

Atos Public Safety, LLC (U-7346-C)
2500 Westchester Ave.
Purchase, N.Y. 10577

Cal. P.U.C. Schedule 1-T
1st Revised Title Sheet

Cancels and Replaces Original Title Sheet

COMPETITIVE LOCAL EXCHANGE CARRIER

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This Tariff contains the regulations and schedule of intrastate charges applicable to the provision of emergency services by Atos Public Safety, LLC (the “Company”) within the state of California. This Tariff is on file with the California Public Utilities Commission. Copies may be inspected during normal business hours at the Company’s principle place of business at 2500 Westchester Ave, Purchase, N.Y. 10577.

Advice Letter No. 4
Decision No.

Issued by: Amy Chipperson
General Counsel

Date Filed: June 7, 2019
Effective Date: June 8, 2019

COMPETITIVE LOCAL EXCHANGE CARRIER

CHECK-SHEET

The sheets of this Tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

SHEET	REVISION		SHEET	REVISION	SHEET	REVISION
Title	1 st Revised		32	1 st Revised	67	1 st Revised
1	7 th Revised	*	33	1 st Revised	68	1 st Revised
1.1	1 st Revised		34	1 st Revised	69	1 st Revised
1.2	5 th Revised	*	35	1 st Revised	70	1 st Revised
2	1 st Revised		36	1 st Revised	71	1 st Revised
3	2 nd Revised		37	1 st Revised	72	1 st Revised
3.1	Original		38	1 st Revised	73	1 st Revised
4	1 st Revised		39	1 st Revised	74	1 st Revised
5	1 st Revised		40	1 st Revised	75	1 st Revised
6	1 st Revised		41	1 st Revised	76	1 st Revised
7	1 st Revised		42	1 st Revised	77	1 st Revised
8	1 st Revised		43	1 st Revised	78	1 st Revised
9	1 st Revised		44	1 st Revised	79	1 st Revised
10	1 st Revised		45	1 st Revised	80	1 st Revised
11	1 st Revised		46	1 st Revised	81	1 st Revised
12	1 st Revised		47	1 st Revised	82	1 st Revised
13	1 st Revised		48	1 st Revised	83	1 st Revised
14	1 st Revised		49	1 st Revised	84	2 nd Revised
15	1 st Revised		50	1 st Revised	85	2 nd Revised
16	1 st Revised		51	1 st Revised	86	2 nd Revised
17	1 st Revised		52	1 st Revised	87	2 nd Revised
18	1 st Revised		53	1 st Revised	88	2 nd Revised
19	1 st Revised		54	1 st Revised	89	2 nd Revised
20	1 st Revised		55	1 st Revised	90	2 nd Revised
21	1 st Revised		56	1 st Revised	91	2 nd Revised
22	1 st Revised		57	1 st Revised	91.1	Original
23	1 st Revised		58	1 st Revised	91.2	Original
24	1 st Revised		59	1 st Revised	91.3	Original
25	1 st Revised		60	1 st Revised	91.4	Original
26	1 st Revised		61	1 st Revised	91.5	Original
27	1 st Revised		62	1 st Revised	91.6	Original
28	1 st Revised		63	1 st Revised	91.7	Original
29	1 st Revised		64	1 st Revised	91.8	Original
30	1 st Revised		65	1 st Revised	91.9	Original
31	1 st Revised		66	1 st Revised	91.10	Original

* New or revised sheet

Advice Letter No. 16
Decision No.

Issued by: Trudy Fountain-James
General Counsel

Date Filed: June 30, 2023
Effective Date: June 30, 2023

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CHECK-SHEET (cont'd)

SHEET	REVISION		SHEET	REVISION		SHEET	REVISION	
91.11	Original	*	91.43	Original	*	94	2 nd Revised	*
91.12	Original	*	91.44	Original	*	95	2 nd Revised	*
91.13	Original	*	91.45	Original	*	95.01	Original	*
91.14	Original	*	91.46	Original	*	95.02	Original	*
91.15	Original	*	91.47	Original	*	95.03	Original	*
91.16	Original	*	91.48	Original	*	95.04	Original	*
91.17	Original	*	91.49	Original	*	95.05	Original	*
91.18	Original	*	91.50	Original	*	95.06	Original	*
91.19	Original	*	91.51	Original	*	95.07	Original	*
91.20	Original	*	91.52	Original	*	95.08	Original	*
91.21	Original	*	91.53	Original	*	95.09	Original	*
91.22	Original	*	91.54	Original	*	95.010	Original	*
91.23	Original	*	91.55	Original	*	95.011	Original	*
91.24	Original	*	91.56	Original	*	95.012	Original	*
91.25	Original	*	91.57	Original	*	95.013	Original	*
91.26	Original	*	91.58	Original	*	95.014	Original	*
91.27	Original	*	91.59	Original	*	95.015	Original	*
91.28	Original	*	91.60	Original	*	95.016	Original	*
91.29	Original	*	91.61	Original	*	95.017	Original	*
91.30	Original	*	91.62	Original	*	95.018	Original	*
91.31	Original	*	91.63	Original	*	95.019	Original	*
91.32	Original	*	91.64	Original	*	95.020	Original	*
91.33	Original	*	91.65	Original	*	95.021	Original	*
91.34	Original	*	91.66	Original	*	95.022	Original	*
91.35	Original	*	91.67	Original	*	95.023	Original	*
91.36	Original	*	91.68	Original	*	95.1	Original	
91.37	Original	*	91.69	Original	*	95.2	Original	
91.38	Original	*	91.70	Original	*	95.3	Original	
91.39	Original	*	91.71	Original	*	95.4	Original	
91.40	Original	*	91.72	Original	*	95.5	Original	
91.41	Original	*	92	2 nd Revised	*	95.6	Original	
91.42	Original	*	93	2 nd Revised	*	95.7	Original	

* New or revised sheet

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CHECK-SHEET (cont'd)

SHEET	REVISION	SHEET	REVISION	SHEET	REVISION
95.8	Original	95.31	Original	95.52	Original
95.9	Original	95.32	Original	95.53	Original
95.10	Original	95.33	Original	95.54	Original
95.11	Original	95.34	Original	95.55	Original
95.12	Original	95.35	3 rd Revised	95.56	Original
95.13	Original	95.36	1 st Revised	95.57	1 st Revised
95.14	Original	95.36.1	Original	95.58	Original
95.15	Original	95.36.2	Original	95.59	1 st Revised
95.16	1 st Revised	95.36.3	Original	95.60	Original
95.17	Original	95.36.4	Original	96	1 st Revised
95.18	Original	95.36.5	Original	97	1 st Revised
95.19	Original	95.37	Original	98	2 nd Revised
95.20	Original	95.38	Original	99	1 st Revised
95.21	Original	95.39	Original	100	Original
95.22	1 st Revised	95.40	Original	100.1	3 rd Revised *
95.23	Original	95.41	Original	100.2	2 nd Revised
95.24	Original	95.42	Original	100.3	2 nd Revised
95.25	Original	95.43	Original	100.4	3 rd Revised *
95.26	Original	95.44	Original	100.5	1 st Revised
95.27	Original	95.45	Original	100.6	1 st Revised
95.28	1 st Revised	95.46	Original	100.7	1 st Revised
95.28.1	Original	95.47	Original	100.8	1 st Revised
95.28.2	Original	95.48	Original	101	1 st Revised
95.28.3	Original	95.49	Original	102	1 st Revised
95.29	Original	95.50	Original	103	1 st Revised
95.30	Original	95.51	1 st Revised	103.1	Original
				103.2	Original

* New or revised sheet

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SECTION 1 - - APPLICATION AND REFERENCE

1.1 Tariff Format

1.1.1 Location of Material

A. Section 1 provides the following sections in this Tariff.

- Table of Contents – a numerical listing to find the desired section and page.

B. Reserved for Future Use

C. Obsolete Service Offerings

Obsolete service offerings are identified in the Tariff by adding 100 to the current section number, i.e., obsolete items from Section 5, will be found in Section 105. This section is then filed behind Section 5.

1.1.2 Outline Structure

Paragraph Numbering Sequence - There are various levels of alphanumeric coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence suggested for use in tariffs.

2.1
2.1.1.
2.1.1.1.1.
2.1.1.1.1.1.

1.1.3 Page Numbering

Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

1.1.4 Page Revision Numbers

Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14.

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SECTION 1 - APPLICATION AND REFERENCE (cont'd.)

1.1.5 Rate Tables

Within rate tables, four types of entries are allowed:

- Rate Amount

The rate amount indicated the dollar value associated with the service.

- A dash “-”

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- A footnote designator “[1]”

The footnote designator indicates that further information is contained in a footnote.

- ICB

The acronym “ICB” indicates that the product/service is rated on an individual case basis.

1.1.6 Check Sheets

Check Sheets: When a tariff filing is made with the California Public Utilities Commission, an undated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the California Public Utilities Commission.

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SECTION 1 - APPLICATION AND REFERENCE (cont'd.)

1.2 Preliminary Statement

This tariff sets forth the rates and rules of Atos Public Safety, LLC applicable to its provision of competitive local exchange service within the state of California to Customers located in exchange areas served by the following incumbent local exchange providers:

Pacific Bell Telephone Company
Frontier California, Inc.
Consolidated Communications of California Company
Citizens Telecommunications Company of California, Inc.

and to the Company's provision of competitive interexchange services to Customers throughout the State of California.

The Company has been authorized by the California Public Utilities Commission (CPUC) to provide these competitive local exchange and interexchange services in the State of California.

The rates and rules contained herein are subject to change pursuant to the rules and regulations of the CPUC.

1.3 Explanation of Change Symbols

SYMBOL EXPLANATION

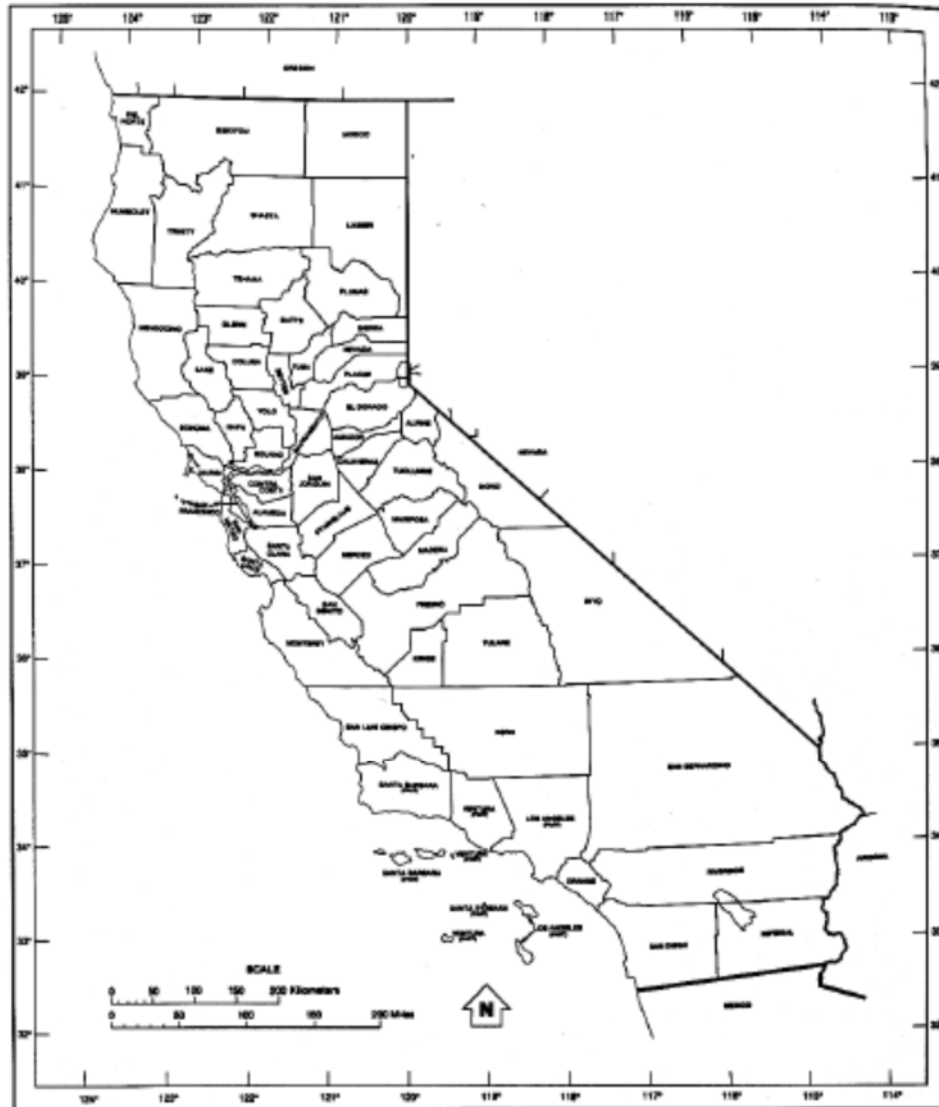
- | | |
|-----|---|
| (C) | To signify changed regulation, term or condition |
| (D) | To signify discontinued material |
| (I) | To signify rate increase |
| (L) | To signify material moved from or to another part of the Tariff with no change, unless there is another change symbol present |
| (N) | To signify new material |
| (P) | To signify material subject to change under a pending application or advice letter |
| (R) | To signify rate reduction |
| (T) | To signify a change in text but no change in rate, regulation, term or condition |

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SECTION 1 - APPLICATION AND REFERENCE (cont'd.)

1.4 Service Area Map



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SECTION 1 - APPLICATION AND REFERENCE (cont'd.)

1.5 Application of Tariff

- 1.5.1** This Tariff contains the service offerings, regulations, terms, conditions, and maximum rates and charges applicable to intrastate exchange and networks services and equipment furnished by the Company.
- 1.5.2** The Company's services are available to Business Customers, Public Agencies, Local Exchange Carriers, Wireless Service Providers and Telematics Service providers.
- 1.5.3** The Company's California service territory is statewide.
- 1.5.4** Service is available where facilities permit.
- 1.5.5** This tariff applies only for the use of the Company's services for exchange telecommunications between points within the State of California.

1.6 Availability of Company Tariff

- 1.6.1** Complete copies of the Company's advice letters and current tariff are maintained at the Company's business offices located at:

Atos Public Safety, LLC.
Attn: Regulatory Affairs
2500 Westchester Ave.
Purchase, N.Y. 10577

- 1.6.2** This Tariff is available for public inspection at the California Public Utilities Commission and also may be found on the Internet at:

<https://atos.net/en-na/north-america/ng-9-1-1/tariff>

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1.7 Trademarks, Service Marks and Trade Names

Reserved for Future Use

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SECTION 1 - APPLICATION AND REFERENCE (cont'd.)

1.8 Explanation of Abbreviations

AMA	Automatic Message Accounting
ANI	Automatic Number Identification
ALI	Automatic Location Identification
ASCII	American Standard Code for Information Interexchange
Bps	Bits per second
CAMA	Centralized Automated Message Accounting
CCITT	The International Telegraph and Telephone Consultative Committee
CCSA	Common Control Switching Arrangement
CNCC	Customer Network Control Center
CO	Central Office
Cont'd	Continued
cps	Cycles per second
CRT	Cathode Ray Tube
dB	Decibel
DC	Direct Current
DID	Direct-Inward-Dialing
ECN	Emergency Communications Network
ESS	Electronic Switching System
FCC	Federal Communications Commission
GMT	Greenwich Mean Time
Hz	Hertz
IXC	Interexchange Carrier
Kbps	Kilobits per Second
kHz	Kilohertz
LEC	Local Exchange Carrier
MSAG	Master Street Address Guide
MHz	Megahertz
NPA	Numbering Plan Area
PBX	Private Branch Exchange
PSAP	Public Safety Answering Point
SRA	Selective Routing Arrangement
SS 7	Signaling System 7
WSP	Wireless Service Provider

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SECTION 2 - RULES

1 Definitions

9-1-1 - A three-digit telephone number used to report an emergency situation requiring a response by a public agency such as a fire department or police department.

9-1-1 FAILURE OR OUTAGE - A situation in which 9-1-1 calls cannot be transported from the end user to the Public Safety Answering Point (PSAP) responsible for answering the 9-1-1 emergency calls.

9-1-1 SERVICE PROVIDER - The entity responsible for establishing and overseeing the functions necessary to accept 9-1-1 calls placed by callers, delivering the 9-1-1 calls to PSAPs using appropriate routing logic, and delivering emergency response information such as ANI and ALI.

ACCESS CODE - Denotes a uniform code assigned to the Company. The code has the form

10XXX or 10XXXXXX for direct access; 950-0XXX or 950-1XXX for calling card access.

ACCESS LINE - The telecommunications line that connects a Local Exchange Carrier, or other Common Carrier, to the Local Exchange Carrier's customer location.

ANSWER SUPERVISION - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the Customer's point of termination as an indication that the called party has answered or disconnected.

AUTHORIZED USER - Any person or entity authorized by a Customer of the Company's service to utilize the service.

AUTOMATIC NUMBERING IDENTIFICATION (ANI) - A type of signaling provided by a local exchange telephone company that automatically identifies the local exchange line from which a call originates.

AUTOMATIC LOCATION IDENTIFICATION (ALI) - The automatic display, on equipment at the PSAP, of the location of the caller's telephone number, the address for the telephone, including non-listed and non-published numbers and addresses, and other information about the caller's location.

BIT - The smallest unit of information in the binary system of notation.

BUILDING - A structure occupied by one or more Customers.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

1 Definitions (cont’d.)

CALL - A Customer attempt for which the complete address code is provided to the service end office.

CARRIER - An entity which provides telecommunications services to the public for hire.

CENTRAL OFFICE (CO) or END OFFICE (EO) - A switching unit providing telecommunication services to the public, designed for terminating and interconnecting lines and trunks. The term “End Office” and “Central Office” are used interchangeably in this tariff. More than one CO or EO may be located in the same building.

CHANNEL - A communications path between two or more points of termination.

COMMISSION - The California Public Utilities Commission.

COMMUNICATIONS SYSTEM - Denotes channels and other facilities which are capable of communications between two or more locations or between two or more pieces of terminal equipment.

COMPANY – Atos Public Safety, LLC

CLC - Competitive Local Carrier. A common carrier that was issued a Certificate of Public Convenience and Necessity after July 24, 1995 to provide telecommunications service within a specific geographic area.

CPUC - The California Public Utilities Commission.

CUSTOMER - A person, firm, individual, partnership, association, corporation, or governmental agency other entity which subscribes to the services offered under this tariff.

CUSTOMER DESIGNATED PREMISES - The premises specified by the Customer for origination or termination of services.

DATE OF PRESENTATION - The postmark date on the billing envelope.

DEDICATED - A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

DEMARCATION POINT - The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at the premise. The demarcation point location will be within twelve inches (12) of the protector, or when there is no protector, within twelve inches (12) (or as close as practicable) of the point at which the cable/wire enters the Customer premises.

DUAL TONE MULTIFREQUENCY (DTMF) - Tone signaling, also known as touch tone signaling.

DUPLEX SERVICE - Service which provides for simultaneous transmission in both directions.

E9-1-1 FEATURES - The ANI, ALI database and selective routing capabilities and all other components of an E9-1-1 system, not including the transport and switching facilities.

E9-1-1 FACILITIES - The facilities that interconnect to wireless providers, local exchange carriers, and other telecommunications providers that are used to transport E9-1-1 and other emergency calls to the PSAP. The facilities may include the use of E9-1-1 tandems or direct trunking of E9-1-1 calls to the PSAPs.

E9-1-1 TANDEM or E9-1-1 SELECTIVE ROUTING TANDEM - The switch that receives E 9-11 calls from the originating local exchange central offices, employs the ANI information associated with such calls from the originating central office, determines the correct destination of the call, and forwards the call and the ANI information to that destination.

E9-1-1 TRUNKS - The facilities that connect from the central office serving the individual telephone that originates a 9-1-1 call to the E9-1-1 tandem and connect the tandem to the PSAP. These may include, but are not limited to, point-to-point private line facilities. Common or shared facilities also may be used subject to the provisions of these rules.

EMERGENCY COMMUNICATIONS NETWORK (ECN) - A telephone network consisting of automated and manual call processing steps used to aggregate, transport and deliver emergency calling information to the appropriate E9-1-1 Selective Routing Tandem or PSAP.

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

EMERGENCY TELEPHONE SERVICE - A telephone system using the three-digit number 9-1-1 to report police, fire, medical or other emergency situations.

END OFFICE - See definition of CENTRAL OFFICE.

END USER - Any Customer of an intrastate telecommunications service that is not a Carrier or Common Carrier, except that a Carrier shall be deemed to be an End User when such Carrier uses a telecommunications service for administrative purposes.

ENHANCED 9-1-1 (E9-1-1) - An emergency telephone service that includes ANI, ALI (including non-listed and non-published numbers and addresses), and (optionally) selective routing, to facilitate public safety response.

EXCHANGE - A group of lines in a unit generally smaller than a LATA established for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

FACILITIES - Denotes any cable, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the service offered under this tariff.

FIBER OPTIC CABLE - A thin filament of glass with a protective coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

FIRM ORDER CONFIRMATION - The date the Company confirms an order for service to be provided to the Customer.

GEOGRAPHIC AREA - The area such as a city, county, municipality, multiple counties, or other areas defined by a governing body or other governmental entity for the purpose of providing public agency response to 9-1-1 calls.

GOVERNING BODY - A 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.

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

HOLIDAYS - The Company observes the following Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

INDIVIDUAL CASE BASIS (ICB) - A service arrangement in which the regulations, rates, charges and other terms and conditions are developed based on the specific circumstances of the case.

INSIDE WIRE - Wiring located on the building owner's/Customer's side of the demarcation point. Such wiring is deregulated. Installation and maintenance of Inside Wiring is the responsibility of the Customer or premises owner.

INTEREXCHANGE CARRIER (IXC) - Any individual, partnership, association, corporation or other entity engaged in intrastate communication for hire by wire or radio between two or more exchanges.

INTERSTATE COMMUNICATIONS - Any communications that crosses over a state boundary. Interstate Communications includes interstate and international communications.

INTRASTATE COMMUNICATIONS - Any communications which originates and terminates within the same state and is subject to oversight by a state regulatory commission (such as the CPUC) as provided by the laws of the state involved.

JOINT USER - An individual or entity authorized by the Company and the Customer to share in the use of a Customer's Business Exchange Service.

LOCAL ACCESS AND TRANSPORT AREA (LATA) - A geographic area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No.82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff FCC No. 4.

LOCAL CALLING AREA - The Company's local calling areas for basic service rates mirror the local calling areas described in the dominant local exchange carrier's tariff for that region. Pacific Telesis' local calling area/zone descriptions can be found in Pacific Bell's CAL. P.U.C. No. A5, Section 5.2.1. GTE's local calling area/zone descriptions can be found in CAL. P.U.C. No. A28, Section III-B.

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

LOCAL EXCHANGE CARRIER - Any person, corporation or entity that pursuant to the statutes and rules of the State of California and the CPUC is authorized to provide telecommunications Local Exchange Services on a resale or facilities basis.

LOCAL EXCHANGE SERVICE - Refers to local service that allows a subscriber to complete calls through facilities provided for intercommunications to other telephones within a specified area without payment of toll charges. This service also provides access to and from the telecommunication network for long distance calling.

MASTER STREET ADDRESS GUIDE (MSAG) - The file of street names and ranges defining emergency service agencies particular to a telephone number.

MAINTENANCE OF SERVICE - Maintenance of Service (Trouble Isolation) denotes an occurrence of a visit to a Customer's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in Customer-provided facilities, terminal equipment, a communication system or for Customer-maintained premises wire. When a Maintenance of Service visit is made, Premises Work Charges will apply.

MAJOR RATE INCREASE - A rate increase which is greater than a Minor Rate Increase, as defined below.

Mbps - Megabits, denotes millions of bits per second.

MESSAGE - A Message is a Call as defined above.

MINIMUM POINT OF ENTRY - The closest practicable point to where regulated facilities of the Company cross a property line or enter a building.

MINOR RATE INCREASE - A rate increase which is both less than 1% of the Company's total California intrastate revenues and less than 5% of the affected service's rates. Increase shall be cumulative, such that if the sum of the proposed rate increase and rate increases that took effect during the preceding 12-month period for any service exceeds either parameter above, then the filing shall be treated as a Major Rate Increase.

NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA) - An 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.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

NETWORK CONTROL SIGNALING - Transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call process signals indicating reorder or busy conditions, alerting tones) to control the operating of switching equipment in the system.

NETWORK FACILITIES - All Company facilities from the central office up to and including the Standard Network Interface at the demarcation point.

NON-LISTED SERVICE - Telephone numbers that are not published in the telephone directory but are available through directory assistance.

NON-PUBLISHED SERVICE - Service in which the Customer's name, address and telephone number are omitted from any telephone directory, street address directory, or in the directory assistance records available to the general public.

NONRECURRING CHARGE - A charge associated with a given service or item of equipment which applies on a per service and/or a per item basis each time the service or item of equipment is provided or changed.

OFF-HOOK - The active condition of a telephone exchange line or dedicated access line.

ON-HOOK - The idle condition of a telephone exchange line or dedicated access line.

PBX SERVICE - This service provides for centralized processing of exchange access by stations through groups of Central Office trunks, WATS lines, etc., or with other communication systems through voice circuits connected to the common equipment. Interconnection between stations through the common equipment is an inherent feature of the service.

PERSON - Any individual, firm, partnership, co-partnership, limited partnership, joint venture, association, cooperative organization, limited liability corporation, corporation (municipal or private and whether organized for profit or not), governmental agency, state, county, political subdivision, state department, commission, board, or bureau, fraternal organization, nonprofit organization, estate, trust, business or common law trust, receiver, assignee for the benefit of creditors, trustee, or trustee in bankruptcy or any other service user.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

1 Definitions (cont’d.)

PREMISES - A building or buildings on contiguous property, not separated by a public highway or right-of-way.

PREMISES WORK CHARGE - A time-sensitive one-time charge that applies to Customer requested work done by the Company on the Customer’s side of the Network Interface.

PRIVATE BRANCH EXCHANGE (PBX) - An arrangement which comprises manual and/or automatic common equipment, wiring and station apparatus, and which provides for interconnection of main station lines associated with an attendant position and/or common equipment located on the Customer’s premises or extended to another premises of the same Customer.

PROTECTOR - An electrical device located in a central office, a Customer premises or anywhere along the telecommunications facility path. This device protects both the Company’s and the Customer’s property and facilities from high voltages and surges in current.

PSEUDO AUTOMATIC NUMBER IDENTIFICATION (pANI) - A number consisting of the same number of digits as ANI, and used to query routing and ALI databases.

