divided or combined to create a different MSAG(s).
- (d) The rates and charges for MSAG preparations include three simulations. Additional simulations are provided at the Tariff rate.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D. E9-1-1 Service (Cont'd)

3. Transport Service

a. Automatic Number Identification (ANI)

- The process used on 9-1-1 calls to automatically identify the calling station, and the automatic display of the caller's telephone number on telephone answering equipment used by operators at the PSAP.

b. Control Office Trunk-Termination, Incoming or Outgoing

- The point of connection for a trunk originating in an End Central Office and terminating at the Control Office (Incoming) or a trunk originating in a Control Office and terminating at the PSAP (outgoing).

c. Network Access Channel, 2-wire

- Provides a transmission termination between an End Central Office and a PSAP interface utilizing a 2-wire connection.

d. Network Access Channel, 4-wire

- Provides a transmission termination between an End Central Office and a PSAP interface utilizing a 4-wire connection.

e. Channel Performance, VG 32

- One-way transmission terminating 9-1-1 calls at the PSAP demarcation point.
- Line grade of service (Voicegrade 32)
- An analog, voice grade frequency transmission capability
- Supervisory signaling given at a telephone or private switch in response to completing the loop current path

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.3. (Cont'd)

f. Channel Performance, VG33

(1) Service includes:

- End Central Office to Company Control Office includes:
  - One-way transmission terminating 9-1-1 calls at the Control Office
  - Trunk grade of service (Voicegrade 33)
  - Supervisory signaling and trunk termination
  - CAMA or SS7 type format of ANI
  - An analog, voice grade frequency transmission capability
- End Central Office to SR Switch provided by the Company includes:
  - One-way transmission terminating 9-1-1 calls at the SR switch provided by the Company
  - Trunk grade of service (Voicegrade 33)
  - Multi-frequency address signaling at End Central Office and SR switch
  - CAMA or SS7 type format of ANI
  - An analog, voice grade frequency transmission capability
  - 2-wire, loop reverse battery supervisory signaling
- End Central Office to PSAP includes:
  - One-way transmission terminating 9-1-1 calls at the PSAP
  - Trunk grade of service (Voicegrade 33)
  - Multi-frequency address signaling at End Central Office and PSAP
  - CAMA type format of ANI
  - An analog, voice grade frequency transmission capability
  - 2-wire, loop reverse battery supervisory signaling
- Company Control Office (Selective Router) to PSAP:
  - One-way transmission terminating 9-1-1 calls at the PSAP
  - Trunk grade of service (Voicegrade 33)
  - Multi-frequency address signaling at Control Office and PSAP
  - CAMA type format of ANI
  - An analog, voice grade frequency transmission capability
  - 2-wire, loop reverse battery supervisory signaling

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

D.3.f.(1) (Cont'd)

- Company Control Office to Company Control Office includes:
  - One-way transmission terminating 9-1-1 calls at the Control Office
  - Trunk grade of service (Voicegrade 33)
  - CAMA or SS7 type format of ANI
  - An analog, voice grade frequency transmission capability
  - 2-wire, loop reverse battery supervisory signaling

g. Channel Performance, VG 36, Data Stream includes:

- This service provides the connection from the ALI Data Node to the PSAP.
- Service includes:
  - An analog, voice grade data transmission path (Voicegrade 36)
  - 1200 baud BPS minimum
  - Full duplex
  - PSAP termination(s) in a Company provided 202T asynchronous type modem
  - 4-wire connection

h. Selective Routing (SR):

- Service includes:
  - Use of Control Office hardware, software and switching capabilities
  - Line Concentration
  - Forced Disconnect
  - Fixed Transfer
  - Manual Transfer

**E. Rates and Charges**

1. The E9-1-1 Customer may purchase inside wiring services[1] under the terms and conditions of the Company's Exchange and Network Services Catalog, Section 13, Customer Premises Wire and Maintenance Plans.

