

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1)

10.1 General

- A. Emergency Number Service (9-1-1 service) is a telecommunications service and is arranged for terminating only service to one or more Public Safety Answering Points (PSAPs). The PSAPs are designated by 9-1-1 system management (9-1-1 Member) and may receive telephone calls dialed to the emergency telephone number 9-1-1.
- B. All 9-1-1 circuits shall be arranged for one-way incoming service only to the PSAP. Outbound dialing on 9-1-1 circuits is prohibited.
- C. 9-1-1 shall be the primary emergency telephone number within the 9-1-1 system. A public agency or public safety agency shall maintain a separate secondary seven digit emergency backup number for at least six months after the 9-1-1 system is in operation.
- D. The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The 9-1-1 Member must subscribe to additional local exchange service at the PSAP for administrative purposes, for the placing of outgoing calls and for receiving other non-emergency calls, including any which might be relayed by Cooperative operators.
- E. The 9-1-1 Member may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to manage the 9-1-1 system.
- F. 9-1-1 service must be provided free of charge from all payphones within an exchange that has 9-1-1 service.
- G. The Cooperative shall use the Common Language Circuit Identifier "ES" in the identification of 9-1-1 service "A" link (end office to tandem) trunks, and "EMNC" shall be used for "B" link (tandem to PSAP) circuits.
- H. 9-1-1 service may be either Basic 9-1-1 Service (B 9-1-1) or Enhanced 9-1-1 Service (E 9-1-1). Only one type of 9-1-1 service will be provided within a telephone exchange. Dedicated direct trunking is the standard method of providing incoming 9-1-1 circuits for B 9-1-1 Service or E 9-1-1 Service.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative

- A. 9-1-1 service is provided solely for the benefit of the Member operating the PSAP. The provision of 9-1-1 service by the Cooperative shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Cooperative obligation toward any third person or legal entity other than the Member.
- B. The Cooperative does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the Member's personnel to respond to such calls on the Member's premises.
- C. 9-1-1 service information consisting of the names, addresses and telephone numbers of Members whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential.
- D. End users dialing 9-1-1 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- E. The Cooperative will adopt practices to notify a point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after a confirmed outage within the system, and to also advise as to the magnitude of the outage. The Cooperative will also adopt practices to notify the point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after the confirmed restoration of 9-1-1 services.
- F. Any terminating equipment used in connection with 9-1-1 service shall be configured to restrict the Member from removing and/or changing the data provided by the Cooperative.
- G. The Cooperative shall not be liable or responsible for obtaining Member record information from private telecommunications systems.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative (Continued)

- H. For a period of time negotiated between the Cooperative and the Member, the Cooperative will provide intercept service for any seven-digit emergency number replaced by 9-1-1 service. However, in no case shall intercept service be provided for more than one year, or beyond the next directory issuance, whichever is longer.
- I. The Cooperative will comply with database security procedures and requirements contained in 83 Illinois Administrative Code Part 725.400(d). The database information is subject to strict non-disclosure agreements between the Cooperative and system management.
- J. Upon receipt of a written request from the system management, the Cooperative shall provide within fourteen working days a report to assist in the validation of the accuracy of the 9-1-1 database. The report will be released only upon receipt by the Cooperative of a court order, and the report is proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report may be requested in writing at a maximum on a monthly basis, and will be provided in ASCII or D-Base III format only. The Cooperative will have a tariffed charge for this report. The report will comply with the requirements of 83 Illinois Administrative Code Part 725.400(f)(1).
- K. The Cooperative's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Cooperative or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- L. Each Member also agrees to release, indemnify and hold harmless the Cooperative from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Member 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 Member or others.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.2 Obligation and Liability of the Cooperative (Continued)

- M. The Member also agrees to release, indemnify and hold harmless the Cooperative 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 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Cooperative 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 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Cooperative, the Member, its user, agencies or municipalities, or the employees or agents or any one of them.
- N. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Cooperative, its employees, agents or representatives as a result of or in connection with any situation in which the Cooperative may be requested, required, have undertaken or participated in the tracing of a 9-1-1 call.
- O. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 9-1-1 Member contracting for 9-1-1 service. In the event of any interruption of the service, the Cooperative shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the 9-1-1 Member for the time such interruption continues, after notice to the Cooperative. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Member.