PUBLIC AGENCY - Any city, city and county, town, county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has the authority to provide firefighting, law enforcement, ambulance, emergency medical, or other emergency services.

PUBLIC SAFETY ANSWERING POINT (PSAP) - A facility equipped and staffed to receive 9-1-1 calls from the 9-1-1 Service Provider. PSAPs operate under the direction of the governing body and are responsible to direct the disposition of 9-1-1 calls.

RESELLER OF LOCAL EXCHANGE SERVICE (RESELLERS) - For the purpose of this Rule, a reseller of basic local exchange service is providing basic local exchange service.

SAME PREMISES - All the space in the same building in which a Customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one Customer. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

SELECTIVE ROUTING - The capability of routing an E9-1-1 call to a designated PSAP based upon the seven-digit or ten-digit telephone number of the subscriber dialing 9-1-1.

SELECTIVE ROUTER - See definition of E9-1-1 TANDEM or E9-1-1 SELECTIVE ROUTING TANDEM .

SERVING WIRE CENTER – The wire center from which the Customer-designated premises normally obtains dial tone from the Local Exchange Carrier.

SHARED FACILITY - A facility or equipment system or subsystem which can be used simultaneously by several Customers.

SPECIAL ACCESS CIRCUIT – The physical pathway for transmission of information between a dedicated originating point and a dedicated terminating point.

STANDARD NETWORK INTERFACE (SNI) - A standard Federal Communications Commission (FCC) registration jack or its equivalent, which is provided, installed, owned and maintained by the Company at the Customer's premises. The SNI is placed at the point on the Customer's premises where all premises services are connected to the telecommunication's network via Company or Customer owned facilities/wire.

SUPPORTING STRUCTURE - Consisting, of, but not limited to, pipes, conduits, risers, poles, trenches, backboards, plenum spaces, etc., as required for the physical placement, protection and support of telecommunications facilities. These structures are furnished, installed and maintained at the expense of the premises owner for use by the Company in terminating regulated facilities.

SERVING WIRE CENTER - The wire center from which the Customer-designated premises normally obtains dial tone from the Company.

SPECIAL ACCESS CIRCUIT -The physical pathway for transmission of information between a dedicated originating point and a dedicated terminating point.

SUBSCRIBER - A person, firm, partnership, corporation or other entity who orders telecommunications service(s) from a telecommunications services provider.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

TDD/TEXT PHONE - A telecommunications device for use by deaf persons that employs graphic communication in the transmission of coded signals through a wire or radio communication system.

TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)/TEXT PHONE EMERGENCY ACCESS - Provides 9-1-1 access to individuals that use TDDs and computer modems.

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) - Denotes the regulatory, administrative, and operational system developed by the federal government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The FCC defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

TELECOMMUNICATIONS RELAY SERVICES - These services provides the ability for hearing-or speech-impaired individuals to communicate, by wire or radio, with a hearing individual in a manner that is functionally equivalent to communication by an individual without a hearing or speech impairment. This definition includes telecommunication relay services that enable two-way communications between an individual who uses a TDD or other non-voice terminal device and an individual who does not use such a device.

TELEMATICS - Personal safety devices utilizing a combination of electronic sensors, wireless communications technologies, and location determination technologies to signal or notify Telematics service providers when assistance is required. While Telematics devices are used for non-emergency purposes such as roadside assist or concierge services, navigation assistance, and vehicle tracking, the services described herein are specifically designed to facilitate the delivery of emergency Telematics calls to the appropriate responding agencies where facilities permit.

TRANSMISSION PATH - An electrical path capable of transmitting signals within the range of the service offering. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant used in the telecommunications industry.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

1 Definitions (cont'd.)

TRUNK - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP - A set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

VOICE OVER INTERNET PROTOCOL (VoIP) - VoIP is the routing of voice calls that are transmitted, in whole or in part, via the public Internet or private IP network.

WIRE CENTER - The building which houses the local switching equipment (central offices) from which exchange and private line services are furnished and where cable facilities are terminated which furnish telephone service within a designated wire center serving area.

WIRE CENTER SERVING AREA - The area of the exchange served by a single wire center.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

2 Description of Service

The Company undertakes to furnish business communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of California.

Customers and users may use service and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers (e.g., NPA 900, NXX 976, etc.).

Service is offered for local and long distance calling to Customers pursuant to the terms of this tariff. Descriptions applicable to specific offerings are found in the Rate Schedules contained in Section 1 of this tariff. Rates vary based on whether the Customer is located in areas also served by Pacific Bell or by GTE California.

Service is available 24 hours per day, seven days per week and is subject to the availability of necessary service, equipment and facilities and the economic feasibility of providing such necessary service, equipment and facilities.

Services are offered via the Company's facilities (whether owned, leased or under contract) in combination with resold services provided by other certificated carriers.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

3 Application for Service

Service is installed by arrangement between the Company and the Customer.

- (A) Service may be initiated based on a written or oral agreement between the Company and the customer. In either case, prior to the agreement, the customer shall be informed of all rates and charges for the services the customer desires and any other rates or charges which will appear on the customer's first bill.

In the event that the Company provides residential service(s) to a Customer, the provisions of Section 36 shall also apply.

If the agreement is oral, within 10 days of initiating the service order, the Company will provide a confirmation letter setting forth a brief description of the services ordered and itemizing all charges which will appear on the customer's bill. The letter must be in a language other than English if the sale was in another language.

In order to initiate service, the Customer must provide the following information: an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.

The Company shall designate an address to which the Customer shall mail or deliver all notices and other communications, except that the Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

Within 10 days of initiating service, the Company shall state in writing for all new Customers all material terms and conditions that could affect what the Customer pays for telecommunications service provided by the Company.

Potential Customers who are denied service for failure to establish credit or pay the required deposit will be notified in writing by the Company of the reason for the denial within 10 days of the denial.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

3 Application for Service (cont'd.)

(B) Cancellation of Application for Service:

When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below. The special charges described in this section will be calculated on a case by case basis.

Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charges for the minimum period of services orders, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent.)

Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, let net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

(C) Cancellation of Service:

The Customer may have service discontinued upon written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later. A termination liability charge applies to early cancellation of a term agreement.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

3 Application for Service (cont'd.)

(D) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve the Customer of his or her obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the terms of the Service Order shall survive such termination.

(E) Termination Liability:

Unless otherwise specified in individually negotiated contracts, the termination liability for services purchased under a Term Agreement will be equal to the lesser of either:

- (1) 20% of the balance of the total billing payable during the life of the term,
or
- (2) the difference between the monthly rate for the selected term plan and the monthly rates for the longest term plan that Customer could have satisfied prior to early discontinuance of service.

(F) Initiation of Service

Within 10 days of initiating service, the Company shall state in writing for all new Customers all material terms and conditions that could affect what the Customer pays for telecommunications services provided by the Company.

Potential Customers who are denied service for failure to establish credit or pay deposit as described in this tariff must be given the reason for the denial in writing within 10 days of service denial.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

4 Contracts

Contracts will only be used in special circumstances for Individual Case Basis (“ICB”) service offerings or Special Construction. Customer and Company can enter into a contract for Centrex service. The terms and conditions of each contract offering are subject to the agreement of both the Customer and Company. Such contract offerings will be made available to similarly situated Customers in substantially similar circumstances. Contracts are available to any similarly situated Customer. ICB arrangements will be filed in accordance with G.O. 96-A.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

5 Special Information Required On Forms

(A) Customer Bills

The Company's name shall be identified on each Customer bill. Each bill will prominently display a toll-free number for service or billing inquiries, together with an address where the Customer may write to the Company. If the Company uses a billing agent, the Company will also include the name of the billing agent it uses. Each bill for telephone service will contain notations concerning the following:

1. When the bill shall be paid by the Customer to the Company;
2. Billing detail, including the period of service covered by the bill;
3. Late payment charges and when they will be applied;
4. How the Customer must pay the bill;
5. How to contact the Company with questions about the bill; and
6. If the Customer's bill contains charges for inter LATA and interstate toll calling billed by the Company on behalf of an interexchange carrier authorized to provide those services, then the bill will include a toll-free number for service or billing inquiries.

Each bill shall also include the following statement:

If you believe there is an error on your bill or have a question about your service, please call Atos Public Safety, LLC customer support at (833) 316-4911.

If you are not satisfied with Atos Public Safety, LLC's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

5. Special Information Required On Forms (cont'd.)

Each bill shall also include the following statement: (cont'd)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

*To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.*

(B) Deposit Receipts

Each deposit receipt shall contain the following provisions:

“This deposit, less the amount of any unpaid bills for service furnished by Atos Public Safety, LLC, shall be refunded, together with any interest due, within 30 calendar days after the discontinuance of service, or after 12 months of service, whichever comes first. However, deposits may not receive interest if the Customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period.”

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

6 Advance Payments, Deposits, and Guarantors

(A) Advance Payments

At the time an application for service is made, an applicant may be required to pay an amount equal to one month's service charges and/or the service connection and/or equipment charges which may be applicable as well as any nonrecurring charges for any required special construction. The amount of the first month's service is credited to the Customer's account on the first bill rendered. Company will not require advance payments for usage.

(B) Deposits

1. Requirement: The Company may, at its sole discretion, require an applicant or an existing Customer to post a guarantee for the payment of charges as a condition to receiving service or additional services. The Company reserves the right to review an applicant's or a Customer's credit history at any time to determine if a deposit is required.
2. Nondiscrimination: Deposits will not be required by the Company based on race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.
3. Amount: The amount of the deposit shall not exceed twice the estimated average monthly bill for the class of service for which the deposit is to be applied. Interest on deposits will be set at the 3-month commercial paper rate published by the Federal Reserve Board, except no interest will be paid if the Customer has received a minimum of two discontinuance of service notices in a 12-month period. The fact that a deposit has been made neither relieves the Customer from complying with the Company's regulations on the prompt payment of bills on presentation nor constitutes a waiver or modification of the regulations of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered. In the event a customer requests services in addition to basic service, the average bill will reflect the aggregate services requested by the customer.
4. Refund upon Discontinuance: Upon discontinuance or termination of service, the deposit will be returned to the Customer within 30 days of rendition of the final bill, and will include any interest on the deposit as set forth above.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

6 Advance Payments, Deposits, and Guarantors

(B) Deposits (cont'd.)

5. Refund after Satisfactory Payment: After prompt and timely payment of all charges for 12 consecutive billing periods, within 30 days, the Company will refund the deposit to the Customer. The refund will include interest at the rate set forth above. Payment of a charge is satisfactory if received prior to the date that the charge becomes delinquent provided that it is not returned for insufficient funds or closed account. However, deposits may not receive interest if the Customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period.
6. Deposit Receipt: See Rule 5.
7. Deposits shall not be required if the applicant:
 - a. Provides a satisfactory credit history acceptable to the Company. Credit information contained in the applicant's account record may include, but shall not be limited to, account established date, "can-be-reached" number, name of employer, employer's address, Customer's driver's license number or other acceptable personal identification, billing name, and location of current and previous service. Credit cannot be denied for failure to provide social security number.
 - b. A co-signer or guarantor may be used providing the co-signer or guarantor has acceptable credit history with the Company or another acceptable local exchange carrier.
 - c. The Company is required to accept a deposit to establish credit for service; however, it may request the deposit to be provided in cash or another acceptable form of payment (e.g., cashier's check, money order, bond, letter of credit).

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

7 Notices and Communications

- (A) Notice by the Company: Unless otherwise provided by these Rules, any notice by the Company to the Customer or by the Customer's authorized representative will be given in writing either by facsimile to the Customer or to the Customer's authorized representative, or by written notice mailed to the Customer's or the authorized representative's last known address. The Company may provide verbal notice to a Customer or to an authorized representative thereof only in emergencies, where a delay may result in impaired service or a hazard to a Customer. All notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following of the placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- (B) Notice by the Company Regarding Rate Information:
- (1) Rate information and information regarding the terms and conditions of service will be provided in writing upon request by a current or potential Customer. Notice of major increases in rates will be provided in writing to the Customer and postmarked at least 30 days prior to the effective date of the change. No Customer notice (other than a tariff revision filed with the CPUC) shall be required for minor rate increase or rate decrease. Customers shall be advised of optional service plans in writing as they become available. In addition, Customers shall be advised of changes to the terms and conditions of service which may result in rate increases to some or all Customers or which result in reduced service or increased obligations for Customers. The Company shall provide this notice no later than the Company's next periodic billing cycle.
 - (2) When the Company provides information to a consumer which is allegedly in violation of its tariffs, the consumer shall have the right to bring a complaint against the Company. If the Commission determines that the complaint is part of a pattern of misinformation or was an attempt to defraud the Customer, the Commission may impose appropriate sanctions.
 - (3) The Company will notify Customers in writing of a change in ownership or identity of a Customer's service provider on the Customer's next monthly billing cycle.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

7. Notices and Communications (cont'd.)

(B) Notice by the Company Regarding Rate Information: (cont'd.)

- (4) Notices the Company sends to Customers, or to the CPUC, shall be a legible size and printed in a minimum point size of 10 and are deemed made on the date of presentation.

(C) Notice by Customer: Unless otherwise provided by these Rules, any notice by the Customer or its authorized representative may be given verbally to the Company at the Company's business office (in person or telephonically) or by written notice mailed to the Company's business office. Cancellation of service by the Customer may be given verbally or by written notice to the Company at the Company's business office (in person or telephonically).

(D) The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the notice set forth herein.

(E) The Company shall, upon request, provide any applicant for service or Customer the following information:

1. The CPUC identification number of its registration to operate as a telecommunications corporation within California.
2. The address and telephone number of the CPUC to verify its authority to operate.
3. A copy of the CPUC's Consumer Protection Regulations.
4. A toll-free number to call for service or billing inquiries, along with an address where the Customer may write to the Company.
5. A full disclosure of all fictitious names, (i.e., d/b/a names) of the Company.
6. The names of billing agents, if any, the Company uses in place of performing the billing function itself.
7. Rate information as required in Rule 6 of the Consumer Protection Regulations set forth in D.95-07-054.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

8 Rendering and Payment of Bills

- (A) Customer bills are issued monthly. The Customer will receive its bill on or about the same day of each month. Months are presumed to have 30 days. The billing date is dependent on the billing cycle assigned to the Customer. Each bill contains monthly recurring charges billed in advance, usage charges billed in arrears, and the last date for timely payment. The Company will prorate monthly recurring charges based on a 30-day month. Prorating shall apply only to recurring charges. All nonrecurring and usage charges incurred during the billing period shall be billed in addition to the prorated amounts.
- (B) Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the business office of the Company or an agency authorized to receive such payment. All charges for service are payable only in United States currency. Payment may be made by cash, check, money order, or cashier's check.
- (C) Customer payments are considered prompt when received by the Company or its agent by the due date on the bill. The due date is 30 days after the bill is rendered and is designated by the due date on the Customer's bill to timely pay the charges stated. The Company will credit payments within 24 hours of receipt. The late payment date will be prominently displayed on the customer bill.
- (D) However, if a Customer's service has been discontinued within the past 12 months or if the Customer incurs usage charges during a billing period which are equal to a least 200% of the amount of the Customer deposit or guarantee, payment may be demanded for the usage charges by a telephone call to the Customer followed by written notification of such demand sent by first class mail. If the requested payment is not made within five days from the rendition of written notification or a mutually established late payment arrangement date or 30 days from the date of the bill, the usage charge will be deemed delinquent. Charges deemed delinquent may be subject to the lesser of either a late payment charge of 1-1/2% per month or portion thereof that the bill remains unpaid, or the maximum allowed by law. This amount will be assessed from the date payment was due.
- (E) Bills that remain unpaid beyond the due date on the bill will incur a late payment charge of 1.5% of the outstanding unpaid balance for each month or part of a month that the bill remains unpaid after the specified due date.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

8. Rendering and Payment of Bills (cont’d.)

(F) Taxes and Surcharges

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program Surcharge rates and the CPUC Reimbursement Fee rate to intrastate services. For a list of the Public Program surcharges and Reimbursement Fee, and the amounts, please refer to the Pacific Bell d/b/a. AT&T California tariffs. Additional information regarding these programs and fees is available at <http://www.cpuc.ca.gov/general.aspx?id=1124>.

Exclusions to the CPUC mandated Public Program Surcharge rates are as follows:

1. Universal Lifeline Telephone Service (ULTS) billings
2. Charges to other certificated carriers for services that are to be resold
3. Coin sent paid telephone calls (coin in box) and debit card calls
4. Customer-specific contracts effective before September 15, 1994
5. Usage charges for coin-operated pay telephones
6. Directory advertising
7. One-way radio paging

Exclusions to the CPUC Reimbursement Fee rate are as follows:

1. Directory advertising and sales
2. Terminal equipment sales
3. Inter-utility sales

(G) See Rule 5 for other information to be included on the bill.

(H) A bill will not include any previously unbilled charge for service furnished prior to three months immediately preceding the date of the bill, with the following exceptions: collect calls, credit card calls, third party billed calls, “error file” (calls which cannot be billed due to the unavailability of complete billing information to the Company). An additional exception for backbilling is permitted for a period of one and one-half years in cases involving toll fraud.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

9 Disputed Bill Procedure

In the case of a dispute between a Customer and the Company as to the correct amount of a bill rendered by the Company for service furnished to the Customer, which cannot be adjusted with mutual satisfaction, the Customer may make the following arrangements:

1. The Customer may make a written request, and the Company shall comply with the request, for an investigation and review of the disputed amount.
2. The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the “Due by” date shown on the bill. The “Due by” date shall be no sooner than 15 days of the date of presentation. If the undisputed portion of the bill and subsequent bills become delinquent as described in Rule No. 8, the service may be subject to disconnection if the Company has notified the Customer by written notice of such delinquency and impending termination.
3. If there is still disagreement about the disputed amount after an investigation and review by a manager of the Company, the Customer may appeal to the Consumer Affairs Branch (“CAB”) of the CPUC for an investigation and decision. To avoid disconnection of service, the Customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with CAB within 7 calendar days after the date on which the Company notifies the Customer that the investigation and review have been completed and that such deposit must be made or service will be disconnected. However, the service will not be disconnected prior to the Due By Date shown on the bill. The Company may not disconnect the Customer's service for nonpayment as long as the Customer complies with these conditions.
4. The Company shall respond within 10 business days to requests for information issued by CAB. CAB will review the Customer's claim of the disputed amount, communicate the results of its review to the Customer and the Company, and disburse the monies deposited by the Customer.
5. The contact information for CAB is:

Telephone 1-800-649-7570 (toll-free)
 (8:30 AM to 4:30 PM, Monday through Friday)

Mail California Public Utilities Commission,
 Consumer Affairs Branch
 505 Van Ness Avenue, Room 2003
 San Francisco, CA 94102

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

9 Disputed Bill Procedure (cont'd.)

5. The contact information for CAB is: (cont'd)

Customers with limitations hearing or speaking, should dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. Customers who prefer having his or her calls immediately answered in his/her mode of communication, should dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
<i>TTY/VCO/HCO to Voice</i>	<i>English</i>	<i>1-800-735-2929</i>
	<i>Spanish</i>	<i>1-800-855-3000</i>
<i>Voice to TTY/VCO/HCO</i>	<i>English</i>	<i>1-800-735-2922</i>
	<i>Spanish</i>	<i>1-800-855-3000</i>
<i>From or to Speech-to- Speech</i>	<i>English & Spanish</i>	<i>1-800-854-7784</i>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC **specifically regarding the accuracy of a bill**, customers should contact CAB for assistance. If a customer's case meets the eligibility criteria, CAB will provide him/her with instructions on how to mail a check or money order to be impounded pending resolution of the case. Customers must continue to pay current charges while the complaint is under review to keep service turned on.

6. After the investigation and review are completed by the Company as noted in (1.) above, if the customer elects not to deposit the amount in dispute with CAB, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

10 Discontinuance and Restoration of Service

(See also 32 - Legal Requirements for Refusal or Discontinuance of Service on p. 71.)

(A) Discontinuance by Customer

1. A Customer may have service discontinued upon oral or written notice to the Company on or before the date of disconnection. Customers remain responsible for payment of all bills for services furnished.
2. If a Customer cancels his or her order for service before the service begins, a charge equal to the greater of \$25.00 or the actual costs incurred by the Company in provisioning the service prior to the cancellation will be levied upon the Customer. However, no charge will be levied if a Customer cancels his or her service within three (3) days of the date the order was placed in writing or within three (3) days of the date of the Company's written confirmation (see Rule 3(a)). No cancellation charge applies to orders canceled due to delays in installation that are caused by the Company that are ten (10) days past the promised due date. The Customer will be informed of the cancellation charge at the time the order is placed.
3. No minimum or termination charge will apply if service is terminated because of condemnation, destruction, or damage to the property by fire or other causes beyond the control of the Customer.
4. Upon termination, presubscribed Customers may be held responsible for charges thereafter if the Customer has not selected an alternative local exchange carrier and service has not been transferred to the alternative carrier and such a Customer is continuing to receive service from the Company.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

10 Discontinuance and Restoration of Service (cont'd.)

- (B) The Company may discontinue service under the following circumstances:
- (i) Nonpayment of any sum due to the Company for service more than 30 days beyond the date of the invoice for such service. In the event the Company terminates service for nonpayment, the Customer may be liable for all reasonable court costs and attorneys fees as determined by CPUC or by the court.
 - (ii) A violation of, or failure to comply with, any regulation governing the furnishing of service.
 - (iii) An order from a court from another government authority having jurisdiction which prohibits the Company from furnishing service.
 - (iv) Failure to post a required deposit or guarantee.
 - (v) In the event that the Customer supplied false or inaccurate information of a material nature in order to obtain service.
 - (vi) Any violation of the conditions governing the furnishing of service.
- (C) Service may be refused or disconnected in the event of illegal use or of intent to defraud the Company. The Company may disconnect service for this reason after sending written notice certified mail to the Customer's last known address.
- (D) Service will not be discontinued for nonpayment of Category III services, as defined by the California Public Utilities Commission.
- (E) Basic Service will not be disconnected for non-payment of anything other than residential and single line business flat-rate and/or measured-rate service as defined in D.96-10-066, Appendix B, page 5.
- (F) The Company will continue to provide Customers access to 9-1-1 emergency service should service be discontinued by the Company to said Customers until such time as the Customer has established service with another carrier. (Also known as "Warm Line.")

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

10 Discontinuance and Restoration of Service (cont'd.)

(G) Notice for Disconnection

1. Written notice of the pending disconnection will be rendered not less than 7 days prior to the disconnection. Notice shall be deemed given upon deposit, first class postage prepaid, in the U.S. Mail to the Customer's last known address.
2. Service may be discontinued during business hours on or after the date specified in the notice of discontinuance. Service is not initially discontinued on any Saturday, Sunday, legal holiday, or any other day the Company service representatives are not available to serve Customers.
3. Written notice will state:
 - the name and address of the Customer whose account is delinquent;
 - the reason for discontinuance;
 - the amount that is delinquent (if applicable);
 - the date when payment or arrangements for payment are required in order to avoid termination
 - the procedure the Customer may use to initiate a complaint or to request an investigation concerning service or disputed charges as set forth in Rule 8;
 - the procedure the Customer may use to request amortization of the unpaid charges;
 - the telephone number of the Company representative, who can provide additional information or institute arrangements for payment;
 - the telephone number of the CPUC Consumer Affairs Branch where the Customer may direct inquiries;
 - local service may not be discontinued for nonpayment of Category III or other unregulated competitive services.

(H) Restoration of Service

The Customer may restore service by full payment in any reasonable manner including by personal check. However, the Company may refuse to accept a personal check if a Customer's check for payment of service has been dishonored, excepting bank error, within the last twelve months. There is a \$35.00 charge for restoration of service after disconnection; if, however, the equipment necessary for service has been removed, a complete activation fee will apply.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

11 Request for Old Bill

The Company will charge a processing fee to a Customer who requests a copy of a bill that has already been issued to such Customer, unless the Customer informs the Company within 15 days of the issuance of the bill that the original bill was not received. If a Customer or the Customer's representative thereafter requests additional copies of bills the following fees will apply:

Bills dated within 90 days prior to receipt of request	\$1.00 per bill, plus \$0.25 per telephone number on the bill in excess of 5 numbers
Bills dated more than 90 days but less than 12 months	\$5.00 per bill, plus \$0.25 per telephone number on the bill in excess of 5 numbers
Bills dated more than 12 months; less than 48 months	\$20.00 per bill, plus \$0.25 per telephone number on the bill in excess of 5 numbers

The Company will not provide a second copy of a bill that is more than 48 months old.

The Company shall charge a processing fee to any party that subpoenas or otherwise lawfully seeks to compel the provision of a copy or copies of a bill(s) in connection with any lawful investigation or lawsuit. The processing fee for any requested bill(s) is \$1.00 per bill if the invoice date is less than ninety (90) days prior to the date of the request, \$5.00 per bill if the invoice date is more than ninety (90) days and less than twelve (12) months prior to the date of the request and \$20.00 per bill if the invoice date is more than twelve (12) months prior to the date of the request.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

12 Temporary Service

From time to time, the Company may agree to install temporary service for a Customer for demonstration purposes only. Such service will not be continued for more than 30 days. Calls placed by Customers on such temporary service will be subject to the rates and regulations provided in this tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

13 Continuity of Service

(A) Allowances for Interruptions in Service Credit allowance for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications system provided by Customer, are subject to the general liability provisions set forth in Rule 18, herein. It shall be the obligation of the Customer to notify the Company of any interruptions in service. Before giving such notice, Customer shall ascertain that the trouble is not being caused by any action or omission of Customer, not within his control, or is not in wiring or equipment connected to the terminal of Company.

(B) Credit for Interruptions

1. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

Interruption of 24 hours or less:

	Interruption Period to be <u>Credited</u>
Less than 30 minutes	none
30 minutes up to, but not including 3 hours	1/10 day
3 hours up to, but not including 6 hours	1/5 day
6 hours up to, but not including 9 hours	2/5 day
9 hours up to, but not including 12 hours	3/5 day
12 hours up to, but not including 15 hours	4/5 day
15 hours up to, but not including 24 hours	One day

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

13 Continuity of Service (cont'd.)

(B) Credit for Interruptions (cont'd.)

Two or more interruptions of 15 minutes or more during anyone 24- hour period shall be considered as one interruption.

Interruption over 24 hours and less than 72 hours:

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any 24 hour period.

Interruption over 72 hours:

Interruptions over 72 hours will be credited 2 days for each full 24 hour period.

No more than 30 days credit will be allowed for any one month period.

(C) Limitations on Allowances

No credit allowance will be made for:

1. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
2. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
3. Interruptions due to the failure or malfunction of non-Company equipment
4. A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:
5. Interruptions of service during a period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

13 Continuity of Service (cont'd.)

(C) Limitations on Allowances (cont'd.)

6. Interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
7. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; or
8. Interruption of service due to circumstances or causes beyond the control of the Company.

(D) Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at times that will cause the least inconvenience.

When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or Customers' service.

- (E) The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

14 Extensions

Extension line service is not offered by the Company.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

15 Service Connections and Facilities on Customers' Premises

- (A) Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the carrier. Service furnished by the Company is not part of a joint undertaking with such carriers.
- (B) Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. Customer is responsible for taking all necessary legal steps for interconnecting his or her customer-provided terminal equipment or communications systems with carrier's facilities. Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection.
- (C) Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained at the expense of Customer, except as otherwise provided. Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of carrier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.
- (D) Service connections involving Company facilities shall be made solely by Company personnel or third parties expressly authorized by the Company.
- (E) Company personnel shall have a right to access any Customer premises or other Customer-controlled locations on which Company facilities are located. Access shall be arranged with reasonable promptness during business hours for non-emergency purposes.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

16 Measurement of Miles

When charges for calls are mileage sensitive, airline mileage is computed as described below.

Calls are measured and rounded to the higher full minute from the serving wire center of the Customer's originating location to the serving wire center of the destination of the call, regardless of Company routing. The distance between the serving wire center origination point and that of the destination point is calculated by using the “V” and “H” coordinates as defined by Bell Communications Research (BellCore) and NECA Tariff FCC No.4 in the following manner:

- Step 1 Obtain the “V” and “H” coordinates for the originating and terminating wire centers.
- Step 2 Obtain the difference between the “V” coordinates of each of the serving wire centers. Obtain the difference between the “H” coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the “V” difference and “H” difference obtained in Step 3.
- Step 5 Divide the sum of the squares obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the airline mileage of the call.

Formula:

$$\sqrt{\frac{v_1 - v_2}{10}^2 + \frac{h_1 - h_2}{10}^2}$$

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

17 Measurement of Service

When a business Customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit for an additional charge.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

The Customer has no property right in the assigned telephone number and none can be acquired by usage or otherwise. The Company reserves the right to assign, designate, or change such numbers when reasonably necessary in the conduct of its business. Telephone numbers of Customers who discontinue service may be reassigned 30 days from the date of discontinuance of service.

A Customer who wishes to retain his or her existing telephone number when that Customer changes his or her local service provider from the Company to the incumbent local exchange carrier or to a Competitive Local Carrier and chooses to disconnect the Company's service associated with the telephone number, may negotiate with the new carrier to obtain Number Call Forwarding.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

18 Limitation of Liability

- (A) The provisions of this section of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of laws by the Company.
- (B) In the event an error or omission is caused by the gross negligence of the Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000.
- (C) Except as provided in Paragraphs (A) and (B) of this Rule, the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or private line, alphabetical directory listings (excluding the use of bold type), and all other services shall in no event exceed an amount equal to the pro rata charges to the Customer for the periods during which the services or facilities area affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect of any one service or facility affects or diminishes the value of any other service, said liability shall include such diminution, but in no event shall exceed the total amount of the charges to the Customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.
- (D) The Company shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the Company and connecting utilities.
- (E) Pursuant to Commission Decision D.95-07-054, “[t]he Company shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, to acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, and any order, regulation or other action of any governing authority or agency thereof.”

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

18 Limitation of Liability (cont’d.)

(F) Directory Errors

1. The Company shall allow for errors or omissions in alphabetical telephone directories (excluding the use of bold-face type) an amount within the following limits:
 - a. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error or omission occurred.
 - b. For listings and lines of information in alphabetical telephone directories furnished at additional charge set forth in the Rate Schedules of this tariff, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred.
 - c. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or omission occurred.
 - d. For listings in information records furnished at additional charge, an amount no in excess of the charge for the listing during the period the error or omission continued.
 - e. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

19 Limitations of Service

- (A) Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff, except that the Company will serve all locations within 300 feet of its facilities, provided that the Company can obtain reasonable access to the Customer's demarcation point. Beyond the 300 feet service requirement, the Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this tariff.
- (B) The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this tariff), or when service is used in violation of provisions of this tariff or the law.
- (C) The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this tariff, shall not be liable for errors in transmission or for failure to establish connections.
- (D) The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards.
- (E) The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

20 Use of Service

- (A) Service may be used by the Customer for any lawful purpose for which the service is technically suited.
- (B) The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.
- (C) Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.
- (D) Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the Customer's option. Service may only be resold or shared in accordance with the provisions of the specific service. Specifically, residential service may only be used, resold or shared for noncommercial purposes. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its Customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.
- (E) Any individual or company who uses or receives service from the Company, other than the provisions of an accepted application for service and a current Customer relationship, shall be liable for the tarified cost of the services received and may be liable for reasonable court costs and attorney fees as determined by the CPUC or the court.
- (F) Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees or independent contractors of the Customer through any negligence.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

20 Use of Service (cont'd.)

(G) Unauthorized Use

1. Service shall not be used to make unlawful expressions, to impersonate another person with fraudulent or malicious intent, or to call another so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten, or harass.
2. Service shall not be used for any purpose in violation of law.
3. Service shall not be used in such a manner as to interfere unreasonably with the use of the service by one or more other Customers, or interfere with the Company's reasonable ability to provide the service to others.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

21 Responsibilities of the Customer

- (A) The Customer is responsible for: 1) placing any necessary orders; 2) complying with tariff regulations; 3) for assuring that users comply with tariff regulations; 4) payment of charges for calls originated from the Customer's telephone lines.
- (B) The Customer is responsible for arranging access to its premises at times mutually agreeable to Company and the Customer when required for installation, repair, maintenance, inspection or removal of equipment associated with the provision of Company services.
- (C) The Customer is responsible for maintaining its terminal equipment and facilities in good operating condition. The Customer is liable for any loss, including loss through theft, of any Company equipment installed at Customer's premises.
- (D) The Customer shall be responsible for all calls placed by or through Customer's equipment by any person. In particular and without limitation to the foregoing, the Customer is responsible for any calls placed by or through the Customer's equipment via any remote access features. The Customer is responsible for all calls placed via their authorization code as a result of the Customer's intentional or negligent disclosure of the authorization code.
- (E) The Customer and any authorized or joint users, jointly and serially, shall indemnify and hold the Company harmless from claims, loss, damage, expense (including reasonable court costs and attorneys' fees as determined by the CPUC or the court), or liability for patent infringement arising from (1) combining with, or using in connection with facilities the Company furnished, facilities the Customer, authorized user, or joint user furnished or (2) use of facilities the Company furnished in a manner the Company did not contemplate and over which the Company exercises no control and from all other claims, loss, damage, expense (including the reasonable court costs and attorneys' fees as determined by the CPUC or the court), or liability arising out of any commission or omission by the Customer, authorized user, or joint user in connection with the service. In the event that any such infringing use is enjoined, the Customer, authorized user, or joint user, at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement.

In addition and without limitation, the Customer, authorized user, or joint user shall defend, on behalf of the Company and upon request by the Company, any suit brought or claim asserted against the Company for any such claims, including but not limited to slander, libel, or infringement.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

22 Special Construction

(A) Basis for Charges

Special Construction Charges apply where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a) nonrecurring charges;
- b) recurring charges;
- c) termination liabilities; or
- d) combinations of (a), (b), and (c).

(B) To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a Customer.

- 1. The period on which the termination liability is based is the estimated service life of the facilities provided.
- 2. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1) equipment and materials provided or used;
 - 2) engineering, labor, and supervision;
 - 3) transportation; and
 - 4) rights of way and/or any required easements;
 - b. license preparation, processing, and related fees;
 - c. tariff preparation, processing and related fees;
 - d. cost of removal and restoration, where appropriate; and
 - e. any other identifiable costs related to the specially constructed or rearranged facilities

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

22 Special Construction (cont'd.)

3. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in the preceding section by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in the preceding section shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

23 Non-routine Installation and/or Maintenance

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

24 Individual Case Basis (ICB) Arrangements

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to Customers in writing and will be made available to similarly situated Customers. ICB arrangements will be filed pursuant to CPUC rules in G.O. 96-A.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

25 Services for the Deaf and Disabled

The Company will provide telecommunications relay access to a telephone relay center for California Relay Service. In addition, the Company will participate in the Deaf and Disabled Equipment Program. Both of these services will be provided by Pacific Bell in Pacific Bell exchanges and by GTE of California in GTEC exchanges.

The Relay Service permits telephone communications between hearing and/or speech impaired individuals who must use a TDD or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired Customers to use.

(A) Only intrastate calls can be completed using the California Relay Service under the terms and conditions of this tariff.

(B) The following calls may not be placed through the Relay Service:

1. calls to informational recordings and group bridging service;
2. calls to time or weather recorded messages;
3. station sent paid calls from coin telephones; and
4. operator-handled conference service and other teleconference calls.

(C) Liability

The Company contracts with an outside provider for the provision of Relay Service and equipment for the Deaf and Disabled Equipment Program. The outside provider(s) has complete control over the provision of these services except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the Customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the Customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the Customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

26 Emergency Telephone Number Service (911 Service)

(A) General

Emergency Telephone Number Service (911 Service) is an arrangement of 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 an operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

(B) Multi-line Telephone System (“MLTS”) Access

The 911 Service network offers MLTS owners/operators/lessees (“Customers”) the option to provide telephone station location information to the 911 Database used by 911 dispatchers. When an end user dials 911 from a Multi-line Telephone System, the actual location of the end user may not always be accurately transmitted to the 911 dispatcher at the Public Safety Answering Point (“PSAP”), who may receive the location of the main number or the pilot number of a hunt group instead.

It is the Customer’s responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address (“station”) information to the 911 database administrator. Once the Customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Company to provide the location of the pilot number to the PSAP for 911 calls and, where technically and operationally feasible, the Company will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

27 Information to be Provided to the Public

Information regarding regulated services provided by the Company, including but not limited to types of services, rate plans, conditions on eligibility and other related terms and conditions, as well as details of current promotional offerings will be made available to prospective customers in this tariff. A copy of this tariff and copies of advice letters concerning the services offered through this tariff are on file with the Commission and may also be viewed at the Company's principal place of business:

2500 Westchester Ave.
Purchase, N.Y. 10577

Upon request, copies of this tariff and associated advice letters will be provided free of charge to the Company's customers and electronic copies of these materials will be provided free of charge to members of the general public. Upon receipt of multiple requests by a party for copies of Company tariff filings, the Company may recommend that the party be added to the Company's regular service list for such materials. Requests by parties other than the Company's customers for printed copies of this tariff or of related advice letters will be fulfilled, subject to reasonable charges to recover costs for photocopying and postage.

Customers and other members of the general public may contact the Company's Customer Service representatives to obtain information regarding the Company's regular service offerings and promotions, as well as associated rates, terms and conditions, at (833) 316-4911 between the hours of 9:00 am – 4:30 pm (Pacific) or via email to phil.rotheram@atos.net.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

28 Change of Service Providers

- (A) Solicitation of Customer Authorization for Service Termination and Transfer.

Solicitations by LECs, CLCs, or their agents, of customer authorization for termination of service with an existing carrier and the subsequent transfer to a new carrier must include current rate information on the new carrier and information regarding the terms and conditions of service with the new carrier. Solicitations by LECs, CLCs, or their agents, must conform with California Public Utilities Code Section 2889.5. All solicitations sent by LECs, CLCs or their agents to customers must be legible and printed in a minimum point size type of at least 10 points. A penalty or fine of \$500 will apply for each violation of this Rule.

- (B) Unauthorized Service Termination and Transfer (“Slamming”)

A LEC or CLC will be held liable for both the unauthorized termination of service with an existing carrier and the subsequent unauthorized transfer to their own service. LECs and CLCs are responsible for the actions of their agents that solicit unauthorized service termination and transfers. A carrier who engages in such unauthorized activity shall restore the customer's service to the original carrier without charge to the customer. All billings during the unauthorized service period shall be refunded to the applicant or customer. A penalty or fine of up to \$500 payable to the Commission may apply to each violation of this Rule. As prescribed under PU Code Section 2108, each day of a continuing violation shall constitute a separate and distinct offense. The LEC or CLC responsible for the unauthorized transfer will reimburse the original carrier for reestablishing service at the tariff rate of the original carrier.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

29 Privacy

(A) General

The Company shall not make available to any other person or corporation Customer information that is not public without first obtaining the Customer's consent in accordance with Public Utilities Code Sections 2891, 2891.1 and 2893. The Company will provide each new Customer, and on an annual basis for existing Customers, a description of how the Company handles the Customer's private information and a disclosure of ways in which such information might be used or transferred that would not be obvious to the Customer.

The Company adopts and will comply with the privacy rules set forth in Appendix B of CPUC Decision Nos. 83-06-066, 83-06-073, and 83-09-061. As set forth below, the Company may be required to release nonpublic Customer information without first notifying the Customer and obtaining written consent. For example, the Company will provide required Customer information to an emergency agency answering a 911 call or other call communicating an imminent threat to life or property; to law enforcement agencies in response to lawful process; to collection agencies for the purpose of collecting unpaid debts; to other telephone companies (including local and long distance carriers) as necessary to provide service within or between service areas; and to the Federal Communications Commission or the CPUC. The Company may be required to provide the names and addresses of Customers subscribing to Lifeline service to other certificated California utilities for use in outreach programs.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

29 Privacy (cont'd.)

(B) Customer Credit Information and Calling Records

CPUC Decision Nos. 92860 and 9336, directs that each communications utility incorporate the provisions of the privacy rule set out in Appendix B of that decision as a part of its tariff. The Company adopts that rule as set out in Appendix B:

1. Definitions

- (1) Credit Information - A Customer's credit information is the information contained in the Customer's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: non-published Customer information, or Customer's name, address, and telephone number as listed in the telephone directory.
- (2) Calling Records - Calling Records are the records of calls made from a Customer's telephone no matter how recorded and regardless of whether such information appears in the Customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registered are examples of calling records.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

29 Privacy (cont'd.)

(B) Customer Credit Information and Calling Records (cont'd)

2. Release of Customer Credit Information and Calling Records

A Customer's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

- (1) Upon receipt of a search warrant obtained pursuant to California or federal law, or of a Federal Grand Jury Subpoena or a Federal Agency Subpoena; or
- (2) Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedures Section 1985.3, or successor provisions, as they exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 1985.3. The utility shall abide by all orders to quash, protective orders, and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
- (3) Upon receiving permission of the Customer to release the information.

3. Deferral of Notice

- (1) Notification to the Customer will be deferred, and no disclosure made for a period of 90 days, if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made, upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the Customer of its receipt of the subpoena before divulging the information or records requested.
- (2) The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

29 Privacy (cont'd.)

(B) Customer Credit Information and Calling Records (cont'd)

3. Deferral of Notice (cont'd.)

(3) Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.

(4) Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the Customer.

4. Exception to Procedure for Release of Credit or Calling Records

The procedure set forth above does not apply where the requester is a collection agency working for the utility on the Customer's account or is an independent telephone company, other common carrier/interexchange carrier, Bell Operating Company, or Bell Company.

5. Retention of Records

Records of requests for credit information and calling records, other than from a utility's employees, shall be retained for a period of at least one year from the date on which the Customer is notified in writing of the request. A copy of the letter of notification which was sent to the Customer shall also be retained for a like period of one year.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

30 Directories and Directory Listings

- (A) The Company will make one printed directory available to each Customer at no charge. Such directories may be supplied by the incumbent local exchange carrier or other third party. Additional directories will be provided at charges specified in Rate Schedule 3 of this tariff.
- (B) Pursuant to General Order 153, a free white pages telephone directory will be provided, as a mandatory service element, to all California Lifeline customers.
- (C) Pursuant to Commission Decision D.96-02-072, the Company will provide each Customer with one directory listing per year at no charge.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

31 Nonpublished Service

Upon a Customer's request, the Company will omit a Customer name, address and telephone number from any telephone directory, street address directory, or in the directory assistance records available to the general public. The applicable monthly charge applies as indicated in Rate Schedule 3 of this tariff. This information, as well as call-forwarding information from such unlisted telephone number, shall be released by the Company in response to legal process or to an authorized governmental agency which complies with the rules set forth in Appendix A to CPUC Decision No. 92860 and 93361 established for the release of nonpublished information as set forth below.

1. Agencies Authorized to Receive Nonpublished Information

Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.

An agency of the federal government which is lawfully authorized to:

Conduct investigations or make arrests for violations of the criminal laws of the United States; or,

Prosecute violations of the criminal laws of the United States; or,

Enforce civil sanctions which are ancillary to criminal statutes; or,

Conduct investigations into matters involving the national security of the United States; or,

Protect federal or foreign officials; or,

Protect public health and safety; or,

Conduct emergency rescue operations.

Any public health agency of the State of California or of a city, county, or other local government.

County or city 911 projects.

State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of debts.

California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

31 Nonpublished Service (cont'd.)

2. Procedure for Release of Nonpublished Information to Authorized Agencies

A telephone company shall only provide nonpublished information to persons within agencies who are either:

Peace officers pursuant to California Penal Code Section 830 and all, subsections thereof who are lawfully engaged in a criminal investigation in their official capacity; or,

Health officers who are acting in their official capacity and are lawfully investigating a matter involving a service communicable disease or life threatening situation; or,

Employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in the preceding; or,

Employees of a county or city 911 project when acting in an official capacity; or,

Employees of an agency listing in the preceding when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.

Nonpublished information shall be released by a telephone company to an authorized agency upon the agency's written request provided that the agency has previously furnished the company with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or by a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

31 Nonpublished Service (cont'd.)

2. Procedure for Release of Nonpublished Information to Authorized Agencies (cont'd.)

Nonpublished information shall also be released by a telephone company to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephonic request, and listing designated persons, by name, title and telephone number, who are authorized to request, by telephone, nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons.

The nonpublished information requested by telephone shall be provided by the company only on a call back verification basis.

The requesting agency shall, within five working days after making the telephonic request, mail the Company a letter confirming the request.

3. Notification to Customer

The telephone company shall not notify the Customer regarding the release of the Customer's nonpublished information unless the Customer contacts the Company and specifically requests to know whether their nonpublished information has been released.

When a Customer inquires of the Company whether their nonpublished information has been released, the Customer shall be informed that if information has been released they will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the Customer will receive no communication from the Company.

If the requesting agency certifies that disclosure to a Customer about the release of his or her nonpublished information to that agency could impede an ongoing criminal investigation, the telephone company shall withhold notice to the Customer for a period of one year from the date of release of the information to the agency.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

31 Nonpublished Service (cont'd.)

3. Notification to Customer (cont'd.)

The one year period of nondisclosure shall be extended for successive one year periods upon new written certification by the agency in each instance. If no request has been made for nondisclosure to the Customer, the Customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been no request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a Customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the Company that such information was released and which agency received the information.

4. Exception for Health Officers

No notification shall ever be made to a Customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the Customer could violate a client's or contact's right of privacy and confidentiality.

5. Release of Information to Interexchange Carriers

The Company will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing or service purposes.

6. Retention of Records

All written documents pertaining to nonpublished service shall be retained by telephone companies for at least one year. When an agency requests that notice to the Customer be withheld, the telephone company shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

7. Unsolicited Telephone Efforts

The Company will not contact nonpublished residence Customers by telephone on an unlisted number(s) for unsolicited efforts.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

32 Legal Requirements for Refusal or Discontinuance of Service

California Public Utilities Commission's Decision No. 91188 in Case No. 4930 requires that each communications utility operating under the jurisdiction of the CPUC include the provisions of the rule set forth in Appendix B of that Decision as a part of the rules in the utility's tariff schedules. Accordingly, Appendix B of Decision No. 91188, Case No. 4930, is quoted herein:

“Appendix B”

1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a Customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request of interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the subscriber, the utility shall promptly restore such service.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

32 Legal Requirements for Refusal or Discontinuance of Service (cont'd.)

4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result, and (2) the burden of persuading the Commission that the service should be refused or should not be restored.
5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or subscriber in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or subscriber may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
6. At the expiration of 15 days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or subscriber, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or subscriber.

Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.
7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

32 Legal Requirements for Refusal or Discontinuance of Service (cont’d.)

8. The term “person,” as used herein, includes a subscriber to communications service, an applicant for such service, a corporation, a company, a co-partnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
9. The term “communications utility,” as used herein, includes a “telephone corporation” and a “telegraph corporation,” as defined in Division 1 of the California Public Utilities Code.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

33 Blocking Access to 900 and 976 Information Services

At the request of the Customer, the Company will block Customer's access to 900 and 976 pay-per-call telephone information services at no charge on a per-line basis. The Company will inform the Customer of the availability of blocking service at the time service is initially ordered.

Pursuant to Commission Decision D.95-07-054, the Company will make blocking of access to 900 and 976 information services available at no charge to residential customers; however, the Company may impose a charge if the customer requests de-activation of blocking.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

34 Demarcation Points

(A) Responsibilities

The Company will provide facilities, equipment, and services to its local loop demarcation point. The Company is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point.

The Customer is responsible for the completion of services beyond the Company's local loop demarcation point.

Customer requested services beyond the local loop demarcation point may be provided by the Company at the Customer's expense.

(B) Local Loop Demarcation Point

1. The Company's Local Loop Demarcation Point separates the Company's network responsibility for its facilities, equipment and services from that of the building owner or end-user Customer. This demarcation point designates the end of the Company's network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner.

Where a Local Loop Demarcation Point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

2. The Local Loop Demarcation Point may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Company's network facilities.
3. The Local Loop Demarcation Point is located at the MPOE/MPOP to any single or multi-story building, and includes the Company's entrance facility, except as set forth in Paragraph below. The Company will not be required to place its demarcation point on more than one floor of a multi-story building.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

34 Demarcation Points (cont'd.)

(B) Local Loop Demarcation Point (cont'd.)

4. Exceptions:

- a. Emergency Reporting Services (E911/911): The demarcation point is at the Company-provided terminal equipment, including the equipment.
- b. Disabled Services: The demarcation point is at the Company-provided terminal equipment. The Company's responsibility includes the equipment where the equipment has been provided by the Company.
- c. Company-Provided Semi-Public and Public Coin Services: The demarcation point is at the equipment at the location requested by the Customer or building owner, and includes the equipment.
- d. If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a Customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (also known as Direct Feed), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. In particular, additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from location to another location.
- e. Fiber Optic Cable: The demarcation point is at the Company-provided Fiber Optic Terminal (FOT) equipment. The Company's responsibility includes the FOT equipment where the equipment has been provided by the Company.
- f. Carrier Points of Presence (POP): Local Loop Demarcation Point guidelines are not applicable for access services provided to inter exchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, the Local Loop Demarcation Point rules do apply to all Company-provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end-user of the service(s).

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

34 Demarcation Points (cont'd.)

(C) INC Demarcation Point

1. The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the Customer's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the Customer.
2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in Paragraph 3 below and B4 preceding.
3. Where there is no intrabuilding network cable or it is in a single-story building, the INC demarcation is the Company's Local Loop Demarcation Point.

(D) Inside Wire Demarcation Point

1. The inside Wire Demarcation Point is located where Customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.
2. The Inside Wire Demarcation Point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Company is the vendor of choice for inside wire repair and the CPE trouble isolation, begins where the Customer's inside wire connects to the INC. Where there is no INC, the Inside Wire Demarcation Point is the MPOE.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

34 Demarcation Points (cont’d.)

(E) Continuous Property

1. Continuous Property is land which is
 - a. wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
 - b. which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.
2. There are three basic types of Continuous Properties:
 - a. Single-tenant commercial in which one owner or tenant occupies all building.
 - b. Mixed commercial and residential (e.g., building with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.
 - c. Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single family homes and properties within which a portion(s) of the land is owned by separate entities and portion(s) is owned by the entities in common³ do not constitute Continuous Property.

¹ The property retains its character as a continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

² A “public thoroughfare” is a street, road, or other means of passage across a property which is not subject to restrictions on ingress, egress, or boundaries.

³ Such as townhomes and homes in gated communities.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

34 Demarcation Points (cont'd.)

(E) Continuous Property (cont'd.)

3. Continuous Property

- a. For Continuous Property, regardless of use, the Company's Local Loop Demarcation Point will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Company. Where an agreement cannot be reached, the Company will designate the Local Loop Demarcation Point location.
- b. It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Company may, at the Customer request and expense, provide INC.

4. Where an owner of Continuous Property requests additional Local Loop Demarcation Points or changes an existing local loop demarcation point, the owner will be required to pay for any additional network cable and facilities required through special construction agreements set forth in this tariff, except as provided in the preceding paragraph.

5. The INC and Inside Wire Demarcation Points are located as described above.

6. At the request of a property owner, a Company may waive the designation of a single Local Loop Demarcation Point for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Company. Examples of such Continuous Property include (a) national, state and local parks, beaches, highways, harbors and similar publicly-owned property and (b) railroad rights-of-way and extensive, privately-owned tracts of land with developed communities (e.g., the City of Irvine) and similar privately-owned property. The Company will treat land within the boundaries of privately-owned property under (b) above as Continuous Property, provided that it had the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains or will contain multiple buildings.

This paragraph is not intended in any way to waive the unbundling of INC in each building.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont'd.)

34 Demarcation Points (cont'd.)

(F) Relocation of the MPOE and/or the LLDP

1. This section 34 (F) applies to continuous multi-tenant property.
2. Only the property owner or his or her agent may request relocation of the MPOE/LLDP.
3. The Company is required to relocate the MPOE/LLDP as requested by the property owner, or his or her agent, provided that the following conditions are met:
 - The property owner agrees, and has the ability, to pay for all relocation expenses reasonably incurred.
 - Relocation is technically feasible. (The Company bears the burden of proving technical infeasibility.)
 - Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.
5. The Company's charge to the property owner for relocation of the MPOE/LLDP shall be calculated pursuant to Rule 22 of this tariff concerning special construction.
6. To the extent that the relocation of the MPOE/LLDP results in Company property being transferred to the property owner, the Company shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property.
7. The Company may only charge for relocation of the MPOE/LLDP pursuant to these approved tariff provisions on file with the Commission.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 2 – RULES (cont’d.)

35 General Liability Provisions of The Company

Pursuant to D.95-12-057, the Company concurs with the Limitation of Liability tariffs Section 2.1.14 of Pacific Bell. (See also 18 – Limitation of Liability.)

(A) Transmission

The Company does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone or communications device.

The 9-1-1 emergency telephone number quickly summons emergency service in a crisis. When persons dial “9-1-1” to report an emergency, the telephone number (including non-published numbers) and address may be automatically displayed on a viewing screen located at the 9-1-1 answering centers and the call may also be recorded. The display of the calling number and address enables the emergency agency to quickly locate the caller if the call is disrupted by the crisis.