[1] These services are not regulated by the Colorado Public Utilities Commission.

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**Qwest Corporation**

**EXCHANGE AND NETWORK  
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**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

**E. Rates and Charges (Cont'd)**

- 2. Tie lines, private lines, extension service lines and other such channels connecting the E9-1-1 Customer to various representatives such as police, fire or ambulance service are provided at established rates and charges for such channels and facilities as specified in this or other Company Tariffs or Catalogs.
- 3. Charges for additions, removals, moves or changes of network access facilities or equipment which are not covered by any Company Tariff or Price List, will be calculated on the basis of hourly rates and the cost of materials. A written estimate that specifies the rates for time and material and which includes a “not to exceed” amount as a maximum charge will be submitted to the E9-1-1 Customer prior to the work commencing.
- 4. If E9-1-1 services other than those listed in this Tariff are requested, the Company reserves the right to charge the E9-1-1 Customer for that service.
  - a. In any instance where individual case basis (ICB) charges apply, an estimate of charges and negotiated completion dates will be provided to the E9-1-1 Customer before the work is scheduled to begin.
- 5. Rates and charges for E9-1-1 ALI, Selective Routing, Transport Service and WMRC indicating a “Per 100 Records” charge are based upon the number of Records maintained in the SRDB for the E9-1-1 Customer. The number of records maintained in the SRDB for the E9-1-1 Customer is determined at the time service is established and quarterly thereafter. For billing purposes, the number of SRDB records will be the sum of records within the ESZ(s) for all E9-1-1 Customers, charged on a single bill, rounded to the nearest 100. If the Governing Body requests the bill, the number of SRDB records will be the sum of records for all E9-1-1 Customers within the Governing Body Service Area, charged on a single bill and rounded to the nearest 100.
- 6. The number of Records used in billing calculations shall be determined by counting records for the E9-1-1 Customer in the SRDB on any calendar day during the second month of each quarter. That amount shall then be applied for billing beginning with the first full billing cycle of the following quarter.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911

E. Rates and Charges (Cont'd)

7. The Company will submit a monthly billing statement for all tariffed charges. While the E9-1-1 Customer is responsible for payment of the bill, the Governing Body may request it receive the bill and pay the Company.
8. A Governing Body or an E9-1-1 Customer may request, at no charge, the number of records for which the E9-1-1 Customer was billed, by class of service and company ID. However, prior to providing such information, the Company shall give a minimum 10 days notice to the effected service provider, with an opportunity for them to object to the sharing of information.

9. E9-1-1 Service

	NONRECURRING CHARGE	MONTHLY RATE
• ALI, per 100 Records[1,2]	\$0.19	\$3.26
• Selective Routing, per 100 Records[1,3]	0.19	2.58
• E9-1-1 Transport Service, per 100 Records[1,3]	0.19	4.66
• Additional (optional) - E9-1-1 EM & ES Trunk each[3,4]	ICB	ICB

[1] Rates and charges apply to a minimum of 100 Records. For billing purposes, the number of SRDB records will be the aggregate of records for all E9-1-1 Customers, charged on a single bill, rounded to the nearest 100, with a minimum of 100 records. If the Governing Body requests the bill, the number of SRDB records will be the sum of records for all E9-1-1 Customers within the Governing Body Service Area, charged on a single bill and rounded to the nearest 100. Record count will be updated quarterly to adjust customer billing.

[2] An E9-1-1 Customer may not purchase ALI without also incurring charges for Selective Routing, Transport Service and Wireless Monthly Recurring Cost.

[3] Selective Routing, E9-11 Transport Service and Wireless Month Recurring Cost must be purchased together.