10.3 Responsibility of the Member

- A. The 9-1-1 Member 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 police, fire or other emergency services within the telephone central office area that has been arranged for E 9-1-1 service.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

- B. Application for 9-1-1 service must be executed in writing by each 9-1-1 Member and must be accompanied by satisfactory proof of authorization to provide 9-1-1 service in the exchanges where the service is requested. If application for service is made by an agent, the Cooperative must be provided in writing with satisfactory proof of appointment of the agent by the Member.
- C. All 9-1-1 answering equipment used by a PSAP must comply with applicable Federal Communications Commission rules, 83 Illinois Administrative Code 740, and the Cooperative's tariffs and Assessment Schedules, and must be compatible with the LEC's central office equipment and trunking arrangements.
- D. The Member must comply with all rules and regulations associated with the PSAP contained in 83 Administrative Code Part 725.505.
- E. Prior to a 9-1-1 database query for the purpose of integrity verification, system management shall obtain a court order detailing the information which is to be disclosed and the reason for disclosure. The procedures for non-emergency database queries must be adhered to as outlined in 83 Illinois Administrative Code Part 725.400(d). System management shall be responsible for the compliance of these standards, overall system management, security and coordination of the 9-1-1 system.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

- F. The 9-1-1 Member is required to furnish the Cooperative its agreement to the following terms and conditions:
1. That all 9-1-1 calls will be answered on a 24-hour day, seven-day week basis.
 2. That the 9-1-1 Member has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 3. That the 9-1-1 Member will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 9-1-1 PSAP by calling parties.
 4. That the 9-1-1 Member will provide CPE with a capacity adequate to handle the number of incoming 9-1-1 lines recommended to be installed by the Cooperative. It is the Member's responsibility to ensure its CPE is compatible with the service(s) provided by the Cooperative.
 5. Each PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in PSAP's average busy hour so that no more than one call out of 100 encounters a busy signal.
 6. The 9-1-1 Member will subscribe to a minimum of two dedicated E-9-1-1 trunks per central office for adequate handling of incoming 9-1-1 service calls.
- G. PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of a PSAP are partially or totally disabled due to natural or man-made disasters. Each central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster. A call box is designed to provide emergency on-site answering by authorized personnel in the event that the central office is isolated from the PSAP. Once accessed by authorized personnel, the call boxes are under direct control of system management. Call boxes shall be designed to meet the requirements outlined in 83 Illinois Administrative Code Part 725.620 and Part 725.505(u).

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.3 Responsibility of the Member (Continued)

H. When Selective Routing is provided, the Member 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 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Cooperative. The Member will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be carried in the database to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the Member's responsibility in providing this information:

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the Member to the Cooperative prior to the effective date of service.
2. After establishment of service, it is the 9-1-1 Member's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Cooperative 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 9-1-1 calls to the proper PSAP.
3. The Cooperative will provide to the Member upon request a complete written copy of the master address file to permit the Member to verify the accuracy of the police, fire and ambulance PSAP routing designations.
4. Changes, deletions and additions which the 9-1-1 Member desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Cooperative will furnish a written copy to the Member for verification showing each change, deletion and addition to the master address file.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.4 Description of Basic 9-1-1 Service

- A. Basic 9-1-1 Service is provided to a 9-1-1 system to enable a person dialing 9-1-1 to be automatically connected to the PSAP through dedicated direct trunking, or by tandem switching using the exchange telephone network. Dedicated direct trunks may originate at the Cooperative serving central office and terminate at the PSAP. However, if the exchange telephone network is used from the Cooperative central office to the tandem, dedicated direct trunks would provide the facility between the tandem office serving the PSAP and the PSAP.
- B. The features provided with Basic 9-1-1 Service shall be the following types:
1. Type 1 provides the following features:
 - a. No per-call charge;
 - b. Loop-ringdown signaling toward PSAP;
 - c. Ringback tone to caller, which indicates that a central office is providing ringing current to the called party's circuit;
 - d. Transmission path for communication between the caller and PSAP.
 2. Type 2 provides all of the features of the Type 1 circuit along with the options of:
 - a. Called Party Hold, which enables the called party to maintain a connection even if the calling party has hung up, on any circuit so equipped.
 - b. Forced Disconnect, which allows the PSAP to release a telephone connection even though the calling party has not been disconnected.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.4 Description of Basic 9-1-1 Service (Continued)

B. (Continued)

2. (Continued)

c. Idle Circuit Tone Application, which applies a distinctive tone toward the PSAP attendant to distinguish between calls that have been abandoned before the attendant answers and calls where the caller is unable to speak.

d. Originating Switchhook Status Indication, which is an audible indication of the status of a calling party being held.