The 9-1-1 caller forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP. Telephone subscribers (published and non-published) consent to the storage and retention of the subscriber name, telephone number and address in the database management systems and also consent to access of this information by Public Agencies for the sole purpose of responding to emergency calls.

The Customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright or trade secrets from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the Customer, and against all other claims arising out of any act or omission of the Customer in connection with facilities provided by the Company.

(B) Connections with Other Telecommunications Providers

When the facilities or services of other companies are used in establishing connections to points or services provided to Customers not reached by the Company’s facilities, the Company is not liable for any act or omission of the other company or companies and their agents, servants, or employees.

COMPETITIVE LOCAL EXCHANGE CARRIER

T

SECTION 2 – RULES (cont'd.)

35 General Liability Provisions of the Company (cont'd.)

(C) Defacement of Premises

The Company shall not be liable for any defacement of, or damage to, Customer's premises resulting from the existence of the Company's instruments, apparatus, or wiring, on such premises, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

COMPETITIVE LOCAL EXCHANGE CARRIER

T

SECTION 2 – RULES (cont’d.)

36 Universal Lifeline Telephone Service

In the event that the Company undertakes to provide residential local exchange services, the following provisions shall apply.

1. Pursuant to California Public Utilities Code § 876, the Company will offer a Lifeline telephone service offering to eligible customers. A description of the Company’s Lifeline service offerings and the associated rates will be included in Section 3 of this Tariff.
2. During the Company’s initial contact with prospective residential services customers, the Company will provide information regarding the Universal Lifeline program and its availability, to include:
 - A description of the Universal Lifeline program
 - Eligibility criteria for participation in the program
 - The procedure by which to obtain Lifeline services.
3. The Company will provide application forms for Lifeline services upon request consistent with Commission procedures.
4. Pursuant to General Order 153 § 3.3, the Company will make any tariff filings regarding its provision of California Lifeline service and/or the California Lifeline surcharge consistent with California Public Utilities Code §489 and General Order 96-B and, with respect to such filings, the Company shall not substantially depart from the intent of General Order 153.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 -- GENERAL SERVICE DESCRIPTIONS AND REGULATIONS

3.1 Emergency Services

D, N

1. General Terms & Conditions

9-1-1 Emergency Services are telecommunications services that permit a Public Safety Answering Point (PSAP) to receive emergency calls placed by dialing the number 9-1-1 and/or emergency calls originated by personal communications devices.

9-1-1 Emergency Services support interconnection to other telecommunications service providers for the purpose of receiving emergency calls originated in the other providers' networks.

9-1-1 Emergency Services are offered subject to the availability of facilities. The Customer is the Governing Body that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

a. Interface, Compatibility, and Interoperability - Prime

- i. 21.0.0 (a) Described are the success factors for Atos Public Safety and how Atos Public Safety will measure, monitor, and ensure timely implementation of NG 9-1-1 services. The description includes challenges and mitigation strategies that impact the project's critical path. (b) Described are the maximum call volume the solution will support and how the proposed solution is scalable.

(a) The key success factors consist of multiple parallel work streams:

- Identification of Atos Public Safety key staff individuals
- Finalized Statement of Work (SOW) and Project Deployment Plan (PDP) schedule
 - Clarification of requirements and use cases
 - Executed contract between CalOES CA 9-1-1 Branch and Atos Public Safety

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

D, N

1. General Terms & Conditions (Cont’d)

- Updated and accepted CPUC tariff filing
- Provisioning and deployment of NGCS data center infrastructure (network, servers, functional elements) dedicated to CA
- Provisioning and configuration of Alert and Warning System (AWS) and Over The Top (OTT) Text to 9-1-1 service
- Statewide GIS dataset handoff to Atos Public Safety
 - QA / QC validation / acceptance of data for 9-1-1 call routing
 - Initialization of GIS SI for RNSP
- Buildout of statewide ESInet (NG Trunks interconnects between OSPs, Data Centers, and PSAPs)
 - NG Trunk services for both OSPs and PSAPs (including last mile connectivity)
 - PSAP CAPSNET backhaul integration / aggregation to SD-WAN
 - PSAP existing CALNET services migration to NG Trunk services
- Atos Public Safety Interface Control Document (ICD) for OSP Aggregation, NGCS, and PSAP
- PSAP integration with Atos Public Safety NGCS ESInet
 - Conduct PSAP surveys for NG Trunk and CPE i3 capability / readiness
 - Integration with ESInet connectivity (NG Trunk service)
 - Integration with NGCS
 - Integration with Text to 9-1-1 service

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

- OSP integration with Atos Public Safety NGCS ESInet
 - Provisioning and deployment of OSP Aggregation services dedicated to CA
 - Coordination and ICA with wireline, VoIP, and Small ILEC service providers
 - Integration with OSP Aggregation service
- Monitoring and Outage Reporting
 - Integration of monitored devices and functional elements (discovery and dependency maps)
 - Service Desk and CMDB initialization and integration
 - CA 9-1-1 Branch monitoring dashboard design and implementation
 - Atos Public Safety NOC services integration
- Continuous system integration testing and QA / QC validation

The Atos Public Safety PMO will utilize the PDP schedule and CA 9-1-1 Branch milestone reports to measure, monitor, and ensure timely implementation of NG9-1-1 services. The PMO will coordinate with and delegate tasks to key staff individuals responsible for managing their domain-specific subsystems. This includes coordinating with and management of all subcontractor components and services. The PMO will conduct recurring meetings with CA 9-1-1 Branch to report project status, review SLA performance, and to identify and remedy blocking tasks / items that impact the project’s critical path. The PMO will conduct status meetings and review action / issue registries with CA 9-1-1 Branch weekly and in some cases twice a week as needed.

D, N

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

D, N

Atos Public Safety anticipates challenges and recommends mitigation strategies that impact the project's critical path:

- OSP interconnects to Atos Public Safety OSP Aggregation Centers (POI)
 - Begin OSP Aggregation Center provisioning immediately
 - Coordinate with OSPs and CPUC on Interconnection Agreements (ICA)
- OSP circuit order input
 - Coordinate order intervals (some may be up to 90 days)
 - Coordinate circuit diversity requirements
 - Coordinate any buildout requirements (new facility construction)
- OSP interoperability and acceptance testing
 - Begin development of OSP Aggregation ICD immediately
 - Coordinate with OSPs for review of ICD, requirements
 - Conduct OSP surveys to assess capabilities and sequence / prioritize PDP schedule
- PSAP interconnects to NG Trunk service (last mile connectivity)
 - Coordinate with CalOES on existing CALNET services and upgrade plan
 - Conduct PSAP surveys to assess readiness for NG Trunk service
 - Coordinate with CalOES and PSAPs for additional CALNET services to complete last mile connectivity
- PSAP interoperability and acceptance testing
 - Begin development of PSAP ICD immediately
 - Coordinate with PSAPs for review of ICD, requirements
 - Conduct PSAP surveys to assess capabilities and sequence / prioritize PDP schedule

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

D, N

- Legacy PSAP CPE (very old and unsupported systems)
 - Identify baseline functionality (via PSAP survey) for LPG to ensure deployment readiness
 - Coordinate with PSAPs on use of alternate location interface (e.g. legacy ALI over IP)
- Originating TCC service provider integration testing and migration to Atos Public Safety NGCS ESInet aggregator
 - TCC service providers may take 6 months to implement / migrate service (as per FCC)
 - Begin formal FCC notification process immediately upon contract award
 - Complete required integration testing with TCC service provider well in advance of deployment
- Originating TCC service provider capabilities and support for requirements
 - Work with CalOES and TCC service providers to agree on baseline capabilities
 - Position the TCC service provider as a gateway service within the deployment architecture
 - Utilize the Atos OpenScape Emergency Router (OSER) ESRP as the TCC aggregator to expand TCC capabilities, such as support for inter-PSAP transfers of Text to 9-1-1 calls

These challenges and mitigation activities will be included in the final version of the Project Deployment Plan (PSP) schedule in order to track progress toward completion and the impact on the project’s critical path. These items will be monitored closely, and all available resources will be used to ensure the schedule stays on track. Atos Public Safety will work closely with CA 9-1-1 Branch on all actions and risks related to the schedule and collectively look to address any delays or newly identified blocking issues.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

D, N

(b) Each Atos Public Safety NGCS ESInet solution instance (dedicated to CA) deployed in each of the two NGCS data centers will support the maximum yearly 9-1-1 call volume of 28,129,927 as specified CA 9-1-1 Branch (Statewide Overview), plus an annual growth rate of 2%.

Each fully redundant data center instance is designed to support the call load for the entire state. The Atos OpenScape Emergency Router (OSER) - BCF, ESRP, PRF, Bridging Services - will be provisioned to support the full simultaneous sessions for the entire state.

OSER can scale out if needed with additional servers and Virtual Machine (VM) instances. In addition, the OSER deployment consists of parallel processing “lanes” for processing of all calls. Each lane consists of i3 functional elements, in VM instances, such as BCF, ESRP, and Bridging Services. Additional “lanes” can be provisioned for additional call volume capacity.

The LDB, ECRF, and i3 Logger / Recorder instances within each Atos Public Safety NGCS data center are also sized to support the entire statewide call load. These functional elements operate within application service pools (vSphere VMs and Kubernetes containers) behind data center load balancers, providing a single common access URL. Increased capacity is achieved by adding application service instances to the pool.

The Alert and Warning System (AWS) and Text to 9-1-1 system operate as hosted, cloud-based solutions. These systems, like all others included in the Atos solution, are sized to support the entire call load of the state within a single geographic instance. Operating as cloud native systems, both AWS and Text to 9-1-1 scale out as needed using incremental application services.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

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- i. 21.0.1 Described is the process that uses a non-proprietary NENA i3 compliant solution to route any 9-1-1 traffic within California when the Regional NG Core Services are not available, or RNSP cannot reach the PSAP, or when a call needs to be transferred to a PSAP not in the Region.

The Atos Public Safety OpenScope Emergency Router (OSER) is the core system on which all calls are routed through the Atos Public Safety NGCS ESInet to the target PSAP. OSER is based on the proven Atos OpenScope Voice platform which consists of Border Control Function (BCF), Emergency Services Routing Proxy (ESRP), Policy Routing Function (PRF), and Media Bridging Services. These functional elements were designed to comply with IETF SIP and NENA i3 standards (NENA-STA-010), have been certified secure by independent third-party test organizations (Miercom), and maintain a current listing on DoD JITC Defense Information Systems Agency Approved Products List (DISA APL).

Scenario #1 – Route any 9-1-1 traffic within California when the Regional NGCS are not available

The regional aggregation centers utilize BCF instances which implement standard IETF SIP interfaces to anchor the call while determining the next target endpoint in the network. The BCF is configured with a primary (Regional NGCS) and secondary (Prime NGCS) endpoint target list. The BCF maintains endpoint target accessibility status utilizing standard IETF SIP mechanisms. If the Regional NGCS becomes unavailable, the BCF will direct originating calls to the Prime NGCS for routing to the target PSAP. OSER running in the Prime NGCS will utilize standard NENA PRF policy to determine the target PSAP based on caller location, geospatial routing boundaries in the ECRF, and other required conditions. The call is delivered to the correct PSAP utilizing the Atos Public Safety NGCS ESInet and connection to the PSAP.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

D, N

Scenario #2 – Route any 9-1-1 traffic within California when the RNSP cannot reach the PSAP

As described above, the regional aggregation center BCF instances will anchor the call before forwarding to the Regional NGCS. If the target PSAP is not accessible by the Regional NGCS because the RNSP cannot reach the PSAP then the call route will fail, but the caller remains anchored to the BCF. The regional aggregation center BCF will then deliver the call using alternate routes such as another Regional NGCS or Prime NGCS. OSER running in the Prime NGCS will utilize standard NENA PRF policy as described above to determine the target PSAP based on caller location, geospatial routing boundaries in the ECRF, and other required conditions.

Scenario #3 – Call needs to be transferred to a PSAP not in the Region

Call transfer requests receive different treatment by the NGCS due to differences in the Request URI value of the SIP message. Instead of a service URN value, transferred calls use the actual URI of the target destination. This allows the ESRP to apply different policy on each call type. DNS resolution of the target destination URI allows the call to be routed through the Atos Public Safety NGCS ESInet via Network-to-Network Interface (NNI) demarks to the correct Regional ESInet. This process is used regardless if the Regional NGCS utilizes network conference bridging services for inter-PSAP transfer.

- ii. 21.0.2 Described is the interface with the Statewide CAPSNET microwave backhaul to each PSAP as a diverse path, as directed by CA 9-1-1 Branch and shall actively monitor CAPSNET connection. Note: the CAPSNET is currently being upgraded to MPLS, prior to the completion of the upgrade redundancy will be included via an alternate connection.

The interface with the statewide CAPSNET microwave back-haul will be with the Atos Public Safety NGCS ESInet routers both at the data centers and the PSAP. The routers will connect to the CAPSNET network through WAN links to the CAPSNET hardware at each site. Atos will monitor the CAPSNET connection at the routers through SNMP traps as well as synthetic probes at each site.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The Atos solution includes dual NG trunks that provide redundancy to each PSAP along with the CAPSNET network as a tertiary link for added resiliency. The interface for all three links will connect through network routers at the PSAP. The routers will support firewall for the PSAP and also be used to monitor all three links and report statistics back to the monitoring solution and customer dashboard. In addition, probes will be installed that will conduct synthetic testing through each of the three links to ensure quality is met. SD-WAN will be used to manage the traffic between the links and prioritization during normal operations and link failures.

During the upgrade of CAPSNET to MPLS, Atos will ensure redundancy through the dual NG trunks provided with the solution. All NG trunks in and out of the data centers will be on dual independent POPs to ensure continuity of service. Once the CAPSNET upgrade is complete, the routers at the data centers will connect into CAPSNET. This will also be done at the PSAP routers for end to end connectivity.

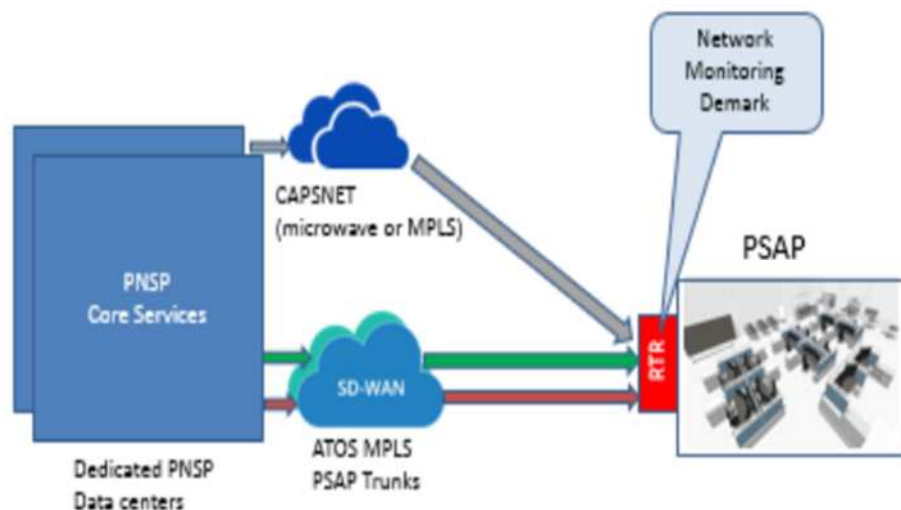


Figure 1: PSAP Interconnections

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Connectivity between the Atos Public Safety provided ESInet solution and the CAPSNET microwave network will be via multiple points of connectivity into the CAPSNET aggregation rings. Regardless of whether the CAPSNET microwave deployment is Ring and Spoke or Multi-Ring topology, the IP / MPLS network being provisioned by Atos Public Safety will have the flexibility to provide fully diverse paths for a highly resilient infrastructure.

Path selection in the event of a circuit failure will be mitigated using standardized routing protocols such as BGP and if applicable proprietary EIGRP. In addition, specific policies can be put in place by leveraging the Cisco / Viptela SD-WAN to assure use of the CAPNSET network in the event of certain predefined events or triggers.

- iii. 21.0.3 Described is how resources will be dedicated to provide the leadership, program management, collaboration, and communication needed for the overall management and direction of standards and best practices for consistency of 9-1-1 traffic between the Regions and Prime that demonstrates a commitment to transparency.

Atos Public Safety will have dedicated resources assigned to the CA PNSP project. These key personnel will include Executive Leadership, Project Management Office (PMO), Client and Account Management.

- Dedicated leadership teams will be assigned specific for CA 9-1-1 Branch.
- Dedicated PMO and project support team such as PMs and Project director using ITIL and QA monitoring throughout.
- Atos will provide transparency with regular meetings and reports with all RNSP providers, CalOES and any other required parties.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- Atos will engage in full collaboration with RNSP and CA 9-1-1 Branch throughout the process to ensure transparency and status of the project. This will be done as part of the partnership approach to project management. The PMO will create the stakeholder team that includes all counterparts from each RNSP and CA 9-1-1 Branch.
- Atos will publish standards-based ICD that will consist of NENA i3 specifications, VOIP network best practices and QoS guidelines for consistency with all regions. This document will be published and shared with all the regions and will be used for continuous testing to ensure these standards are met with measurable results that will be visible to all stakeholders.

Atos will employ effective management of resources which is an essential task when managing complex and integrated projects. This management provides information about the availability of the resource and having them available at the right time for the activities and smoothly executing the project activities.

Atos will assign a Project Director and Project Manager for Transformation. Atos will also assign a Program Manager. These resources will be consistent throughout the project and the Program Manager will be responsible for service delivery following transformation.

Atos will lead as well as participate in collaborative meetings with the State of California, its providers and other industry leaders. Atos believes that effective communication between all parties is a cornerstone to success during the project and follow on services.

The Service Level Manager (SLM), is responsible for the aggregation and review of all reporting data. It is their job to ensure that every element of the SLA is being achieved and in doing so will carry out monthly reviews with the Program and Account Managers. The SLM is the primary contact representative within Atos, the first point of escalation and often one of the most strategic elements of the entire partnership.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- iv. 21.0.4 Described is how the PNSP, in coordination with CA 9-1-1 Branch, will connect to all four regions, define interfaces (region, aggregation, PSAP), and how the PNSP will maintain interoperability. The Atos Public Safety NGCS ESInet solution utilizes diverse, redundant NG Trunks with separate ingress (9-1-1 access) and egress (PSAP) networks at the data centers for interconnects to the OSP aggregation centers in each region, PSAPs, all regional RNSP networks.

The ingress NG trunks will be used to connect all four regions to the data centers as well as the CAPSNET network to the Atos Public Safety NGCS instances that are dedicated to the state. These interfaces will be SIP based connections. The same ingress NG trunks will be used to connect the OSP aggregation sites to the data centers. Atos along with the CA 9-1-1 Branch, will issue the ICD and interoperability testing as guidelines to ensure latency, jitter, packet loss, QoS and media quality through MOS scoring is consistent through all interconnects. This will be measured continuously, using monitoring tools and dashboards included with the solution.

The Atos Public Safety NGCS ESInet will have separate egress NG trunks to the PSAPs, along with the tertiary connections through CAPSNET. Using surveys conducted with all PSAPs in the state, Atos will categorize the interfaces with the PSAP as i3 SIP, IP, and legacy TDM. An ICD will be published for each of these interface types and a consistent interoperability plan will be created for these PSAP types. This document will be shared with each of the regions to ensure consistent interconnected to the PSAP from PNSP and RNSP.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

In the diagram below, there are three sets of interfaces for interconnect. The Ingress NG trunks (OSP) which are dual MPLS connections from two different providers. These trunks will be used to connect the data centers to the aggregation centers. The POI will also connect through these NG trunks to the aggregation centers in each region. The OSPs will connect to the POI either through SIP trunks or TDM based on availability of the OSP. The TCCs will connect to the data centers through the ingress NG trunks as illustrated below. Each of the regions, which are depicted as logical inter-region interconnects, will connect to the ingress NG trunks using SIP trunks. Each region will have two interconnects into the ingress NG trunks for redundancy.

PSAPs will connect to the data centers through Egress NG trunks at the data centers which are also MPLS connections using dual providers for redundancy. These interfaces will be i3 SIP based to the network demarc point at the PSAP.

CA 9-1-1 branch will have a dedicated VPN to each data center for access to the monitoring web portal and data analytics.

Atos will also connect into the CAPSNET network through the data center routers and the PSAP routers for end to end connectivity. All routers and switches will be managed through SD-WAN for traffic management. Atos will coordinate with CA 9-1-1 Branch to manage the connections to the regions during project phase to ensure interoperability through ICD documentation and testing. The ICD will include protocol and firewall guidelines as well as testing guidelines to ensure consistency through all RNSPs. The NG9-1-1 domain as designed herein will serve the needs of the various PSAP, Aggregation and Regional Back-up centers in the state as the entire call flow is based on SIP, extending a data circuit(s) to any of these institutes and interconnecting via Session Border Controllers and BCFs, secure interface and call delivery (bi-directional) can be easily achieved.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

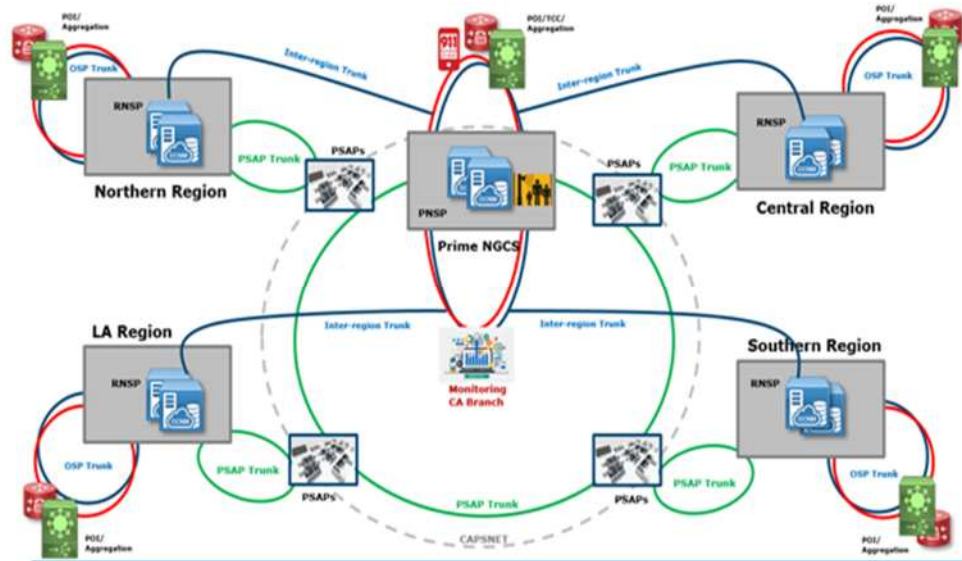


Figure 2: Connectivity Between Prime, Regional and Backup Locations

- v. 21.0.5 Described is the methodology that will be employed to ensure NG9-1-1 services provided are consistent with tariff filings.

Atos Public Safety will assign a Project Director and Project Manager for Transformation. Atos will also assign a Program Manager. These resources will be consistent throughout the project and the Program Manager will be responsible for service delivery following transformation. This team will also be responsible for continuous monitoring all NG9-1-1 services provided. The Program Manager in conjunction with our Product House team, and Product Management will ensure that all services provided are consistent with our tariff filings and all related industry standards.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The complete team follows ITIL methodology to ensure consistency and compliance with tariff filings. This includes the usage of a compliance register, compliance review and various policies/regulations. This ensures that standards and guidelines are followed, or that proper, consistent tracking or other practices are being employed. This includes ensuring that external legal/regulatory requirements are fulfilled.

- vi. 21.0.6 Described is how the solution will define and maintain the interface to PSAPs, in coordination with CA 9-1-1 Branch. Interface will be capable of interfacing with multiple NG9-1-1 Core Service Providers and will support integration with all existing and future NENA i3 compliant CPE or call handling equipment regardless of model/manufacture and software / firmware version.

The Atos Public Safety NGCS ESInet solution is based on a collection of functional elements that are designed in support of all applicable IETF (SIP, HELD, LoST, PIDF-LO, etc.) and NENA i3 standards. The functional elements are separate, independent components utilizing standard interfaces throughout the call path from origination to delivery. As part of the overall Prime NGCS solution, Atos Public Safety will work closely with CA 9-1-1 Branch to develop and maintain Interface Control Documents (ICD) for the OSP, Regional NGCS, and PSAP that describe the standard interfaces implemented for call origination and delivery. The collaborative process between Atos Public Safety and CA 9-1-1 Branch used to develop these ICDs will ensure the use of current released standards and also incorporate applicable new clarifications/advancements contained in NENA-STA-010.3 (draft). In addition, the combined industry experience within Atos Public Safety and our selected subcontractors will be applied to provide guidance and recommendations for best practice approaches and interpretation of standards to deliver the highest levels of security and interoperability possible.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The Atos solution will use NENA i3 specifications as the governing guidelines for interface to multiple NGCS. Our solution will adhere to the standards in both the NENA i3 and ATIS specifications along with published IETF RFCs to ensure interoperability with all vendors. Atos is already validating interoperability by taking part in industry testing such as ICE as well as lab vendor to vendor testing as an ongoing practice. As the PNSP we will ensure that all call handling systems interface using i3 standards either as native i3 PSAP or legacy PSAP using the LPG as defined by NENA. This will ensure a future path to upgrade to NENA i3. Atos will define a demark at the PSAP to ensure our solution is agnostic to the call handling vendor and software versions.

Atos will perform PSAP survey at each PSAP to determine the capability of the PSAP and if the PSAP will support native i3 calls or require an LPG for demark. The PNSP interface solution will be consistent for PNSP and RNSP interface into the PSAP.

- vii. 21.0.7 Described is how the solution will support Location Based Routing using location data provided by either an Originating Service Provider, a device operating system, or a location clearing house as directed by CA 9-1-1 Branch.

Location based routing utilizes the location of the caller to determine the appropriate target based on geographic boundaries of a jurisdiction, responding agency, PSAP, etc. The Atos Public Safety NGCS solution supports all IETF and NENA standard modalities of caller location including location by value and location by reference.

Location data provided by an OSP can be delivered with the call or can be referenced in the Prime NGCS LDB system. The LNG functionality provided in the Atos Public Safety NGCS solution will interwork legacy calls to SIP, which utilizes the geolocation header to transport the appropriate location object (PIDF-LO for fixed locations and reference for mobile locations). OSPs that deliver calls natively using SIP trunks may include location data with the call, either by value as PIDF-LO or by reference to the OSP LIS. Both methods are supported by the Atos Public Safety NGCS solution.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Location data provided by the calling device operating system is conveyed in a similar manner. Calls will be presented through an OSP to the aggregation center and delivered to either the Prime or Region NGCS system (depending on the OSP type). A native i3 call from a calling device will utilize geolocation data in the supported PIDF-LO format or OSP LIS reference.