[4] Rates and charges apply to E9-1-1 Customer requested additional circuits between an End Central Office to Control Office and/or Control Office to E9-1-1 Customer for a grade of service engineered greater than the standard P.01 grade of service.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

E. Rates and Charges (Cont'd)

10. Wireless Monthly Recurring Costs (WMRC)

- a. The wireless carriers' monthly recurring costs shall be approved by the Colorado Public Utilities Commission, and billed by the Company to the E9-1-1 Customer as part of the Company's tariff rates
- b. WMRC is in addition to the E9-1-1 Transport Services rates and charges. Each E9-1-1 Customer subscribing to E9-1-1 Transport Service will be charged WMRC, even if they do not receive wireless 911 calls.
- c. Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Wireless Monthly Recurring Cost, per 100 records[1]	\$0.00	\$0.00

[1] Rates and charges apply to a minimum of 100 Records. For billing purposes, the number of SRDB records will be the aggregate of records for all E9-1-1 Customers, charged on a single bill, rounded to the nearest 100, with a minimum of 100 records. If the Governing Body requests the bill, the number of SRDB records will be the sum of records for all E9-1-1 Customers within the Governing Body Service Area, charged on a single bill and rounded to the nearest 100. Record count will be updated quarterly to adjust customer billing.

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**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

E.10. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• MSAG Preparation			
- (0-5,000 records)	NKC9A	\$11,180.00	—
- (5,001-20,000 records)	NKC9B	12,870.00	—
- (20,001-50,000 records)	NKC9C	16,250.00	—
- (>50,000 records)	NKC9D	ICB	—
• MSAG Preparation Additional			
- Copies of Reports, per Report	NKC9P	32.50	—
- MSAG Preparation Additional Simulations, per Simulation	NKC9Q	3,250.00	—
- Special SRDB / MSAG Projects		ICB	—

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**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 (Cont'd)**

**F. Private Switch/Automatic Location Identification (PS/ALI)**

**1. Description**

- a. Private Switch Automatic Location Identification (PS/ALI) is a service offering which allows a Private Branch Exchange (PBX) switch to send Automatic Number Identification information to an Enhanced 911 (E9-1-1) Control Office from individual PBX stations for the purpose of providing site or station location information on an E9-1-1 call, or for selectively routing that call to the appropriate Public Safety Answering Point. PS/ALI is also available for Centrex/CENTRON services to provide the E9-1-1 system with more specific location and routing information. These are the only intended uses for this service.

**2. Terms and Conditions**

**a. PS/ALI Customer’s Responsibilities and Requirements:**

- (1) Application for PS/ALI Service must be executed in writing by each PS/ALI Customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the PS/ALI Customer.
- (2) The PS/ALI Customer will coordinate with the PSAP to ensure that area boundaries are identified and that any required MSAG additions or modifications are provided to the Company.
- (3) The PS/ALI Customer will provide full ANI for every station within the private switch. The information must be approved by the Company prior to implementation to ensure that no conflict exists between the private switch and the Company's overall numbering plan.
- (4) ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 For Private switch/Automatic Location Identification Service Network Interface Specification.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

F.2.a. (Cont'd)

- (5) The PS/ALI Customer must create, maintain and forward to the Company, current telephone number and address data in the format and time intervals negotiated between the Company and the PS/ALI Customer. The Company will annually provide every PS/ALI Customer a copy of their database records.
- (6) The private switch must be directly connected to the E9-1-1 Control Office via dedicated Voice Grade Trunks. The private switch must be configured to recognize the "911" or "E9-1-1" code as a complete dialing sequence. It must route 911 calls to the dedicated 911 trunk group without overflowing to any other access facility. Each system will maintain a P.01 grade of service or better. The Company recommends the PS/ALI Customer order a minimum of two trunks per private switch to provide redundancy to the system. The PS/ALI Customer may elect to order one trunk at the PS/ALI Customer's discretion.
- (7) The PS/ALI Customer must develop and implement procedures to prevent the unauthorized or illegal use of PS/ALI trunks. These dedicated trunks may not be used for any purpose other than 911.
- (8) The PS/ALI Customer must use Personal Computer hardware and software (or PC equivalent hardware and software) for ongoing record update programs and processes that conform to the specifications outlined in the Company's PS/ALI user's manual.
- (9) Making operational tests as, in the judgment of the PS/ALI Customer, are required to determine whether the E9-1-1 Transport System is functioning properly for its use.
- (10) Coordinating the activities between Qwest and the PS/ALI Customer's Network Service Provider.
  - (a) Applications of Charges

The PS/ALI Customer is responsible for the cost of all services associated with the PS/ALI service. Records included in the SRDB Database supporting subscribers to PS/ALI, will not be included in the E-9-1-1 Customer's record counts.