3. Type 3 provides all of the features of the Type 1 and Type 2 circuits along with ringback of the calling party on a held line.

4. Type 4 provides for optional features beyond those described in Type 2 and Type 3. Type 4 also requires trunks capable of carrying ANI.

10.5 Description of Enhanced 9-1-1 Service

A. E 9-1-1 Service provides the capability to serve several PSAPs existing within the 9-1-1 service area with tandem trunking through the E 9-1-1 tandem office. A 9-1-1 call originating from any station in the 9-1-1 service area can be selectively routed to the correct primary PSAP. Dedicated direct trunks will originate at the Cooperative serving central office(s), and terminate at the tandem office that serves the PSAP, or the equipment provided to direct calls to a specific PSAP when more than one PSAP is present in a 9-1-1 system. Dedicated direct trunks will also provide the facility between the central office serving the PSAP and the PSAP equipment location.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.5 Description of Enhanced 9-1-1 Service (Continued)

B. The features associated with tandem trunking in an E 9-1-1 system may include:

1. Selective Routing

Selective Routing is a switching system which automatically routes calls to predetermined PSAPs based on the location of the calling telephone number. Selective routing provides the capability to direct calls to a specific dedicated 9-1-1 trunk group when the central office is split by political boundaries or when more than one PSAP serves the 9-1-1 service area.

2. Automatic Number Identification (ANI)

ANI provides for automatic display of the calling party's telephone number on the PSAP monitor. ANI Spill is a central office data stream that forwards the telephone number of the calling party.

3. Automatic Location Identification (ALI)

ALI is the transmission of the calling party's service address.

4. Central Office Transfer

Central Office Transfer allows a call received by a PSAP telecommunication to be transferred to the appropriate public safety agency or other provider of emergency services.

5. Default Routing

Default Routing allows E 9-1-1 calls to be routed to a designated default PSAP if the incoming E 9-1-1 calls cannot be selectively routed due to ANI failure, garbled digits, or other causes which prevent selective routing.

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.5 Description of Enhanced 9-1-1 Service (Continued)

B. (Continued)

6. Alternate Routing

Alternate routing allows 9-1-1 calls to be alternatively rerouted to another PSAP location in the case of overflow calls on the circuits between the 9-1-1 tandem control offices and the PSAP (“B Links”), or in case of PSAP failure.

10.6 PSAP Database Establishment and Update Service

PSAP Data Base Establishment and Update Service provides the information required to establish and maintain a data base of the Members within the central office area that is served by the 911 Member.

10.7 B 9-1-1 and E 9-1-1 Service Rates and Charges

A. Rates and charges associated with B 9-1-1 and E 9-1-1 Service are listed in Section 20.7 of this Assessment Schedule. These may include rates and charges for:

1. Dedicated Direct Trunks
2. Features associated with B 9-1-1 Service Types outlined in Section 10.4(B) of this Assessment Schedule.
3. Features associated with E 9-1-1 Service outlined in Section 10.5(B) of this Assessment Schedule.
4. PSAP Database Establishment and Update Service

EMERGENCY NUMBER SERVICE (9-1-1)(Continued)

10. Emergency Number Service (9-1-1) (Continued)

10.8 Special Service Arrangements

- A. Special Service Arrangements provide for equipment and/or services that cannot be met with the standard 911 service offerings of this Assessment Schedule, and will be provided, when practical, by the Cooperative at charges equivalent to the costs of furnishing such arrangements. These charges will be applicable to areas such as engineering and special program development associated with billing and data base management. This will also include charges made by another Telephone Cooperative under contract when this service is requested by the 911 Member.
- B. Costs as referred to in this section may include but are not limited to:
 - 1. Cost of maintenance.
 - 2. Cost of operation.
 - 3. Depreciation on any facilities used to provide the special service arrangement
 - 4. General administration expenses, including taxes on the basis of average charges associated with these items.
 - 5. Any other expense item associated with the special service arrangement.
 - 6. An amount for return on investment, based on the installed cost of the facilities used to provide the special service arrangement.
- C. Installed cost includes the cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
- D. Special service arrangement rates are subject to review and revision based on changing costs.