Supplemental location data managed by a third-party clearing house can also be utilized for call routing. When the CA 9-1-1 Branch determines this data is suitable (time it takes to acquire and accuracy of data) for emergency call routing, the LDB of Atos Public Safety NGCS solution can be configured to retrieve supplementation location data from the clearing house as part of the standard HELD request used during the call routing process. The ESRP of the Atos Public Safety NGCS solution can be configured to utilize this supplemental location with fallback to traditional LDB managed location data for call routing purposes.

b. NG Statewide 9-1-1 GIS

- i. 21.0.8 Described is how the LDB will be available to Originating Service Providers (OSPs) or other authorized users so they can verify that civic addresses will return PSAP or emergency responder Uniform Resource Identifier (URI)s.

The Atos Public Safety NGCS solution includes full feature / capability LDB and ECRF / LVF functional elements. OSPs will utilize VPNs for secured access to controlled segments of these functional elements via Public Security Control Zone (PSCZ) areas of the NGCS infrastructure. Secured by physical DMZ LAN segments, firewalls, and VPN access, OSPs will have authenticated and authorized access to LDB and LVF, web browser-based query portals, and data management functions for subscriber Service Order Input (SOI) updates. Once access is established, OSPs can execute different ECRF / LVF scenarios, either directly using LoST or indirectly using the query portal, to test specific location objects against various service URNs in order to validate PSAP or emergency responder Uniform Resource Identifiers (URI) responses used by the call routing process.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

In an NG environment, OSPs and other authorized users verify civic addresses against the authoritative GIS dataset utilizing the LVF. While the NENA i3 standard-defined LVF includes a machine-to-machine interface for bulk validation, there have been many requests for a human interface to the LVF for single address validation requests. The solution includes a LVF Query Portal provides and interactive user interface with a map view and query tool. It is made available to the OSPs or other authorized users via a secured Internet connection (VPN). The LVF Query Portal also includes raw LoST XML request and response display so human users can really dig in to understand how the protocol is working and can query the map to investigate why a location might not be properly validating. The LVF Query Portal is unique because it also supports ECRF queries including those with geodetic locations as well, which can be enabled via configuration.

Once logged in and validated as an authorized user, the process starts with entering the address information into the LVF Query Builder window within the LVF Query Portal page. Once the data is entered, the user “builds” the query by clicking on a button and the detailed query content is provided.

When an exact match results, the address point is indicated on the map and each matching address element is indicated by a green checkmark next to the element field.

When the result is only a partial match, elements which were not matched are indicated by a red X mark next to that element, and suggested possible matches are indicated visually on the map. This could either be the result of a data entry error, an incorrect address being entered, or a discrepancy in the GIS data.

- ii. 21.0.9 Described is how the Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) shall comply with GIS standards that include but are not limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

The Atos Public Safety NGCS solution includes ECRF/LVF functional elements that are IETF 5222 compliant LoST server systems, providing the NENA i3 ECRF functional element as defined in NENA-STA-010.2 and NENA-STA-010.3 (draft). The ECRF can fulfill multiple roles in LoST hierarchies, including Forest Guides, state level ECRFs, and regional “leaf node” ECRFs. The ECRF supports:

- NENA Detailed Functional and Interface Standards for the NENA i3 Solution (NENA-STA-010.2-2016)
- NENA Standard for NG9-1-1 GIS Data Model (NENA-STA-006.1-2018)
- NENA Standards for the Provisioning and Maintenance of GIS data to ECRF and LVFs (NENA-STA-005.1.1-2017)

In addition, the following best practices recommendations are also utilized:

- NENA Information Document for Location Validation Function Consistency (NENA-INF-027.1-2018)
- NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1 (NENA-INF-014.1-2015)

The solution provides administrative dashboard for monitoring real-time statistics, load, query response behavior, and individual query contents, system-wide and per server. NENA i3 logging mechanisms are supported as well as internal logging and network monitoring system interfaces. The ECRF is architected to support a fully redundant, secure, multi-tier load balanced server architecture.

LoST query input supports PIDF-LO geodetic location types of point, polygon, circle, ellipse, and arc-band as well as PIDF-LO civic location types, including fine grained components handling building, floor, suite, room, and seat.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The ECRF facilitates the discovery of additional location data, by complying with the additional data discovery mechanisms described in NENA-STA-010.2. The ECRF supports discovering additional data using all location types defined in RFC 5222 – civic locations (including optional sub-address elements), points, circles, polygons, ellipses, and ArcBands.

Supports the discovery of agency locator records as defined in NENA-STA-010.2.

Supports NENA i3 standards-compliant SI for provisioning change-only GIS data updates in near real time, on a scheduled or ad-hoc basis.

- iii. 21.0.10 Described is the transition and assimilation of GIS database from CA 9-1-1 Branch GIS selected vendor.

Atos Public Safety will provide professional services to transition and assimilate the state's statewide GIS dataset for use in the Prime NGCS system. The Atos Public Safety GIS project team will work with CA 9-1-1 Branch to collect the GIS dataset(s) for the project, develop an understanding of the various existing GIS workflows in the state, and analyze how those workflows will work with the operation of the proposed NG9-1-1 GIS system including ongoing updates and maintenance. The project initiation includes a complete assessment of the GIS dataset for PSAP boundary definition (overlap and gaps), schema, data format, and data quality for call routing (LVF verified). Once the GIS dataset is baselined, Atos Public Safety will submit the entire dataset to the Prime GIS QA / QC system (the same system PSAP jurisdictions will utilize) to validate initial data quality and initialize the SI for load into the Prime NGCS ECRF system.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Atos Public Safety will follow a defined, planned approach to implementing the ECRF, LVF and SI. This process will include several phases including:

- Phase One: Project Initiation
- Phase Two: SI, ECRF, and LVF Implementation
- Phase Three: ECRF and LVF Software Training
- Phase Four: Software Acceptance Testing
- Phase Five: Post-Deployment Support Services

During the On-going Operational Support, Atos Public Safety will have a GIS team available to provide on-going support and consulting related to the GIS data QC and error resolution and workflow-based tools. Atos Public Safety and CA 9-1-1 Branch will discuss, analyze, and finalize the workflows for jurisdictions to submit changes to the GIS system which will be managed by Atos Public Safety. This will include defining the error resolution process for topology/boundary updates to the PSAP boundary layer.

- iv. 21.0.11 Described is the recommended method to ensure all RNSPs comply with GIS dataset maintained by PNSP to support routing all 9-1-1 traffic based on geolocation without violating the LoST protocol.

Atos Public Safety recommends thorough QA/QC processes combined with the implementation of standards-based data structures (NENA i3 GIS data model and SI) and interfaces (IETF RFC 5222 LoST) as methods to ensure all RNSPs comply with the GIS dataset maintained by the PNSP to support routing all 9-1-1 traffic based on geolocation without violating the LoST protocol.

Integrated within the Prime NGCS, the Spatial Interface (SI) will provide GIS data feeds to the RNSPs for use in the RNSP ECRF for routing 9-1-1 call traffic. During the planning phase of the project the final statewide GIS data model will be established following the NENA data model. The RNSPs will be required to utilize a standards-based data model and standards-based protocol for receiving the GIS data from the PNSP via NENA standard compliant SI.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

The GIS data management solution provides the most stringent QA/QC checks related to boundary gaps and overlaps to ensure data of the highest quality and accuracy will be utilized. This is the first and most important step in the methodology to mitigate and resolve data and query conflicts between the PNSP and RNSP ECRF systems and to ensure all RNSPs comply with the GIS dataset maintained by the PNSP.

Another important step in the methodology is to run the entire LDB data against the LVF of each of the PNSP and RNSPs for verification of LoST query results. This will identify which address points would result in different routing results prior to going live. Once identified, additional analyses will need to be performed to identify the reason for the different routing results, whether it be a minor gap / overlap in polygons and the vendors’ differing algorithms generated different results, or it was due to the differing geocode services employed by the various vendors. Once the reason is known, the possible corrective actions would be determined, and the overall process methodology will be adjusted throughout the steady run state of each system.

In addition, the prime ECRF will be able to recursively query the regional ECRFs to enable centralized automation of the validation methodology. Finally, a user-friendly LoST query tool (web browser-based application) will be provided to assist in validating the regional ECRFs are utilizing the GIS data and LoST protocols correctly.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

The ECRF is an IETF 5222 compliant LoST server system, providing the NENA i3 ECRF functional element as defined in NENA-STA-010.2.

General features of the ECRF include:

- IETF RFC 5222 compliant LoST Server
- NENA-STA-010.2 compliant ECRF
- Calculates service URI for 9-1-1 call routing and selective transfer based on a caller location
- Operate under multiple roles within LoST hierarchies, including Forest Guides, state level ECRFs, and regional “leaf node” ECRFs
- Administrative dashboard for monitoring real-time statistics, load, query response behavior, and individual query contents, system-wide and per server
- Supports NENA i3 logging mechanisms, includes internal logging, and provides network monitoring system interfaces
- Architected to support a fully redundant, secure, multi-tier load balanced server architecture
- Supports PIDF-LO geodetic location types of point, polygon, circle, ellipse, and arc-band
- Supports PIDF-LO civic location types, including fine grained components handling building, floor, suite, room, and seat
- Facilitates the discovery of additional location data, by complying with the additional data discovery mechanisms described in NENA-STA-010.2. The ECRF supports discovering additional data using all location types defined in RFC 5222 – civic locations (including optional sub-address elements), points, circles, polygons, ellipses, and ArcBands.
- Supports the discovery of agency locator records as defined in NENA-STA-010.2.
- Supports NENA i3 standards-compliant SI for provisioning GIS data updates in near real time, on a scheduled or ad-hoc basis

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Atos Public Safety will provide a complete toolset for GIS data validation (QC), GIS data quality, and discrepancy reporting. These tools support managing the GIS data validation workflow including a tool within ArcGIS desktop to submit the data to the system and a tool to easily view discrepancy results and resolve them right in ArcGIS Desktop.

Services will be provided for Project Initiation Meeting, GIS Collaboration meetings and requests, GIS Data Submission Workflow Development, QC Plan Development, System User Training, and system configuration. Based on the combined experience Atos Public Safety and select subcontractor with statewide NG GIS data preparation projects, these services are vital to a successful implementation and getting to a steady state. The results will establish a common data schema, common documented workflow, common GIS data validation checks, along with education and training. The Prime NGCS solution will provide GIS data validation (QC) and GIS data discrepancy reporting and MSAG Conversion Services.

- v. 21.0.12 Described are the tools and resources that provide the ability to manipulate, edit, process discrepancies, provide updates, provision of functional elements, and provide data normalization of the GIS database.

The Atos Public Safety NG9-1-1 GIS system will provide the State of California with a seamless GIS data management, ECRF, LVF and SI.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The GIS Data Hub will provide ongoing GIS data transformation, data validation/QC and reporting, and aggregation (as needed) on the State's GIS dataset. The GIS data workflow includes:

- Identified jurisdictions upload GIS data to GIS Data Hub on an up to daily basis
- The system scans the received files to ensure they are not corrupt
- Data would automatically be transformed into a schema and projection adhering to NENA GIS Data Model standards for the NG9-1-1 i3 requirements (if it does not already)
- The data would be processed through configured QC checks based on NENA standards and the QC plan developed with the State
- Multiple QC checks will be performed. They will ensure proper topology and data integrity, and ultimately ensure only accurate GIS data is included in the NG9-1-1 GIS dataset.
- Spatial and attribute data is evaluated, based on compliance with the NENA GIS database model standard
- Data quality reports will be delivered to the submitting agency
- The submitting agency will correct the GIS data errors outlined in the reports and resubmit updated data back to GIS Data Hub

Topology and boundary issues will be escalated to CA 9-1-1 Branch to resolve with the jurisdictions and submit to the GIS Data Hub system for updating the statewide dataset. Once data quality is confirmed, the GIS data will be made available for provisioning to the ECRF and LVF. Data is provisioned to the Prime NGCS ECRF and LVF via the NENA i3 compliant PNSP Spatial Interface (SI). As the PNSP SI, the GIS data will also be made available to RNSPs via the same SI. Additional methods may be supported after confirming requirements and adjusting scope during negotiations.

This process would be followed for both initial and ongoing GIS updates, resulting in a continuous feedback loop of GIS data updates from local jurisdictions, GIS data performance measurements and reporting, and data transformation.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Once the system is cut over, data passing QC checks in the GIS Data Hub will continue processing without interruption. Data will be provisioned to the ECRF and LVF after being processed through the QC checks. Datasets not passing validation checks will be returned to the submitting agency for remediation.

As needed, as an alternative, jurisdictions may subscribe to the GIS update process at three levels:

- To provide data feedback
- To mark change requests on a map for submission to the GIS system for commitment to the map
- To edit the data within the system

This means, GIS data may be updated in the PSNP one of four ways:

1. Submission of GIS data to Hub for QC processing and aggregation with error reports being delivered to the submitting jurisdiction for remediation
2. Submission of feedback to the GIS system via Contributor feedback user subscription for resolution by the locally authoritative jurisdiction
3. Submission of change requests to the GIS system via Contributor for resolution by the locally authoritative jurisdiction
4. Submitting online data edits to a copy of the data set for ingest by the PSNP.

Each participating jurisdiction will be required to subscribe to only one authoritative method for providing GIS data changes to the statewide PSNP managed dataset.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

GIS Data Editing Process

The GIS Data Hub has a designed user permission structure that allows the software to be configured for various user skill sets within a geographic area. For users who do not have GIS skills, such as OSP's or local agencies with no GIS support, the system can be configured for the users to provide feedback on the GIS data which then gets submitted to the GIS system for integration into the statewide dataset by locally authoritative jurisdictions. For users who have an understanding of map data yet not the GIS expertise, a permission level exists where the locals can receive feedback from the OSP's and integrate that feedback themselves into the master GIS dataset and make any other updates to the layers available. For users with a strong understanding of GIS and Esri tools, the system can be used by OSPs to submit feedback which would then be directed to the Esri Desktop users to work through in their native environment. These users can then submit their updated data through GIS Data Hub for integration into the master GIS dataset.

For PSAP boundaries all users can login to the system to redline up desired changes, these changes would get directed to affected agencies for approval, once all agencies sign off those redlines will be directed to an Atos Public Safety professional services review and integrate into the master GIS dataset as needed.

GIS Update Process

The offered tool set provides the workflow to manage the entire GIS update process. GIS updates (adds / deletes / changes to addresses provided by the OSPs) are submitted by the OPSs via a web-based interface. These update requests can then be served to the local, authoritative agencies to work in either the local agencies' desktop tools using tools designed to assist in managing discrepancies and changes or served via a web-based application where tools to assign in managing discrepancies and changes are integrated in. Once the GIS update is committed to the dataset by the authoritative agency, they can submit their

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

GIS dataset to the statewide GIS system for normalization, QC validation and reporting, and provisioning to the ECRF and LVF. For PSAP boundaries all users can securely access the system to redline up desired changes. These changes will get directed to impacted agencies for signoff. Once all agencies signoff those redlines will be directed to a GIS Specialist (provided as professional services) to review and integrate into the master GIS dataset as needed.

c. System Monitoring

- i. 21.0.13 Described is how the dashboard will display and report the health of the Prime and Regional networks from ingress to egress. The description includes how the Dashboard will monitor all 9-1-1 traffic and all NG9-1-1 trunks to ensure that SLAs are being met. The description also includes how CA 9-1-1 Branch will access the Dashboard Monitoring, this shall include statistical data, printable reports, and outage notifications with duration.

Atos Public Safety will provide a full-featured and integrated system monitoring and dashboard solution from ScienceLogic with LayerX. This solution utilizes many different metrics to provide real-time service visibility and context across the entire Prime and Regional networks from ingress to egress. NGCS functional elements and system components support SNMP, syslog, WMI, and other direct query methods for the collection of system health data. This data is aggregated to within ScienceLogic where custom dashboards will be built for CA 9-1-1 Branch to show statistical data, printable reports, and outage notifications with duration. These inputs also facilitate infrastructure discovery, relationship mapping, performance and availability monitoring, event management, and action automation. Network metrics are provided directly from the Prime ESInet Cisco router, firewall, and switch components in the form of NetFlow and IPSLA. These metrics serve as inputs to several Prime ESInet Key Performance Indicators (KPI) such as bandwidth utilization, latency, jitter, packet loss, and MOS reports. ScienceLogic supports all major network equipment manufacturers allowing diversity between regional ESInet systems while maintaining a single consistent monitoring and dashboard solution.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

1. General Terms & Conditions (Cont'd)

CA 9-1-1 Branch will have dedicated VPN access to the monitoring tools and dashboards. The dashboards will be provided over a web browser interface and will be jointly customized and configured with input and use cases from CA 9-1-1 Branch. CA 9-1-1 Branch will be able to drill down through the reports and statistics pages to analyze both network and call flow statistics.



COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

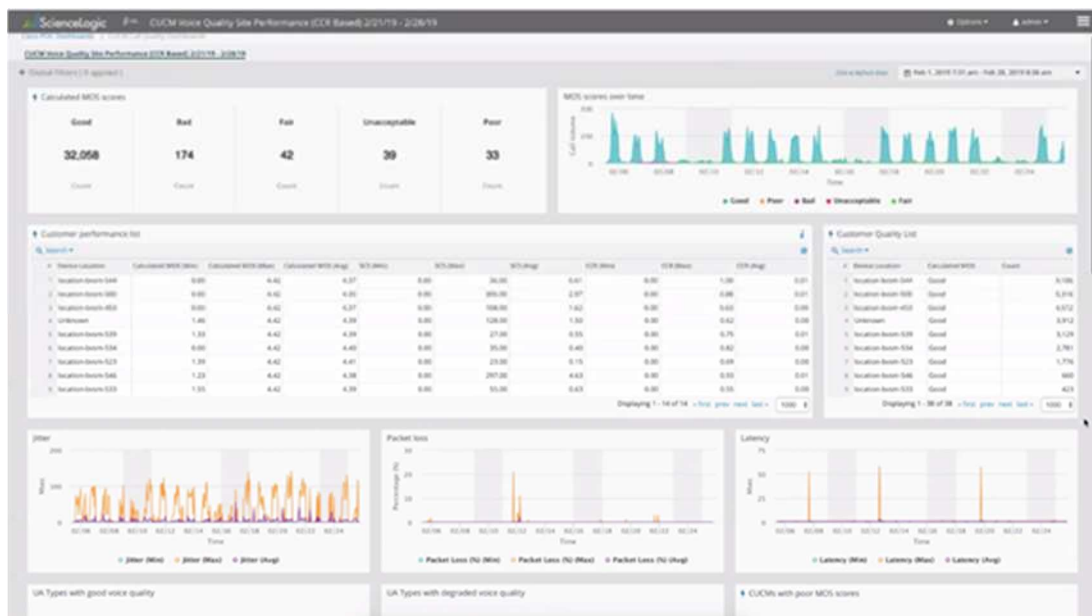


Figure 6: ESInet Monitoring Dashboard Example

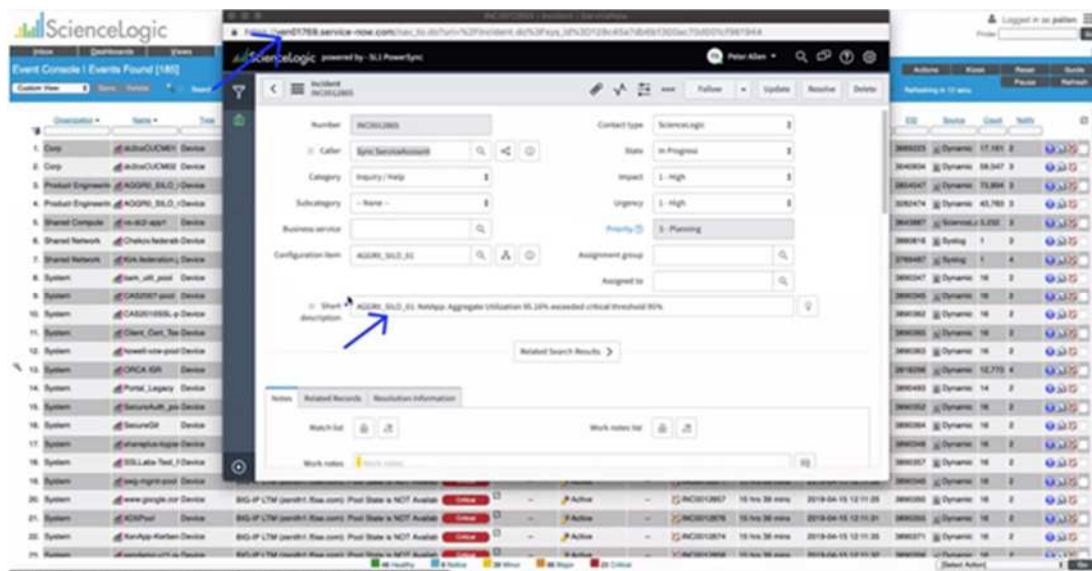


Figure 7: Service Desk Integration Example

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

- ii. 21.0.14 Described is the integration of system monitoring with data delivered / provided from each Regional network to include the e-bonded trouble ticket process.

The Atos Public Safety system monitoring solution supports all standard interfaces such as SNMP, syslog, WMI, and other direct query methods. Network metrics are provided directly from the ESInet router, firewall, and switch components in the form of NetFlow and IPSLA, or similar network vendor supported interfaces. The ScienceLogic solution supports all major network equipment manufacturers allowing diversity between regional ESInet systems while maintaining a single consistent monitoring and dashboard solution. The regional ESInet providers will deliver the required system monitoring metrics to the Prime NGCS system via ESInet-to-ESInet interconnections.

Atos Public Safety will provide a full-featured and integrated service desk solution from ServiceNow. This solution provides integration for synchronizing CMDB information and maintaining incidents generated by the ScienceLogic monitoring system. In addition, the ServiceNow instance for CA 9-1-1 Branch includes e-Bonding support for integration with the Regional NGCS system providers. The level of data and the direction of the data that is exchanged depends on the level of integration. In a uni-directional integration, a third-party system creates an incident ticket, passes data to the Prime ServiceNow instance, and receives a ticket ID back as confirmation. In a bi-directional integration, incident data is exchanged, synchronized, and updated while data is sent between the systems. Atos Public Safety will work with CA 9-1-1 Branch to define the correct level of integration between the prime and regional ticketing systems.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

- iii. 21.0.15 Described is a realistic timeline for Dashboard development that includes at a minimum Real Time Network Outage Monitoring and Reporting to support the description provided in 21.0.13.

At project start a dedicated instance of the Dashboard monitoring tool will be created and set specifically for exclusive use by the CA 9-1-1 Branch.

Prior to any Prime and Regional network implementation, Atos will work with the CA 9-1-1 Branch during month 3 to design the application dashboards based on use cases and requirements outlined by the CA 9-1-1 Branch. This will be an iterative agile process with continuous feedback from all parties.

Atos will begin integrating and configuring monitoring services and dashboard implementation once the initial Prime and Regional networks are deployed. These activities are estimated to begin around month 8 of the project and continue into month 10 and will be further defined during initial project kick-off meetings.

As the Prime and Regional networks from ingress to egress are deployed, monitoring will be provisioned promptly within the Dashboard to provide Real Time Network Outage Monitoring and Reporting to the CA 9-1-1 Branch.

As monitoring data starts to get collected over the buildout, Atos will begin the implementation services as described below:

Atos Public Safety will provide professional services and training days for system deployment and integration as well as implementation of system monitoring dashboard views. The approximate breakdown of professional services is as follows:

- ServiceNow Implementation – 5 days
- ScienceLogic with LayerX Implementation (H/A with disaster recovery) – 25 days
- ScienceLogic and ServiceNow Integration (CMDB and Incident Sync) – 24 days
- Operate Phase (Configuration and Tuning; Dashboard Views) – 10 days
- System Training – 2 days

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

d. Aggregation

- i. 21.0.16 Described is the solution's OSP traffic aggregation service and how it is capable of integrating all OSPs in the State of California. The aggregation service will include all OSPs in the State of California including the aggregation plan for wireless. Described is how POI locations will be determined to support the ingress of OSP traffic and how Atos will work with the OSPs, CA 9-1-1 Branch, and the CPUC throughout this process.

Atos Public Safety will utilize a minimum of two POI in each region. The POI will support both TDM and SIP trunk interconnects from the carriers that serve that region. Each POI will be able to support either TDM or SIP and will be strategically located within each region. Atos strategy is to have one POI in rural LATA areas and another POI in the high population density area of the region. Carriers will dual connect to each POI for redundancy based on the interconnect type the carrier can support. Atos will work with all of our carriers to connect using SIP trunks as much as possible. If SIP trunks are not supported by the carrier, then T1 CAS would be the next preference. For wireless carriers who do not support SIP trunks, the preference will be SS7 over T1/T3. Analog interconnects for CAMA circuits will be supported at each POI as an exception if no other interconnect is supported. Atos will work hand in hand with carriers during the interconnect phase from both a technical consultation and project management perspective. Atos will also leverage relationships between carriers and CPUC or CA 9-1-1 Branch to get the carriers where they need to be to support the transition. This is an area that Atos has extensive experience and expertise in transformation projects and complex transition plans. Atos will work with the CPUC and 9-1-1 Branch to keep them updated on progress and challenges.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

Each of the POI centers will connect to the MPLS network based on the anticipated bandwidth for interconnect to the aggregation center for call normalization. The trunks will be SIP trunks over MPLS access network and will adhere to SLAs based on the requirements. Each POI will have a primary trunk to the aggregation center in the region and a secondary trunk to the neighboring region aggregation center. Since all of the POI and aggregation sites are connected to the access MPLS network, we can configure any POI to connect to any aggregation center as multiple redundant paths to ensure connectivity. These are policies that can be set based on LATA restrictions and CPUC guidelines.

Each aggregation center will support both SIP and legacy trunk interconnects and will be connected to the ingress NG trunks. The aggregation centers can also be provisioned for multiple path options to the Prime NGCS data centers or the regional NGCS data centers.