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

**F. Private Switch/Automatic Location Identification (PS/ALI) (Cont'd)**

**3. Service**

**a. Automatic Number Identification (ANI)**

The process used on PS/ALI Customer-dialed calls to automatically identify the calling station, and the automatic display of the caller's telephone number on telephone answering equipment used by operators at the PSAP.

**b. Control Office Trunk-Termination, Incoming**

**c. Network Access Channel, 2-wire**

Provides a transmission termination between an End Central Office and a PS/ALI Customer interface utilizing a 2-wire connection.

**d. Network Access Channel, 4-wire**

Provides a transmission termination between an End Central Office and a PS/ALI Customer interface utilizing a 4-wire connection.

**e. Channel Performance, VG 32**

- One-way transmission terminating 9-1-1 calls at the PS/ALI Customer demarcation point.
- Line grade of service (Voicegrade 32)
- An analog, voice grade frequency transmission capability
- Supervisory signaling given at a telephone or private switch in response to completing the loop current path

**f. Selective Routing (SR)**

- Use of Control Office hardware, software and switching capabilities

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**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

**F. Private Switch/Automatic Location Identification (PS/ALI) (Cont'd)**

**4. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
<b>a. Service Provisioning</b>			
• First circuit installed	SCH	\$ 253.56	—
• Each additional circuit	SCHAX	92.44	—
<b>b. Selective Routing</b>			
• Per 100 records[1,2]	9C2	0.19	\$2.58
• Incoming trunk port	SZ61X	22.22	3.16
<b>c. Site Engineering Fee[3]</b>			
	9DAPN	1,259.20	—
<b>d. ALI</b>			
• Per 100 records[1,2]	9DS	0.19	3.26
<b>e. Network Access Channel</b>			
• Two-wire, per channel	XCD2D	—	21.11
• Four-wire, per channel	XCD4D	—	42.22

[1] Rates and charges for PS/ALI apply to a minimum of 100 Records. Rates and charges will be rounded to the nearest 100 for billing purposes. Record count will be updated quarterly to adjust the MRC accordingly.

[2] PS/ALI Customers managing multiple private systems may consolidate such systems for purposes of applying the ALI rate when the Records are administered by a single point of contact.

[3] Rate and charges apply to each unique (non-consolidated) system the PS/ALI Customer establishes.

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<b>Advice No. ~</b>	<b>Decision No.</b>

**Qwest Corporation**

**EXCHANGE AND NETWORK  
SERVICES TARIFF  
COLO. P.U.C. No. 23**

**SECTION 9**  
Original Sheet 35

**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911**

F.4. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
f. Channel Performance			
• Voice Grade 33 Reverse Battery Signaling	CE92X	\$23.92	\$ 6.24
• Voice Grade 33 E&M Signaling	CE94X	23.92	19.09
g. Transport Mileage, per mileage band, per circuit Mileage Bands			
• Over 0 to 8			
- Fixed	XU9D3	35.74	24.18
- Per mile	XE9DC	—	0.10
• Over 8 to 25			
- Fixed	XU9D4	35.74	24.18
- Per mile	XE9DD	—	0.10
• Over 25 to 50			
- Fixed	XU9D5	35.74	24.18
- Per mile	XE9DE	—	0.10
• Over 50			
- Fixed	XU9D6	35.74	24.18
- Per mile	XE9DF	—	0.10

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