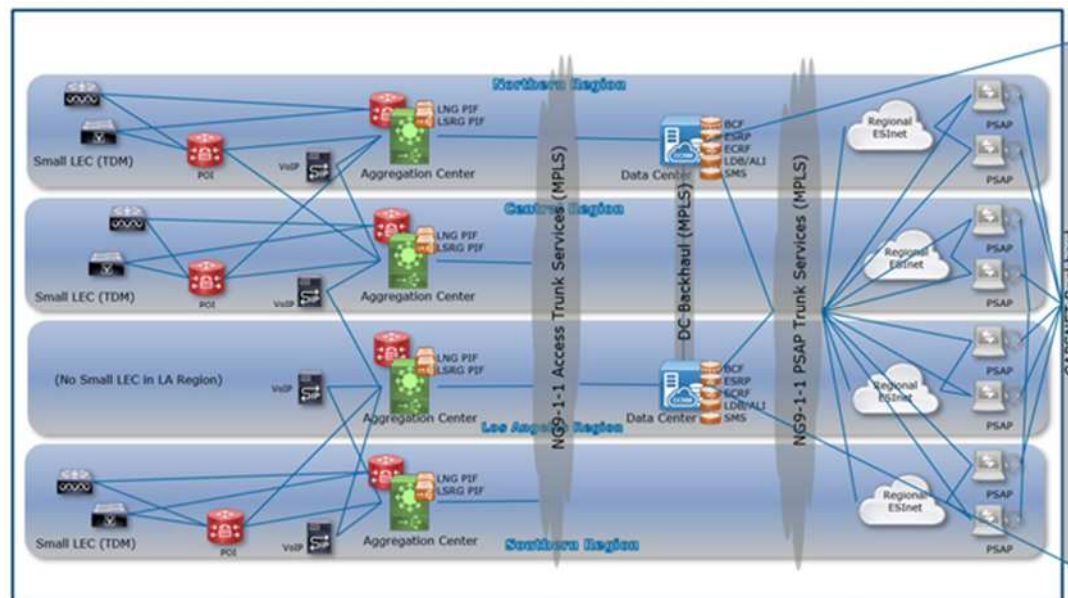


Figure 9: PNSP OSP Solution Architecture

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- ii. 21.0.17 Described is how the bidder's proposed aggregation plan complies with the SOW and Exhibit 21. The description includes how the PNSP will route 9-1-1 traffic to the correct Regional core service provider, if the Prime core service is unable to deliver 9-1-1 traffic to PSAP. Also described is how the bidder will support connections to each of the Regional Aggregation facilities to support the ingress of OSP traffic.

There are several reasons why the PNSP NGCS cannot route calls to a PSAP:

- Trunk service to PSAP from PNSP is down
- PNSP routing is not available due to service
- PSAP not available
- Each of the above scenarios have different remediation flow.

If the PNSP NGCS has detected that trunk service to a PSAP is not available due to connection failure, alternate policies in PRF can be configured to defer to trunk-based routing to the regional NGCS over SIP trunk. Each PSAP can have a rule to define the RNSP for the PSAP. Also, other reroute policies can be put into place based on PRF policy store and negotiation with the PSAP.

If PNSP is not able to service 9-1-1 calls, the aggregation centers in each region would fail to heartbeat the PNSP and determine the PNSP path is not available. The aggregation center will then use the secondary configured path to forward 9-1-1 calls to the RNSP. Under this scenario, both PNSP data centers will not be available and not respond to heartbeat requests from the aggregation center.

If the PSAP is not available for routing based on PRF state notifications or heartbeat response failures to the PSAP, the PRF policies in the PNSP will use the alternate routes configured in the PSAP policy based on the configuration from the policy store.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The general rule is the aggregation center will forward calls to one of the PNSP data centers based on availability. If the PNSP is not available to service 9-1-1 calls, the aggregation center will use the RNSP NGCS centers for processing 9-1-1 calls. If the PNSP NGCS receives the 9-1-1 call from the aggregation center, it will do its best to deliver the call to the PSAP and use PRF policy rules to route calls. If the policies cannot be executed, the PNSP will then attempt the RNSP NGCS. This will need to be defined in the PRF policies per PSAP.

e. NG Core Services

- i. 21.0.18 Described is how the bidder will receive and maintain the centralized policy routing instructions used in each of the regions and how the PNSP will support policy routing in the event of a RNSP failure.

The Atos Public Safety NGCS ESInet solution will consist of a policy store. The policy store will adhere to the interface described in the STA - 010 NENA i3 specification. The policy store web portal will be available to all regional providers (RNSP) to input their policies for the PSAPs. As policies are updated, the regions will need to push changes to the PNSP. If there are override policy changes for a region performed in the PNSP, those changes will be pushed to the region over the policy store interface published by the region. This will be negotiated during workflow coordination with the regions.

In the event a region is unable to route 9-1-1 calls and the PNSP must take over the routing for the region, the NGCS in the PNSP will use the policies for the regional PSAPs from the policy store. The PNSP will also use the regional PSAP policies from the policy store for text to 9-1-1 call routing for those PSAPs.

Atos will publish an ICD (interface control document) for the centralized policy store for pushing policies into the policy store and providing updates. The policy store is modeled using the NENA i3 specifications.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- ii. 21.0.19 Described is the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. The solution will be able to detect, mitigate and report TDOS, DDOS, and any other Cyber attacks

The Atos security solution will use the following tools to detect and mitigate security threats in real time:

- TDOS – Atos will use Securelogix for TDOS detection and monitoring.
- DDOS - independent Cisco Firepower firewalls at both ingress and egress. These will perform stateful firewall policies as well as whitelist for trusted sources. The default policy will be to deny all traffic and sources unless specifically allowed.
- Application level firewall – With the use of multiple vendors in the solution, Atos will use policy-based routing to ensure traffic between vendor equipment will be firewalled from one another. This will ensure no single vendor component can infect or penetrate the solution in the event of a security threat.
- IPS/HIDS – Atos will be deploying the Symantec security suite to ensure anti-virus, malware, and intrusion detection for all applications throughout the solution.
- Active directory/ Authentication – Atos will use the best practices for sign on and two Factor Authentication as well as RBAC to authorize access throughout the system. Only Atos approved PCs with smartcards will be used for administrative access for all critical components with tracking and logging for all changes.
- SIEM – security incident management will be provided using Splunk enterprise.

Atos uses best practices from NGSEC as well as JITC to ensure the highest level of security is achieved.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The Atos Public Safety solution includes Cisco ASR 1000 Routers and Cisco Firepower Next-Generation Firewalls at each ingress and egress point to the Next Generation Core Services. On the Ingress side the firewalls will be positioned immediately behind the routers and in front of the Ingress BCFs. On the egress side these will reside just inside the egress routers behind the BCFs. For the DMZ the Firewalls will be positioned just inside the DMZ routers (ISR4400).

The ASR1000 routers provide a high degree of protection against DoS attacks at the global level and at the VPN routing and forwarding level. The routers will be configured to use features such as aggressive aging of sessions, event rate monitoring, half-opened connections and TCP SYN-Flood attacks.

The NGFWs provide deep packet visibility and advanced security features such as next-generation IPS, URL filtering and advanced malware protection.

In addition, the NGFWs are centrally managed by the Cisco Firepower Management Center. This provides enhanced event and device management as well as policy management over security functions such as application control, threat prevention, URP filtering and advanced malware protection.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- iii. 21.0.20 Provided is a diagram that shows 9-1-1 traffic flow architecture from ingress to egress using a non-proprietary NENA i3 compliant solution with dedicated NG Core Services for California.

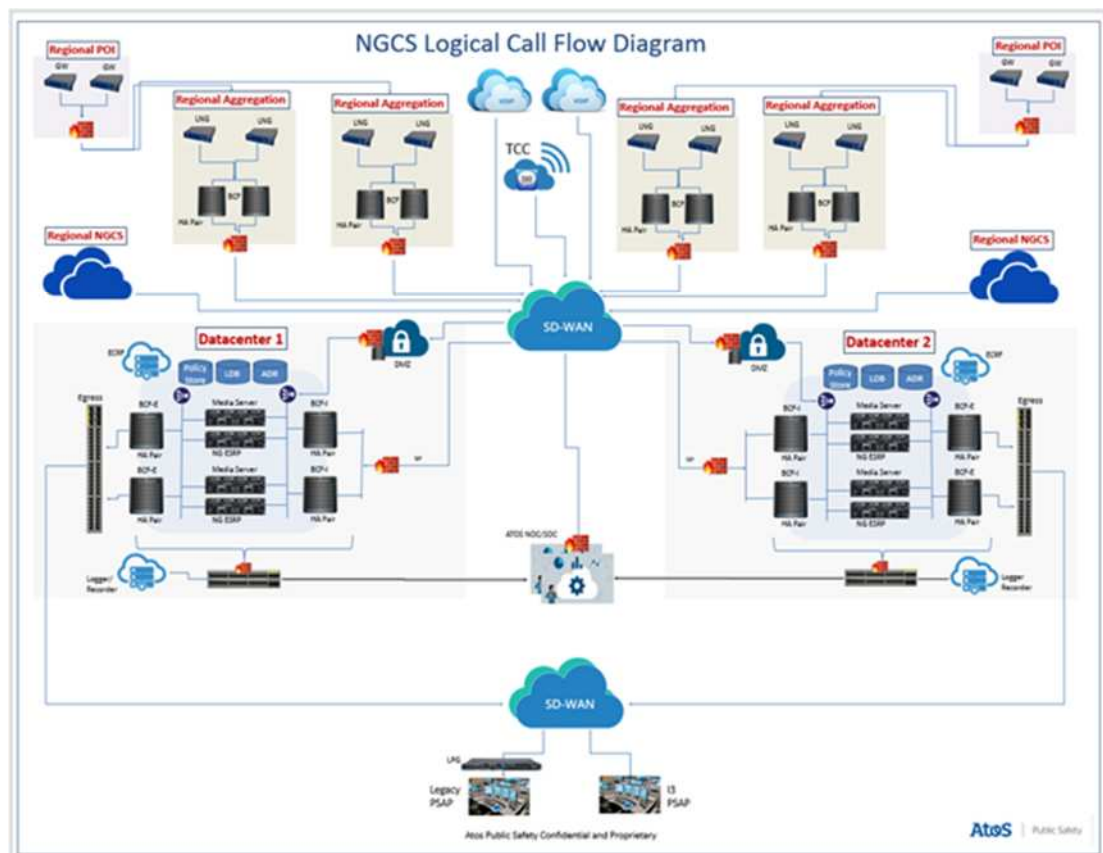


Figure 10: NGCS Logical Call Flow Diagram (Prime)

Each OSP within a region will connect to two POI facilities for redundancy. The OSP can connect using legacy Analog / TDM circuits such as CAMA or T1 trunks. OSPs can also connect using SIP trunk to multiple aggregation facilities.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The POI facility will perform protocol conversion from legacy protocol to SIP using PIF gateways. The POI facilities connect to the MPLS network through an SBC to ensure SIP security into the network. The SBCs will ensure G711 codec for all voice traffic into the NGCS. POI facilities connect to two or more aggregation facilities and are configured as primary / secondary.

The aggregation facility will aggregate all 9-1-1 traffic from the POI and SIP trunks from VOIP carriers within the region or outside the region. The aggregation function will normalize all 9-1-1 traffic to SIP TLS and sRTP to the dual data centers for 9-1-1 call processing in the NGCS. The aggregation facilities will connect to the dual MPLS networks with the option to use CAPSNET for redundancy. The aggregation facilities support multimedia calls (voice, video, text).

Once the calls are ingress into the data center, they are routed through the Cisco firepower firewall for secure access to the NGCS. In the NGCS the calls are anchored to the BCF-I pair, load balanced by the aggregation SBCs. The BCF-I can also receive calls from regional NGCS and TCC service in addition to the aggregation facilities. The 9-1-1 calls are converted to NENA i3 SIP calls, changing the request URI to urn:service:sos and adding the associated IDs and suspicion identifiers to the call header.

The call is then processed in the OSER where ESRP functions are performed. The ESRP will execute the following functions in order:

1. Perform HELD query with the LDB using the ESRD / ANI received from the ingress source
2. Perform LoST query with the ECRF for target PSAP based on location and service
3. Perform PRF policies for call routing based on target PSAP policies in the policy store and state

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

Queries to the LDB and ECRF will be load balanced across multiple database instances and availability. The LDB will have additional interfaces for record updates as well as E2 location updates from MPC. The ESRP will be updated with PSAP states based on NENA i3 subscriptions if the downstream PSAP supports that capability. The ESRP can support administered states for the PSAPs if they do not support state notifications. All PSAP PRF policies will be stored in the NGCS policy store from each region. These policies will be pushed down to the regional NGCS and statewide NGCS.

The call is then sent to the BCF-E (egress) where calls can be recorded to a long-term recorder using SIPREC and sent out to the PSAP through egress firewalls to the PSAP MPLS trunks. The egress SIP header includes the NENA i3 header components with the location as PIDF-LO and associated IDs as well as any additional data from the ADR.

The PSAP call handling system can initiate network conference with the NGCS bridging components (media Server).

For PSAPs that do not support i3 capabilities, an LPG will be used to support integration to the NGCS. The PSAP will be able to get location updates from the NGCS using AQS to HELD gateway in the LPG. Text to 9-1-1 TCC service will have two paths to deliver calls to PSAPs. For PSAPs that support text to 9-1-1 over embedded SIP i3 calls, those calls will ingress to the BCF-I in the NGCS data centers and delivered to the PSAP as described above. For PSAPs that require Over The Top (OTT) service, these PSAPs will get TCC web service directly through the NGCS web proxy.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

The NGCS will have the functionality to execute NENA i3 test calls to each PSAP in addition to monitoring service capability. As the MSP functionality of the solution, all the NGCS and aggregation / POI components will be monitored in near Realtime and reported on. Additional probes are placed at PSAP endpoints and aggregation/POI facilities for end to end synthetic testing for serviceability and voice quality metrics to ensure SLA requirements are met. A customer portal will be available to the state for transparency of the network and resources throughout the solution. All components will be using SNMP and secure syslog to communicate status.

- iv. 21.0.21 Described is how NGCS will use a non-proprietary NENA i3 compliant multi-layered redundancy of systems, software, and facilities with no single point of failure that supports the ability to update all system components including but not limited to routers, router tables, servers, NG Core Services, and all NG9-1-1 functions without any loss of service 24x7x365.

The Atos Public Safety NGCS ESInet solution contains multiple levels of redundancy and resiliency to assure smooth operation of NG9-1-1 functions without any loss of service or interruptions. Atos makes use of non-proprietary NENA i3 compliant multi-layered redundancy. Each component uses standards-based protocols and synchronization techniques between redundant set of components. These include protocol level failover, alternate paths, database sync, etc.

The solution is replicated across two hardened geographically separated data centers. The primary data center is in Rancho Cordova, CA and the secondary data center is in Tempe, AZ. All NGCS deployed in these data centers are dedicated to the CA 9-1-1 Branch operations.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

The upgrade process for the solution allows isolating a single lane for the new candidate upgrade software or hardware. A “lane” is a collection of VMs and network hardware that is the path for processing 9-1-1 calls. Our upgrade process is performed on components one lane at a time. During this process, calls are diverted to components in the other active processing lanes either in the same data center or the redundant data center. This lane separation is done to ensure there is no interruption to new or existing calls for 24/7/365 continuous service. Any calls already in progress will be migrated to the other lane in the same datacenter. Each lane in the datacenter supports hitless failover of calls from one lane to another.

The concept of lanes provides processing groups and redundant sets for each functional component. When a specific component is being upgraded within a processing lane, the failover associated pair in another lane will take over processing. This is a hitless failover of that component. For example, a router in lane 1 will have a hitless failover router in lane 2, or an ESRP VM will have a hitless failover member in lane 2, etc. When performing the upgrade, we execute changes one component at a time to minimize the impact on the new and currently active calls. The aggregation centers as well as the regional networks will direct traffic to two IP endpoints at each data center. The traffic is load balanced between the IP endpoints. If one IP endpoint is not available during upgrade, all of the traffic from the aggregation center and NGCS are directed to the available IP endpoint.

Once the candidate lane for the upgrade is isolated, the upgrade process is performed and completed, initial testing of the new software/hardware can be performed on the N+1 lane without interrupting 9-1-1 traffic flow. Once the upgrade is accepted, calls can be diverted to the N+1 lane and the process continues to the next lane until all lanes are upgraded. Routing tables in routers and switches are updated to ensure continuous traffic flow through the active processing path.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

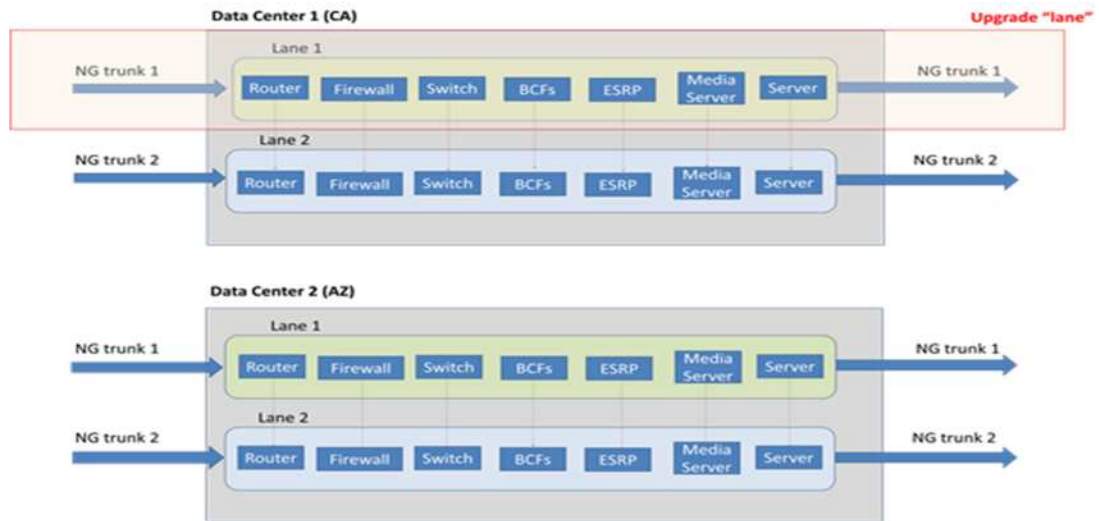


Figure 11: Process Isolation During Upgrades

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

Software upgrades and configuration changes can be done in isolation on SW applications or network/compute hardware while still processing 9-1-1 calls.

At any point in the upgrade process, the upgrade can be reverted back to the original version without interruption to 9-1-1 traffic. Network infrastructure, such as routers, firewalls and LAN switches are all redundant within each data center, in addition each appliance has redundant power supplies.

As resilient as a single data center might be, the entire solution is replicated across both data centers with fully redundant inter data center connectivity. Data Center infrastructure will include dual diverse power to each rack as well as redundant diverse network connectivity throughout the solution.

As a final measure of resiliency there will be a backup / data recovery solution to provide full replication of all applications and data across both data centers. Overall, this solution is designed to meet and exceed 99.999% uptime requirements.

Atos upgrade and configuration change management process ensure continuous 24x7x365 service to 9-1-1 calls. The architecture is explicitly designed to ensure mission critical media and data is isolated from the software and devices during the upgrade process. In addition, we will have the ability to isolate data centers for major upgrades and still support the requirements for call volumes and SLA.

All other NGCS components, which are redundant pools for processing will go through a similar upgrade process of isolating the upgrade candidate from the pool, and upgrade one at a time.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

- v. 21.0.22 Described is how the Atos solution will support a minimum of two geographically diverse cores or a cloud based equivalent, dedicated to California and located in the CONUS, with the capability to maintain 99.999% availability.

The Atos Public Safety NGCS ESInet solution is dedicated to California and will be deployed in two SOC2 Type 2, PCI DSS, and HIPAA compliant data centers located in Rancho Cordova, CA and Tempe, AZ. Each data center will provide private, secured areas to collocate the cabinets containing all compute and network components. All Dell server and Cisco network hardware components are deployed in one or more pairs to ensure no single point of failure. The Prime NGCS solution runs in a virtualized environment utilizing vSphere Enterprise Plus and vCenter. All functional elements are deployed with multiple, active instances to ensure no single point of failure. Where applicable, redundant load balancers are utilized to ensure service availability.

Each Prime NGCS ESInet solution deployment in each data center has been sized to support the entire call volume of California and to provide 99.999% availability. In the event the Prime NGCS must serve as backup to the Regional NGCS, the system will support this load for a sustained duration. In the unlikely event of a data center outage, the surviving data center will continue to operate and support the entire call volume load. This allocation of network, server, and NGCS functional element infrastructure will be dedicated to the California Prime NGCS ESInet.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

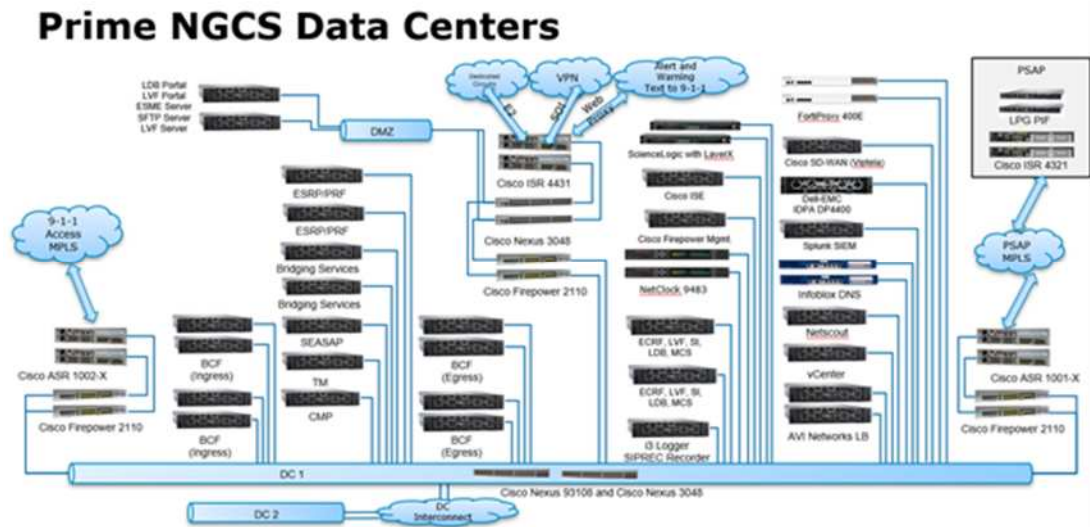


Figure 12: Data Center Infrastructure (dedicated to CA)

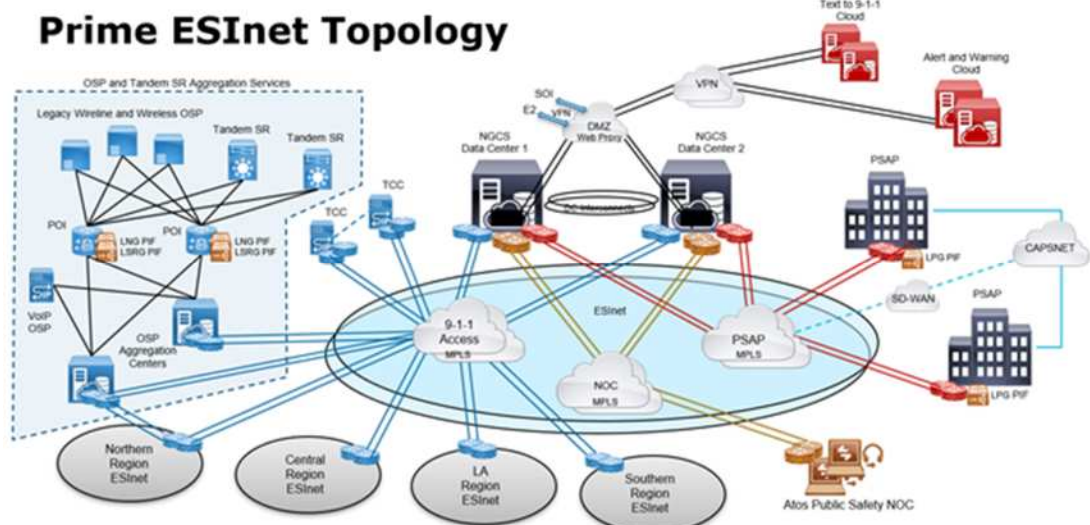


Figure 13: NGCS ESInet Topology

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

f. NG Text to 9-1-1

- i. 21.0.23 Described is how Atos will implement Statewide RealTime Text to 911 services in accordance with all technical requirements in Exhibit 21.

The Atos OpenScape BCF and OpenScape Emergency Router (OSER) ESRP support both MSRP peer-to-peer (IETF RFC4975) and MSRP relay (IETF RFC4976) utilizing encrypted TLS connections. RTT capability is offered using IETF RFC4103. The routing of RTT media through the Atos NGCS is supported either in combination with voice, or by itself. This provides support of ATIS-0700029 Real Time Text Mobile Device Behavior and ATIS-I-0000026 ATIS Interim Non-Voice Emergency Services (INES) Report and Recommendations. Routing policy is supported for RTT calls in the same manner as voice calls.

Since RTT calls will be delivered from Wireless OSPs, Atos will work with CA 9-1-1 Branch and the Wireless OSPs to receive these calls at the Prime Aggregation Centers instead of the Region Aggregation Centers. Once received at the Prime NGCS Data Centers, the Atos OSER will identify the media type (text) and either route based on policy to PSAPs that have elected “native CPE” via SIP, or forward to the Text to 9-1-1 system for PSAPs that have elected “OTT” via HTTP. This is also the approach to be used for MSRP calls, simplifying the overall solution under a single routing strategy for all text calls, summarized as follows:

- MSRP originates at the TCC, RTT originates at the Wireless OSP (both treated as gateways between originating networks and the ESInet)
- OSER receives the call, routes based on configured PRF policy (including either delivering to PSAP natively or forwarding to Text to 9-1-1 OTT service)

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

1. General Terms & Conditions (Cont’d)

- ii. 21.0.24 Described is how the Text-to-9-1-1 service will be integrated with the NG9-1-1 AWS and how the Text-to-9-1-1 service supports Text-from-911.

The Text to 9-1-1 system and Alert and Warning System (AWS) will share the same GIS dataset used by the Prime and Regional NGCS. This data integration allows the Text to 9-1-1 and AWS systems to utilize all PSAP boundary polygons and validated address points (contacts) in the GIS dataset as a baseline for the build out of a complete statewide AWS contact list. Once the statewide GIS dataset is completed and handed off to the PNSP, this data will be transformed/imported into the PNSP ECRF system where it will receive additional QA/QC validation. The dataset will then be available via standard SI to the RNSP ECRF systems. This dataset, which includes PSAP boundaries and address points, will be available for continuous integration into both the Text to 9-1-1 and AWS systems for a complete, integrated PNSP solution.

The Text to 9-1-1 service supports outbound text callbacks (Text from 9-1-1) from the PSAP. SMS short codes establish a direct chat session between the PSAP Agent using the Over The Top (OTT) web browser-based text application initiating the Text from 9-1-1 session and the Callback Number (CBN). If a Text to 9-1-1 session ends due to an inactivity timeout, the PSAP Agent can initiate a Text from 9-1-1 session by selecting the CBN and then selecting the “Text Back” function on the user interface.

- iii. 21.0.25 Described is how Atos will function as the State TCC. The description also includes how all PSAPs in California currently accepting Text-to-9-1-1 will be transitioned to NG Text-to-9-1-1 services and includes a proposed timeline for completion.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

1. General Terms & Conditions (Cont'd)

- Text to 9-1-1 Message Session Relay Protocol (MSRP) originates at the TCC, RTT originates at the Wireless OSP (both treated as gateways between originating networks and the PNSP ESInet)
- OSER receives the call, routes based on configured PRF policy (including either delivering to PSAP natively or forwarding to Text to 9-1-1 OTT service)

Atos will work with each PSAP individually by first conducting a survey of current capabilities, as well as negotiate the transition timeline with the PSAP for interconnectivity and text calls delivery. The type of delivery model will depend on the current call taking platform at the PSAP and the PSAP's timeline for upgrading their system from OTT delivery to integrated CPE (i3).

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

For PSAPs that currently have either integrated Text to 9-1-1 or OTT service from an existing TCC provider, Atos will work with those PSAPs on a transition plan. The transition plan will be as follows:

- Atos will have NG Trunk connections to the existing TCC service providers to both CA NGCS data centers.
- Interconnect the PSAP to the NGCS data centers through the PNSP NG Trunk service
- Negotiate the text delivery model based on PSAP capability (Integrated or OTT)
- Test Text to 9-1-1 service to the PSAP from the PNSP NGCS and Text to 9-1-1 service.
- Work with the existing TCC vendors to migrate the PSAP text calls through Atos PNSP NGCS solution.
- Once acceptance tests are successful, the PSAP can terminate existing connections their current providers.
- Atos Text to 9-1-1 solution will adhere to the technical requirements outlined in Exhibit 21

The overall timeline for the transition service will start immediately after the PNSP NGCS are live and PSAP surveys have begun.

Atos will schedule PSAP surveys immediately after award based on priority negotiated during contract. The priority will be for existing PSAPs that currently have Text to 9-1-1. Atos will ensure migration for those PSAPs from the existing service to the new PNSP Text to 9-1-1 service within 180 days of contract start. During that period as other PSAPs begin to request text service, those PSAPs will be scheduled out 180 days from the request date. This will allow Atos to prioritize existing text capable PSAPs with new requests. PSAP survey schedule may be adjusted based on outlined priorities and new requests coming in during this time line.

Atos will build a schedule to be service ready for all CA PSAP within one year of contract (365 days). As PSAPs are connected to PNSP and text ready, those PSAP will be turned online for text delivery. The final schedule will have to be negotiated between PSAP schedule and CA 9-1-1 Branch. Refer to the Text to 9-1-1 PDP for overall schedule and timeline.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

Specifically, the Alert and Warning System (AWS) will share the same GIS dataset used by the Prime and Regional NGCS. This data integration allows the AWS system to utilize all PSAP boundary polygons and validated address points (contacts) in the GIS dataset as a baseline for the build out of a complete statewide AWS contact list. Once the statewide GIS dataset is completed and handed off to the PNSP, this data will be transformed/imported into the PNSP ECRF system where it will receive additional QA/QC validation. The dataset will then be available via standard SI to the RNSP ECRF systems. This dataset, which includes PSAP boundaries and address points, will be available for continuous integration into the AWS systems for a complete, integrated PNSP solution.

- ii. 21.0.27 Described is how the NG9-1-1 AWS will send emergency notifications through the Integrated Public Alert and Warning System (IPAWS). Also included is how these emergency notifications meet the Federal Emergency Management Agency (FEMA) policies, how it will be verified that local users meet FEMA training requirements, and how the solution will interface with the California Earthquake Early Warning system. Also, describe is how the solution can support the capacity for statewide alert and warning.

The Atos Public Safety Alert and Warning System (AWS) solution is certified as an IPAWS Alert Origination Service Provider (<https://www.fema.gov/media-library/assets/documents/25916>) and can provide our Memorandum of Agreement (MOA) as required. We empower FEMA authorized clients to target all currently available IPAWS dissemination channels for their area(s) of jurisdiction – in conjunction with (or separately from) all other delivery methods available in the solution. The AWS IPAWS environment supports both live and test certificates issued by the FEMA IPAWS Comms lab. The test certificate allows users to train and send IPAWS test notifications to the IPAWS

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

1. General Terms & Conditions (Cont'd)

JITC lab and view the results without the possibility of the test notification being sent out to a live citizen environment. The AWS UI will be WEA 2.0 compliant on July 31, 2019 in anticipation of the WEA 2.0 FEMA release (FEMA release TBD). The WEA 2.0 release will allow for WEA messages to be sent in Spanish as well as English with a character count of 90 and 360 characters. Atos Public Safety can consult with clients and assist in training their users to successfully load their IPAWS certificates and launch IPAWS messages based on FEMA training requirements through our Professional Services team.

From the perspective of interfacing with other systems (such as the California Earthquake Early Warning System):

- The AWS solution has been working with the ShakeAlert organization to run pilot integrations for our customers. The AWS solution is now working with ShakeAlert to build an integration with the earthquake early warning system. This integration allows our customers to configure rules to notify residents in the impacted area via multi-modal notifications (SMS, Voice, Push Notifications, etc.) when an earthquake early warning has been issued for that particular area. Clients can configure the flexible rules so that notifications are sent via the modalities of their choice to all residents in the polygon of the Earthquake early warning alert. This integration will be available in August 2019, and;
- Integration with other systems (both existing and emerging) can also be achieved using our Incident Communication & Email Ingestion capabilities or through programmatic integration using our JSON-based RESTful API. As one example, the AWS solution is currently sending earthquake and tsunami alerts to the US Virgin Islands using the email ingestion method with alerts coming from the Pacific Tsunami Warning Center.

Clients may send communications to any desired audience, including statewide, without issue. All AWS services are delivered as per the required Service Level Agreement.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

2. NG Prime Functions & Services

a. Requirements

- i. 21.1.1 Atos will not charge OSPs, 9-1-1 Service Providers, PSAPs, CPE providers, or any other service provider from ingress to egress of the 9-1-1 traffic, as these services in their entirety are paid for by the State of California.
- ii. 21.1.2 Atos will implement NENA i3 standards and CPE delivery standards, as directed by CA 9-1-1 Branch, for each of the defined regions to support CA statewide interoperability.
- iii. 21.1.3 Atos will use a minimum of two (2) geographically diverse Cores or the cloud based equivalent, within CONUS, dedicated to California with demonstrated capability that provides 99.999% availability.
- iv. 21.1.4 Atos will have the overall management and direction of standards and best practices for consistency of 9-1-1 traffic between the Regions and Prime based on direction from CA 9-1-1 Branch.
- v. 21.1.5 Atos will process and route any 9-1-1 traffic within California when the Regional NG Core Services are not available, or when a call needs to be transferred to a PSAP not in the Region.
- vi. 21.1.6 Atos will process and route all OSP traffic types in the State of California.
- vii. 21.1.7 Atos is responsible for maintaining the centralized policy routing instructions used in each of the regions.
- viii. 21.1.8 Atos is responsible for Policy Routing in the event of a Regional failure.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

2. NG Prime Functions & Services (Cont'd)

- ix. 21.1.9 Atos will provide the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. Atos will detect, mitigate and report TDOS, DDOS and any other Cyber attacks.
- x. 21.1.10 Atos agrees to CA 9-1-1 Branch utilizing a third party vendor to validate network security for all NG9-1-1 Services in accordance with NENA NG-SEC 75-001 and subsequent standards.
- xi. 21.1.11 The current NENA approved security standard (NENA-INF-015.1-2016, NENA 75-001, NENA 75-502) Security for Next-Generation 9-1-1 Standard (NG-SEC) Standard and the associated NENA Next Generation 9-1-1 Security (NENA-INF-023.1-2017, NENA 75-002 - NG-SEC Audit Checklist) will be implemented. As the NENA security requirements evolve and mature and at the request of CA 9-1-1 Branch, Atos will provide a plan to implement updates, adjustments, or modifications to maintain compliance with the current NENA security standard. Atos will monitor additional security repositories to identify threats and vulnerabilities to the system in the context of avoiding cybersecurity issues. Sites that are often utilized such as <https://cve.mitre.org/>, <https://nvd.nist.gov/>, and <https://www.us-cert.gov/> can assist in the identification and analysis of potential vulnerabilities within the NGCS. Once a vulnerability or a threat has been identified, Atos will perform the initial and emergency response to the security event and will have no more than 24 hours to provide CA 9-1-1 Branch a document describing the measures taken, and any additional implementation plans to fully avoid a breach.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

2. NG Prime Functions & Services (Cont'd)

- xii. 21.1.12 Atos will supply a Configuration management database that documents all of the software, systems, network protocols, port usage and relevant system related information in a mutually agreed upon format. This configuration database shall include a linkage to their change management process to ensure that any change request that is implemented will result in update to the configuration management database. Atos will follow industry standards best practices such as ITIL or the equivalent, and shall maintain a configuration management database that can be accessed by CA 9-1-1 Branch. Items that need to be included in the configuration management database include:
- Bandwidth at each interface
 - Capacity and demand management as adjustments to the interfaces
 - Access management and any adjustments to the identification and access management to the NGCS
 - Service Level and Performance adjustments to adhere to the SLA
 - Security changes and adjustments – Physical and Operational
 - Configuration database dashboard or other method to allow real time access to the CA 9-1-1 Branch
 - As-built information contained in the system as the baseline configuration to provide a historical reference to the system "as delivered"
- xiii. 21.1.13 Atos will provide 9-1-1 traffic flow architecture from ingress to egress.
- xiv. 21.1.14 Atos will interface with the Statewide CAPSNET microwave backhaul to each PSAP as a redundant path, as directed by CA 9-1-1 Branch. Shall provide the ability to ensure CAPSNET connection is actively monitored. Note: the CAPSNET is currently being upgraded to MPLS. The diverse path provided over CAPSNET by Cal OES will be extended to every PSAP, if possible. The interface to CAPSNET will be via BGP (Layer 2 or Layer 3) at each PSAP and at additional points based on mutually agreed connections to the PNSP data centers.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

2. NG Prime Functions & Services (Cont'd)

- xv. 21.1.15 The LVF shall be available to Originating Service Providers (OSPs) or other authorized users so they can verify that civic addresses will return PSAP or emergency responder URIs. The LVF shall be made available via an LVF proxy in the public internet in a secure controlled manner. The LVF shall return a PSAP name from an entered geo-coordinate.
- xvi. 21.1.16 Atos will connect to all four regions, define interfaces based on direction from CA 9-1-1 Branch based on NENA i3, and shall maintain interoperability.
- xvii. 21.1.17 Atos will define the interface at aggregation, between region and prime, and at PSAP based on direction from CA 9-1-1 Branch.
- xviii. 21.1.18 Atos will define the interface to the POI that support all OSP types based on direction from CA 9-1-1 Branch based on the NENA i3 standard.
- xix. 21.1.19 Atos will support Location Based Routing using location data provided by either an Originating Service Provider, a device operating system, or a location clearing house as directed by CA 9-1-1 Branch.
- xx. 21.1.20 Atos will support the NENA i3 standards and guarantees a non proprietary solution that supports interoperability.
- xxi. 21.1.21 Atos will provide services to process location data integration similar to Advanced Mobile Location (AML) for emergency location-based service that can support Data SMS and HTTPS data message formats and shall integrate the data as supplemental location information integrated into CPE that is capable of displaying the best available geolocation of the caller to a dedicated end-point as determined by CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

2. NG Prime Functions & Services (Cont'd)

- xxii. 21.1.22 Atos will define and maintain interface to PSAPs based on CA 9-1-1 Branch' direction. Interface shall be capable of interfacing with multiple NG9-1-1 Core Service Providers and shall support integration with all existing and future NENA i3 compliant CPE or call handling equipment regardless of model/manufacture and software / firmware version.
- xxiii. 21.1.23 Atos will provide a network master clock that meets the NENA PSAP Master Clock Standard. Atos will provide availability for each RNSP to connect in to the network master clock.
- xxiv. 21.1.24 Atos will provide a connection using an NG9-1-1 Trunk to the CA 9-1-1 Branch NG 9-1-1 Lab and will participate in all acceptance testing in the NG 9-1-1 Lab environment or in other mutually agreed upon laboratory locations.
- xxv. 21.1.25 Atos will develop and maintain trouble ticket e-bonding for all PNSP and RNSP trouble tickets.
- xxvi. 21.1.26 Atos will provide software, equipment and/or services that meet National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) requirements and standards now available, and as they become available in the future within 6 months of publication. Atos will provide an annual compliance report stating how they meet all applicable standards.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

3. NG Core Services

a. Requirements

- i. 21.2.1 Atos will use a multi-layered redundancy of systems, software and facilities with no single point of failure.
- ii. 21.2.2 Atos will provide ability to update all system components including but not limited to routers, router tables, servers, NG Core Services and all NG9-1-1 functions without any loss of service 24x7x365.
- iii. 21.2.3 Atos will provide NENA i3 logging for all functional elements within the NGCS.
- iv. 21.2.4 Atos will be responsible to log all 9-1-1 metadata traffic to include Text-to-9-1-1.
- v. 21.2.5 Atos will utilize SIP metadata and i3 logging to monitor, track and verify data flow.
- vi. 21.2.6 Atos will be able to provide a data push and/or pull of i3 logging data from all RNSPs.
- vii. 21.2.7 Atos will provide NG9-1-1 services built upon the NENA i3 requirements and standards documents. The NENA i3 solution will support end to end IP connectivity. Gateways will be used to accommodate legacy wireline and wireless origination networks as well as legacy PSAPs that interconnect to the NENA i3 solution architecture.
- viii. 21.2.8 Atos will provide Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) that comply with GIS standards that include but not be limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

3. NG Core Services (Cont'd)

- ix. 21.2.9 Atos will provide Emergency Services Routing Proxy (ESRP) to perform the IP routing of all calls through the NG9-1-1 system based on information from the SIP header.
- x. 21.2.10 Atos will provide a PRF which is a functional component of an ESRP that determines the next hop in the SIP signaling path using the policy of the nominal next element determined by querying the ECRF with the location of the emergency calling party.
- xi. 21.2.11 Atos will be capable of transferring calls utilizing functions like ECRF/PRF, to / from another NGCS or PSTN including the delivery of accurate emergency calling party location information.
- xii. 21.2.12 Atos will utilize the Border Control Function (BCF) as part of the NGCS to manage network edge control and SIP message handling in accordance with the NENA i3 requirements.
- xiii. 21.2.13 Atos will utilize the BCF, both ingress and egress, to support the following security related techniques including Monitoring, Detections, Mitigation, and Response.
- xiv. 21.2.14 Atos will provide at least two (2) ECRF/LVF instances utilized for the NGCS.
- xv. 21.2.15 Atos will provide a dashboard to display and report the health of the Prime and Regional networks from ingress to egress. The solution shall provide QoS information, per NENA i3 standards.
- xvi. 21.2.16 Atos will integrate system monitoring from / provided by each RNSP.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

3. NG Core Services (Cont'd)

- xvii. 21.2.17 Atos will include at a minimum Real Time Network Outage Monitoring and Reporting for Regions to support failover interoperability and 9-1-1 traffic, show network uptime and downtime duration in the dashboard.
- xviii. 21.2.18 Atos will monitor all 9-1-1 traffic to ensure that SLAs are being met in the dashboard.
- xix. 21.2.19 Atos will provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports.
- xx. 21.2.20 Atos will provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports. The Dashboard Monitoring service will be a dedicated resource for California to support this contract.
- xxi. 21.2.21 Atos will provide ability to dispatch technical support to any location where Atos has equipment within 30 minutes of notifying technician of an outage that requires on-site technical support.
- xxii. 21.2.22 Atos will retain all network, CDR and 9-1-1 traffic metadata for a period of ten (10) years.
- xxiii. 21.2.23 Atos will provide a point of contact, with a toll free telephone number, 365/24/7 for CA 9-1-1 Branch personnel and PSAP personnel to report trouble on the Prime NG9-1-1 Services.
- xxiv. 21.2.24 Atos will integrate and maintain the LDB developed by Statewide GIS vendor (DDTI) to maintain the wireline and VoIP OSP data needed to route 9-1-1 traffic unless OSP's deliver location data with the call.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

3. NG Core Services (Cont'd)

xxv. 21.2.25 Atos will provide the data needed from the PNSP LDB and PNSP LVF to support the RNSP LVF validation function of the RNSP. The goal is to ensure that the PNSP remains the authoritative source for the LoST protocol.

xxvi. 21.2.26 Atos will provide a secure web portal that allows OSP's to validate and update LDB entries.

4. NG9-1-1 Aggregation Services

a. Requirements

- i. 21.3.1 Atos and any subcontractor providing aggregation services have a CPCN and tariff filing.
- ii. 21.3.2 Atos will provide an OSP traffic aggregation service capable of integrating all OSPs in the State of California. The aggregation service will include all OSP's in the State of California excluding wireless, AT&T wireline, Consolidated Communications, and Frontier wireline. Note: Aggregation Service must include "hot standby" plan for wireless.
- iii. 21.3.3 Atos will have a minimum of one (1) geographically diverse aggregation locations per CA 9-1-1 Branch defined NG Region.
- iv. 21.3.4 Atos will have a minimum of two (2) POIs per CA 9-1-1 Branch defined NG Region.
- v. 21.3.5 Atos will be connected to each of the Regional Aggregation Service providers to support the ingress of OSP traffic.
- vi. 21.3.6 Atos will provide ability to route 9-1-1 traffic to the correct Regional core service provider, if the Prime core service is unable to deliver 9-1-1 traffic to PSAP.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

4. NG9-1-1 Aggregation Services (Cont'd)

- vii. 21.3.7 Atos will provide outage notifications to CA 9-1-1 Branch.
- viii. 21.3.8 Atos will provide outage notifications with duration to system monitoring dashboard.
- ix. 21.3.9 Atos will provide interface needed to support Real Time Text aggregation directly from the wireless carriers.
- x. 21.3.10 Atos will support aggregation of wireless OSPs in the event RNSP aggregate wireless OSPs is not available that includes active NG9-1-1 trunks and failover testing

5. NG9-1-1 Trunk Services

a. Requirements

- i. 21.4.1 Atos will comply with NENA i3 standards for 9-1-1 traffic delivery. NENA-STA-010.2-2016 and later versions
- ii. 21.4.2 NG9-1-1 Trunk service will be designed with logical and physical diversity where available and will to comply with NENA 75-001 Standard for Next Generation 9-1-1 Security. Atos will notify CA 9-1-1 Branch of any locations without logical and physical diversity and obtain CA 9-1-1 Branch approval using the Project Milestone Report (PMR) of any NG9-1-1 Trunk Service without diversity.
- iii. 21.4.3 NG9-1-1 Trunk service will allow for 9-1-1 call isolation by stream or channel or via other means to enable the tracking of 9-1-1 traffic from ingress at the OSP to egress at the PSAP or to RNSP.
- iv. 21.4.4 NG9-1-1 trunk service will support a minimum of one NG 9-1-1 Trunk with 10Mbps throughput to each PSAP. In the event a 10 Mbps connection is not available, the state will work with Atos to determine the connection to the PSAP.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

5. NG9-1-1 Trunk Services (Cont’d)

- v. 21.4.5 Atos will utilize NG9-1-1 Trunk service to connect to all PSAPs, to the Regional NG Core Service provider, to aggregation, and all other internal and external connections.
- vi. 21.4.6 Atos will transport NG9-1-1 traffic and other 9-1-1 related traffic included but not limited to NG9-1-1 Alert and Warning, as directed by CA 9-1-1 Branch.
- vii. 21.4.7 Atos will provide ability to monitor throughput statistics in real time.
- viii. 21.4.8 Atos will provide outage notifications to CA 9-1-1 Branch.
- ix. 21.4.9 Atos will provide outage notifications with duration to system monitoring dashboard.
- x. 21.4.10 Atos will provide path diversity with both physical and carrier diversity. The CA 9-1-1 Branch understands that all bandwidths for NG 9-1-1 trunks may not be supported at all PSAPs and will work with Atos to determine path diversity. For each of the PSAP locations the individual circuits being provisioned to the site, by Atos, will meet CA 9-1-1 Branch carrier diversity/redundancy standards. CA 9-1-1 Branch shall be the sole arbitrator in determining their approval of the proposed circuit provider, the route and PSAP point of entry or other guidelines they deem essential to deliver redundancy.
- xi. 21.4.11 Atos will provide a private hosted SDWAN Controller by PNSP / RNSP accessible over private network, including secure connectivity, trust and identity, and threat defense from PSAP to OSP / SaaS applications, to support interoperability between and RNSP.
- xii. 21.4.12 SD WAN will include transport independence. Centrally managed and shared VPN schema across any WAN circuit (i.e. CAPSNET Microwave, LTE, MPLS, broadband, etc.) and shall support flexible VPN extension to all end points (IaaS, PSAP branch, PSAP DC)
- xiii. 21.4.13 Atos will provide a secure SD WAN architecture that supports open security standards such as IPsec etc.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

6. Statewide GIS Services

b. Requirements

- i. 21.5.1 Atos will transition and assimilate the GIS database from CA 9-1-1 Branch' GIS selected vendor, Digital Data Technologies Inc. (DDTI).
- ii. 21.5.2 Atos will provide the tools and resources needed to manipulate, edit, process discrepancies, provide updates, provision to functional elements, provide data normalization of the GIS database. These tools can be used by local GIS authorities to update and maintain GIS data. The GIS tools shall support up to 500 login accounts.
- iii. 21.5.3 Atos will utilize GIS database for routing all 9-1-1 traffic and shall be used to support ECRF.
- iv. 21.5.4 Atos will comply with GIS standards to include, but not limited to, NENA NG9-1-1 GIS Data Model, NENA 02-010, and NENA 02-014 and all subsequent updates.
- v. 21.5.5 Atos will provide updates to the GIS database and pushed to the Regional NGCS, without disruption of ECRF LoST service. Updates shall be at least daily and shall be capable of receiving data updates 24x7x365 and provide confirmation receipt of data within 4 hours.
- vi. 21.5.6 Atos will expedite GIS and ECRF updates upon notification by a 9-1-1 Authority for 9-1-1 call routing changes as needed to support state emergency management situations.
- vii. 21.5.7 The GIS tools will have a process for ad hoc updates and dynamic boundary changes for 9-1-1 routing.
- viii. 21.5.8 The GIS tools will provide a maintenance function to allow jurisdictions to upload the data that is consumed by the ECRF and LVF to ensure proper routing of calls.
- ix. 21.5.9 Atos will provide statewide 9-1-1 GIS synchronization and 9-1-1 database normalization between PNSP and RNSP. The GIS synchronization process will rely on validation from the local GIS authority for all updates.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

6. Statewide GIS Services (Cont'd)

- x. 21.5.10 Atos will provide database management services needed for the entire database platform for NG9-1-1 traffic delivery.
- xi. 21.5.11 Atos will route any type of 9-1-1 traffic to the appropriate PSAP based on geospatial data.
- xii. 21.5.12 Atos will allow local government geospatial programs to remain the authoritative source for accurate GIS data to be used for NG9-1-1
- xiii. 21.5.13 Atos will provide a secure web portal for local 9-1-1 entities to submit GIS updates and changes and to communicate discrepancy feedback.
- xiv. 21.5.14 Atos will provide OSP a secured web portal to view GIS entries.
- xv. 21.5.15 Atos will provide on demand reports, performance measurements, discrepancy tracking, for GIS quality assurance and system status.
- xvi. 21.5.16 Atos will provide a dashboard or other tool to view system operation and data metrics.
- xvii. 21.5.17 Atos will ensure that the GIS tools provide the capability to manipulate the GIS based map display and utilize the GIS datasets in existence.
- xviii. 21.5.18 Atos will ensure that the GIS tools provide the capability to draw geometric shapes on the GIS based map display.
- xix. 21.5.19 Atos will ensure that the GIS tools provide the capability to select data from the drawn geometric shapes on the GIS based map display.
- xx. 21.5.20 Atos will ensure that the GIS tools provide the capability to search the NG9- 1-1 data by any selected geometric shape drawn on the GIS based map display.
- xxi. 21.5.21 Atos will ensure that the GIS tools provide the capability to search the NG9- 1-1 data repositories by any user generated geometric shape.
- xxii. 21.5.22 Atos will ensure that the GIS tools provide the capability to display query results on the GIS based map display.
- xxiii. 21.5.23 Atos will ensure that the GIS tools display the emergency responder agency for a given location.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.1 Emergency Services (Cont’d)

6. Statewide GIS Services (Cont’d)

- xxiv. 21.5.24 Atos will ensure that the GIS tools provide the capability of displaying any information in the databases associated with any locations on the GIS based map display, where such information is not restricted by security or policy.
- xxv. 21.5.25 Atos will ensure that the GIS tools provide capability to display a Caller Location on a GIS map display.
- xxvi. 21.5.26 Atos will provide outage notifications to CA 9-1-1 Branch.
- xxvii. 21.5.27 Atos will provide outage notifications with duration to system monitoring dashboard.
- xxviii. 21.5.28 Atos will provide an interface and file format for local GIS authorities for GIS updates that is compatible with ESRI or other GIS standard formats as mutually defined by Cal OES and Atos.
- xxix. 21.5.29 GIS tools will support logins that define role based logins including but not limited to, Administration or User.
- xxx. 21.5.30 Atos will provide a Location Database (LDB) to be made be available to Originating Service Providers (OSPs) or other authorized users so they can verify that civic addresses will return PSAP or emergency responder Uniform Resource Identifier (URI)s, or be edited and updated based on input from the OSPs.
- xxxi. 21.5.31 Atos will provide all PSAPs the functionality to support database location queries that integrate to CPE.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1

a. Requirements

- i. 21.6.1 The general Text to 9-1-1 requirements are applicable to all deployment methods and the service shall aggregate all incoming Text-to-9-1-1 and deliver to all statewide PSAPs.
- ii. 21.6.2 Atos will manage the Statewide Text-to-911 services in accordance with all technical requirements in Exhibit 21. The PNSP shall serve as the terminating TCC for California.
- iii. 21.6.3 Atos will provide statewide Real Time Text (RTT) for Network to Network Interface (NNI) capable wireless OSPs via a POI and NG 9-1-1 trunk that aligns with federal implementation guidelines and mutual agreed timeline with CA 9-1-1 Branch and PSNP.
- iv. 21.6.4 Atos will aggregate incoming Short Message Service (SMS) text messages from the public through one interface, to include other TCCs, any direct wireless carriers/Over the Top (OTT) providers, and all other modalities for routing to the appropriate PSAP.
- v. 21.6.5 The service will provide software, equipment and/or services that meet National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) requirements and standards now available, and as they become available in the future within 6 months of publication. Atos will provide an annual compliance report stating how they meet all applicable standards.
- vi. 21.6.6 The service will comply with the Alliance for Telecommunications Industry Solutions (ATIS) / Telecommunication Industry Association (TIA) J-STD- 110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements & Architecture Specification A J-STD-110 Standard that are now available, and as they become available in the future within 6 months of publication. Atos will provide an annual compliance report stating how they meet all applicable standards.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- vii. 21.6.7 The service will be compatible with all Text to 9-1-1 deployment methods to the PSAPs. This includes secure Web-based, i3 Integrated via VPN, and State Managed ESINet.
- viii. 21.6.8 The service will allow for text overflow to be turned on or off by the PSAP.
- ix. 21.6.9 The service will re-route text sessions to another designated deployed PSAP, if the original PSAP is being abandoned due to an emergency. The step-by-step instructions on activating an emergency re-route shall be provided to the PSAP and accessible through an Admin Text Portal or Help Desk Request.
- x. 21.6.10 The service will allow each PSAP to set the number of concurrent text sessions delivered to the PSAP (whether initial or transferred), during the initial provisioning for deployment.
- xi. 21.6.11 The service will provide the Texter's location to the Telecommunications display. Depending on the Text deployment method, the Telecommunicator shall be able to refresh and update the Text Caller's location a minimum of 10 times.
- xii. 21.6.12 The service will utilize all available Geographic Information System (GIS) PSAP jurisdictional shape file data within 10 business days of receipt and integrate any GIS based updates for accurate routing of the Text to 9-1-1 sessions.
- xiii. 21.6.13 The service will allow text messages to be transferred between any deployed PSAPs at will, no matter what text deployment method, with the awarded provider.
- xiv. 21.6.14 The service will allow the Telecommunicator to select the transfer-to PSAP without the TCC changing the desired selection. The TCC shall not re-acquire the location and base the transfer on potential new coarse location.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- xv. 21.6.15 The service will provide text transfers to all PSAPs live with Text to 9-1-1 within California and allow for a text session to be transferred a minimum of 5 times. The service will provide auto-population of the text being transferred with a text supplement message stating ' PSAP A transferring a text session call to PSAP B'. The service will provide confirmation of successful text transfer to the initiating PSAP and shall be captured in the text session history.
- xvi. 21.6.16 The service will provide for the original PSAP to retain control of the text session if the transfer is unsuccessful. A notice of "FAILED TRANSFER" notification including the PSAP name and will be included within the Texter's session history.
- xvii. 21.6.17 The service will provide updated location information of the texter to the transferred-to PSAP, upon request from the Telecommunicator, if available from the Wireless Carrier.
- xviii. 21.6.18 The service will allow the Telecommunicator to hand over control of the texting conversation to another Telecommunicator in the same PSAP. This is applicable to the Web Based service only.
- xix. 21.6.19 Atos will send an "end of Text session" message to the texter when the Telecommunicator closes the text session, such as depressing the end text session button at the PSAP.
- xx. 21.6.20 Training to the PSAP Telecommunicator will include all features on how to transfer a text session, including how to retrieve text session if it cannot be transferred and obtain updated location information.
- xxi. 21.6.21 The service will be functional on all PSAP CPE: Standalone or Host-Remote configurations, which permit the use for the deployment method chosen by the PSAP.
- xxii. 21.6.22 Atos will provide all staff required to implement all services within the Text to 9-1-1 contract including a single point of contact and technician.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- xxiii. 21.6.23 The service will interface all text session detail records to the incumbent CA 9-1-1 Call Detail Record Management & Reports system (CDRMR), which is available to all PSAPs. The service will coordinate and burden all associated costs to connect and provide all the Call Detail Record/Text detail/transcripts Records via the Text Control Module and send all the text detail/transcript information. Irrespective of whether the text session is closed, or still open, every 15 minutes or less, the data shall be made available to the CDRMR system in XML format.
- xxiv. 21.6.24 All Atos facilities that will perform services as part of this contract will be housed in the United States.
- xxv. 21.6.25 For the on-site deployment, Atos will provide a Single Point of Contact and technical expertise to work directly with the PSAP's IT department so that the network, firewall, and connection is established as needed. The connection to the PSAP shall be provided using a NG9-1-1 Trunk, but coordination with the PSAP's IT department is required.
- xxvi. 21.6.26 The web text service will provide the Telecommunicator with a Graphical User Interface (GUI) within the web browser.
- xxvii. 21.6.27 The web text service will present the Telecommunicator, at a minimum, with the status of the following categories as described below #1-4.
- xxviii. 21.6.28 1) Number of Active Text to 9-1-1 sessions at the PSAP in total
- xxix. 21.6.29 2) Number of Text to 9-1-1 sessions unassigned to a Telecommunicator
- xxx. 21.6.30 3) Number of Telecommunicator logged on
- xxxi. 21.6.31 4) Number of Text to 9-1-1 sessions assigned to each Telecommunicator logged on.
- xxxii. 21.6.32 For Web-based text solutions, an administrative portal will be accessible 24x7x365 to PSAP administrators to for all of the following (at a minimum) as described below #1-9.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- xxxiii. 21.6.33 1) activate text re-route to another PSAP,
- xxxiv. 21.6.34 2) add or delete number from deny list,
- xxxv. 21.6.35 3) overflow functionality,
- xxxvi. 21.6.36 4) time of day routing,
- xxxvii. 21.6.37 5) view text session conversation history,
- xxxviii. 21.6.38 6) manage users (add or delete),
- xxxix. 21.6.39 7) reset passwords,
- xl. 21.6.40 8) manage preset messages,
- xli. 21.6.41 9) manage PSAP transfer list (add or delete PSAPs).
- xlii. 21.6.42 The web text service will provide a URL to enter a user name and password for secure access. The service will provide the PSAP the ability to define unique User IDs and passwords for each Telecommunicator. This will not require a security device (FOB) to access the web browser. Nor an email address for login. Upon login, the service shall send notification via the CDRMR system for PSAP login status.
- xliii. 21.6.43 The web text service will provide a logout method. Upon logout, the service will send notification via the CDRMR system for PSAP login status. If the web browser is closed by the Telecommunicator, the service shall automatically log the dispatcher out. If a PSAP has no Telecommunicator logged in, the service will log the date and time, and provide in a monthly report.
- xliv. 21.6.44 The web text service will provide a flat map with a user optional on/off aerial satellite display if available at the PSAP. The map will show the lat/lon of the texter by a pin icon provided by the originating service provider along with the uncertainty (meters) and confidence (%) if delivered with text by OSP/TCC.
- xlvi. 21.6.45 The service will provide the PSAP Administrator the ability to define a minimum of 20 sortable PSAP messages based upon the PSAPs prioritization and the ability to define what each preset message says with a minimum of 160 characters.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- xlvi. 21.6.46 The Web Based text service will provide the Telecommunicator, on their text screen, with an alphabetized drop down menu of PSAPs, to which the text session can be transferred.
- xlvii. 21.6.47 The transferred text conversation from the original PSAP will be color coded or 'marked' when received at the next PSAP allowing the Telecommunicator to differentiate with communications were conducted by their PSAP and which were conducted by another PSAP. The transferred text session to next PSAP, will contain the complete history of initial text session history, and the name of the sending PSAP.
- xlvi. 21.6.48 The Web Based Text to 9-1-1 will provide the Telecommunicator, at a minimum, the last 10 text sessions, for the entire PSAP.
- xlix. 21.6.49 The Web Based Text to 9-1-1 service will provide the PSAP with a choice of at least three unique notification tones, which are PSAP selectable along with the associated volume. The service will provide every initial incoming text message a distinctive audio tone, even if subsequent texts arrive at a Telecommunicator with a text session already open. The audio tone is mandatory on the first text. The distinctive audio tone shall repeat every 30 seconds, until the initial text session is answered.
- l. 21.6.50 The Web Based Text to 9-1-1 service will be available on the following internet platforms: Currently supported versions of Internet Explorer, Google Chrome and Firefox. If a security concern is identified, PSAP and CA 911 Branch will be notified in writing.
- li. 21.6.51 For the integrated service, Atos will have personnel available to work directly with the CPE provider so that the network, firewall, and connection is established.
- lii. 21.6.52 The integrated text service will interface, using NENA i3 with the text ready CPE Providers, as listed on the CA 9-1-1 Contract number 8500-2016 at www.caloes.ca.gov. The service will allow the text messages to display at every Telecommunicator workstation as described below #1-4.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- liii. 21.6.53 1) The integrated text service will interface to the future State managed ESINets.
- liv. 21.6.54 2) Initial tests between the Contractor and the ESINet will be accommodated to ensure connectivity.
- lv. 21.6.55 3) If the ESINet is available and the PSAP's CPE is text ready, the service will deliver to the ESINet entry point.
- lvi. 21.6.56 4) The ESINet connection for each PSAP does not depend on the number of Telecommunicator positions.
- lvii. 21.6.57 The integrated text service will provide a secure firewall to interface to an IP secure connection (internet) at the PSAP.
- lviii. 21.6.59 An administrative portal will be accessible 24x7x365 to PSAP administrators to for all of the following (at a minimum) as described below #1-5.
 - lix. 21.6.60 1) activate text re-route to another PSAP,
 - lx. 21.6.61 2) add or delete number from deny list,
 - lxi. 21.6.62 3) overflow functionality,
 - lxii. 21.6.63 4) time of day routing,
 - lxiii. 21.6.64 5) view text session conversation history.
- lxiv. 21.6.65 Integrated - ACD Functionality, the service for an Integrated deployment will arrive on a specific path uniquely identified.
- lxv. 21.6.66 Atos will have personnel that will be responsible to coordinate all efforts with the CPE provider for PSAP deployments including but not limited to establishing the connection and handoff between the integrated text service and the CPE provider.
- lxvi. 21.6.67 The Single Point of Contact may have additional duties not defined but will be required as mutually agreed upon by Atos and CA 9-1-1 Branch

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

7. Text-to-9-1-1 (Cont'd)

- lxvii. 21.6.68 The service will provide transaction of text messages, in the form of the complete text session transcript and store text sessions for a minimum of 2 years and have a method for the PSAP to retrieve and archive session transcripts via the PSAP Admin Portal and have the appropriate security consideration measures in place to protect the confidentiality and accidental release of the information contained in the text messages. The reporting information will be formatted to the specification of the reporting tool used by CA 9-1-1 Branch.
- lxviii. 21.6.69 Atos will transition all PSAPs in California currently accepting Text to 9-1-1 within 12 months of contract award and accepted Project Deployment Plan.
- lxix. 21.6.70 The service will re-route text sessions to another PSAP if there is a service failure and if the receiving PSAP approves to receive the additional text sessions at that time.
- lxx. 21.6.71 The web browser service and integrated solution will be provided as an application for use at the PSAP via a NG9-1-1 Trunk.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

8. Alert and Warning System

a. Requirements

- i. 21.7.1 The NG9-1-1 Alert and Warning System (NG9-1-1 AWS) will publish public safety emergency alerts to the targeted geographic area using a 9-1-1 data, self-registration data, and local uploaded contact data.
- ii. 21.7.2 The NG9-1-1 AWS shall distribute recorded voice, text-to-voice, text message, email and fax notifications to a list of contacts, not using GIS map data.
- iii. 21.7.3 The NG9-1-1 AWS will include public safety personnel notifications based on local pre-determined protocol.
- iv. 21.7.4 NG9-1-1 AWS will include capability to interface with and send emergency alerts and warnings through the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS) in accordance with the Integrated Public Alert and Warning System (IPAWS) Open Platform for Emergency Networks (OPEN) IPAWS-OPEN Web-Service Interface Design Guidance document available from FEMA by request sent to IPAWS@fema.dhs.gov.
- v. 21.7.5 The NG9-1-1 AWS will distribute recorded voice, text-to-voice, text message, email and fax notifications to an area identified by a GIS polygon or predefined GIS tool.
- vi. 21.7.6 The NG9-1-1 AWS will include self-registration portal and will allow users to create secure login credentials and have 24/7 access to update, edit and/or delete contact information for any device capable of receiving alerts and warnings
- vii. 21.7.7 The NG9-1-1 AWS portal will allow users to select five (5) separate valid address locations, within California, to be registered to receive emergency alert notifications.
- viii. 21.7.8 The NG9-1-1 AWS will ingest local, regional and/or state customized shapefiles that conform to statewide GIS dataset used for NG9-1-1. Customized shapefiles loaded in to the system will be available to use on the map to select contact data to publish an emergency alert.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

8. Alert and Warning System

- ix. 21.7.9 The NG9-1-1 AWS will provide an import function to support importing local, county, regional and/or state customized data in a .csv format from existing alert and warning software and tools used by local, region, county or state agencies.
- x. 21.7.10 The NG9-1-1 AWS will include an On-line training portal and all training materials will be maintained on-line.
- xi. 21.7.11 The NG9-1-1 AWS will provide a web based application for Alert and Warnings that provides jurisdiction initiated alerts and is fully integrated with the NG9-1-1 core services, CPE, and CAD.
- xii. 21.7.12 The NG9-1-1 AWS will provide user login credentials for all local, regional or state users within California using a hierarchical structure for credential management. The credential management system will be aligned with CA 9-1-1 Branch Statewide Emergency Management System Guidelines and must be aligned with statewide GIS dataset polygons.
- xiii. 21.7.13 The NG9-1-1 AWS will be integrated with the statewide GIS dataset used for 9-1-1 call routing with the ability to draw an alert and warning polygon within a jurisdictional boundary
- xiv. 21.7.14 The NG9-1-1 AWS will save notification details for reuse in the future or to preplan for alert and warning scenarios.
- xv. 21.7.15 The NG9-1-1 AWS interface will include the ability to submit corrections to errors found in the address / phone records.
- xvi. 21.7.16 The NG9-1-1 AWS will include a self registration portal for users to register VOIP, wireless, landline and other devices capable of receiving alerts and warnings via a web-based portal.
- xvii. 21.7.17 The NG9-1-1 AWS will publish notifications using voice, data, to include email, SMS and/or MMS message alerts.
- xviii. 21.7.18 The NG9-1-1 AWS will visually display and record the count of phone numbers for the associated polygon

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

8. Alert and Warning System

- xix. 21.7.19 The NG9-1-1 AWS will exclude either a Do Not Call group, or any other predefined list including a list already used.
- xx. 21.7.20 The NG9-1-1 AWS will provide the ability to set unique ANI (Caller ID number) on the fly, per message
- xxi. 21.7.21 The NG9-1-1 AWS will provide the ability to display proper Caller-ID for those receiving the alert and warning based on a user-definable phone number.
- xxii. 21.7.22 The NG9-1-1 AWS will upload .wav or other files of prerecorded messages
- xxiii. 21.7.23 The NG9-1-1 AWS will provide validation of successful method/connection was completed that includes timestamp and validation that attempts were not made after successful delivery
- xxiv. 21.7.24 The NG9-1-1 AWS will include ability to build complex contact groups.
- xxv. 21.7.25 The NG9-1-1 AWS will include ability to route messages through a call routing tree.
- xxvi. 21.7.26 The NG9-1-1 AWS will include detailed reports for all published notifications.
- xxvii. 21.7.27 The NG9-1-1 AWS will publish pre-defined notifications with response capabilities for the recipient.
- xxviii. 21.7.28 The NG9-1-1 AWS will include detailed Reporting analytics that can be used to validate sending and receiving of alert and warnings, success rate of delivery and results.
- xxix. 21.7.29 The NG9-1-1 AWS will provide credentialing system that will validate User/role-based securities/permissions e.g.: ability to restrict users to only maintenance, or allow calling campaigns as validated by CA 9-1-1 Branch.
- xxx. 21.7.30 The NG9-1-1 AWS will include 24/7 support and all trouble tickets shall be processed through the PNSP ticket system.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.1 Emergency Services (Cont'd)

8. Alert and Warning System

- xxxi. 21.7.31 The NG9-1-1 AWS will include training for all users in the Train-the-Trainer format. Training will include requirements for each identified user role in the system.
- xxxii. 21.7.32 The NG9-1-1 AWS will provide capability to send up to 250,000 alerts and warnings per minute. The capability will facilitate limitations in the carrier's ability to send alerts and warnings.
- xxxiii. 21.7.33 The NG9-1-1 AWS will interface with California Earthquake Early Warning system and provide ability to send out the notification
- xxxiv. 21.7.33 The NG9-1-1 AWS will provide capability to support an API that can be used by both 9-1-1 call handling and / or Computer Aided Dispatch and / or an additional platform to display the polygon for the alert and upon the dispatcher clicking on the polygon will display key information related to the alert.
- xxxv. 21.7.34 The NG9-1-1 AWS will provide capability for CA 9-1-1 Branch to monitor all existing and previous alerts and warnings sent through the NG9-1-1 AWS.
- xxxvi. 21.7.35 Will provide outage notifications with duration to system monitoring dashboard.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

D, N

3.2.1 A SINGLE OUTAGE COULD TRIGGER MULTIPLE SLAS. SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT (PNSP AND RNSP)

By the 10th of each month, the Contractor shall provide the CA 9-1-1 Branch with a detailed report of the service level made under this Contract using Monthly Technical SLA Compliance Report listed below, Contractor's Monthly Activity Report, SLA Section 32. The CA 9-1-1 Branch reserves the right to require the Contractor to modify the format and content of these reports during the Contract term at no cost. At the conclusion of each month's meeting, CA 9-1-1 Branch will advise Contractor on any SLAs that have not been met. Contractor agrees this will be final notification and will move forward with any appropriate credit/or adjustment for the next billing cycle. Contractor agrees this meeting shall serve as notification in compliance with the SLA terms. The remedy for each missed SLA shall be solely determined by the State.

3.2.1.1 THE CONTRACTOR'S MONTHLY ACTIVITY REPORT

Monthly Activity Report shall include at a minimum the fields listed below:

- 1) ID;
- 2) PSAP Name Impacted;
- 3) Month Date;
- 4) Day/Time Start;
- 5) Day/Time End;
- 6) Duration Hour: Min
- 7) Reporting Entity;
- 8) Outage Type;
- 9) Cause of Incident/Outage;
- 10) Summary of Incident/Outage;
- 11) Yes/no if qualified for SLA;
- 12) The applicable SLA;
- 13) Rights and remedies applied to each ticket when applicable;
- 14) Other.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

D, N

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

**3.2.1 A SINGLE OUTAGE COULD TRIGGER MULTIPLE SLAS.
SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT
(PNSP AND RNSP) (CONT'D)**

**3.2.1.2 PNSP NG9-1-1 TARIFF SERVICES TO BE IDENTIFIED IN THE
MONTHLY ACTIVITY REPORT ARE:**

- 1) NGCS;
- 2) NG9-1-1 Alert and Warning;
- 3) Aggregation;
- 4) NG9-1-1 Trunk
- 5) NG Text to 9-1-1;
- 6) Statewide GIS.

**3.2.1.3 RNSP NG9-1-1 TARIFF SERVICES TO BE IDENTIFIED IN
THE MONTHLY ACTIVITY REPORT ARE:**

- 1) NGCS;
- 2) Aggregation;
- 3) NG9-1-1 Trunk.

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

D, N

3.2.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

32.2.1 PNSP Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
Final PNSP PDP shall be delivered within 60 calendar days of contract execution to CA 9-1-1 Branch.	Calendar Days	Delivery of PNSP PDP within 60 days.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.

32.2.2 RNSP Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
Final RNSP PDP shall be delivered within 60 calendar days of contract execution to CA 9-1-1 Branch.	Calendar Days	Delivery of RNSP PDP within 60 days.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective

D, N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

D, N

32.2.3 PNSP and RNSP Interface and Integration Collaboration for Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
PNSP and RNSP shall begin collaboration 60 days from contract execution of each region.	Calendar Days	To initiate and ensure collaboration for Interface and Integration of the NG9-1-1 Services.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.
Final Interface and Integration PDP shall be delivered within 120 calendar days after contract execution of each awarded region.	Calendar Days	To ensure collaboration for Interface and Integration of the NG9-1-1 Services.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

32.2.4 Unauthorized Modification Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall not modify any CA 9-1-1 Branch approved milestones in the PDP.	Calendar Days	Completion of PDP milestones within the date agreed by the State and Contractor.	Any unauthorized modification to the PDP shall result in a \$50,000.00 credit/or adjustment plus \$5,000.00 for each calendar day that the PDP is not restored to the approved version.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

32.2.5 PNSP and RNSP Interface and Integration Implementation of Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
PNSP and RNSP shall complete and comply with the Interface and Integration Plan based on the approved SOW Attachment 8 – Project Milestone Report.	Calendar Days	To eliminate finger pointing and complete the Interface and Integration of the NG9-1-1 Services.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective. Additionally a Senior Staff Member from both the RNSP and PNSP that fail to meet this SLA shall appear before the CA 9-1-1 Advisory Board as directed be the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

32.2.6 Failure to Meet Project Deployment Plan (PDP) Milestone Dates			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall achieve all milestone dates identified in the PDP.	Calendar Days	Completion of PDP milestones within the date agreed by the CA 9-1-1 Branch and Contractor.	Any failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the milestone is not delivered after the objective.

32.2.7 Budget SLA Remittance			
Definition	Measurement Method	Objective	Rights and Remedies
SLA Remedy Delivery Timely credit/or adjustment of remedies due to the CA 9-1-1 Branch for missed SLA objectives.	Calendar Days.	Contractor's credit/or adjustment shall be issued no more than 60 calendar days after written notice from the CA 9-1-1 Branch.	Each occurrence of an SLA remedy (credit/or adjustment) that is not issued within 60 calendar days shall result in a \$5,000.00 credit/or adjustment for each calendar day that the credit/or adjustment is not issued.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.3 SLA REPORTING REQUIREMENTS – TECHNICAL

The following technical SLAs provide charts describing the definition, measurement method, objective, and rights and remedies for each category. The following SLAs are not intended to supersede any regulatory or statutory requirements and/or penalties imposed by the FCC, CPUC, or any other legislative oversight.

32.3.1 System Monitoring			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall deliver all System Monitoring Access 24/7/365.	The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.	99.999%	Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the Total Monthly Recurring Cost (TMRC) of all services under contract for that month. Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of all services under contract for that month. Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of all services under contract for that month.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.3 SLA REPORTING REQUIREMENTS – TECHNICAL

32.3.2 System Outage Notification			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall report all outages that potentially impact the delivery of 9-1-1 traffic within five (5) minutes of the occurrence.	Any outage that potentially impacts the delivery of 9-1-1 traffic.	Notification within five (5) minutes or less.	Any failure to meet the objective shall result in a \$5,000.00 credit/or adjustment Next consecutive minute that the Contractor fails to meet the SLA objective shall result in an additional \$1,000.00 credit/or adjustment per minute, up to the TMRC for all services.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.4 SLA NG9-1-1 TRUNK SERVICE – AVAILABILITY CHART

NG9-1-1 Trunk Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
The overall NG9-1-1 Trunk Service shall be available to each end point connection.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month.</p> <p>The NG9-1-1 Trunk Service availability requires two diverse NG9-1-1 Trunk Connections to each PSAP. For those PSAPs where diverse NG9-1-1 Trunks are not available and when approved by CA 9-1-1 Branch, the Individual NG9-1-1 Trunks Service applies. The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for NG9-1-1 Trunk Service for that month.</p> <p>Failure to meet the SLA objective for the next consecutive month shall result in a 50% credit/or adjustment of the TMRC for NG9-1-1 Trunk Service for that month.</p> <p>Failure to meet the SLA objective for each additional consecutive month shall result in a 100% credit/or adjustment of the TMRC for that month plus an additional \$50,000.</p>

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.4 SLA NG9-1-1 TRUNK SERVICE – AVAILABILITY CHART

Individual NG9-1-1 Trunk Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
Individual NG9-1-1 Trunk Service shall be available to each end point connection and will only apply when diverse NG9-1-1 trunks are not available and when approved by CA 9-1-1 Branch.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.9%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for the impacted individual NG9-1-1 Trunk Services.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC for the impacted individual Trunk Services. Each additional consecutive month fail to meet the SLA objective shall result in a 200% credit/or adjustment of the impacted individual NG9-1-1 Trunk Services.</p>

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.5 SLA AGGREGATION SERVICE – AVAILABILITY CHART

Aggregation Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 Aggregation Service shall be available to combine all identified incoming OSPs including Text to 9-1-1 OSPs for the PNSP.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for Aggregation Service for that month.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC for that month.</p> <p>Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC for that month plus an additional \$50,000.</p>

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.6 SLA NG CORE SERVICES AVAILABILITY

A Core Service Outage is defined as the failure to deliver a call properly presented (i.e. Address, or Latitude/Longitude or Cell Sector) to the Core Services to some PSAPs due to a failure in some part of the Contractors solution. The Core Services availability shall have an uptime of at least 99.999%.

Note that delivering a call to an alternate or default CA PSAP due to an Emergency Services IP Network (ESInet) connectivity problem, a CA PSAP problem or other external circumstance not part of the Contractors solution, is not defined as a Core Service Outage.

Core Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 core service will deliver 9-1-1 traffic including location information to the appropriate CPE.	The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly Availability percentage shall be based on the accumulative total of all outage durations for each calendar month.	99.999%	Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NG9-1-1 Core Service. Next consecutive month to fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NGCS. Each additional consecutive month to fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NGCS plus an additional \$50,000.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.7 SLA NG CORE SERVICES – ROUTING FAILURE

A Routing Failure is defined as the failure to select the correct preferred PSAPs for a call based on the information accompanying the call, including any and all parts of the NG9-1-1 Core Services. Incorrect routing due to incorrect or missing data accompanying the call, or due to incorrect GIS database entries provided by the authoritative service, or alternate routing due to factors such as CA PSAP conditions, or network outages not under the Contractor resulting control of the Contractor, are not considered Routing Failures. The SLA requires that 99.999% of all calls be free of Routing Failures.

Routing Failure			
Definition	Measurement Method	Objective	Rights and Remedies
The failure to select the correct preferred PSAP for a call based on the information accompanying the call and the contents of the GIS and Policy Databases within NGCS.	The monthly number of calls that are routed to a specific PSAP divided by the number of calls the information accompanying the call and the contents of the GIS and Policy Databases indicate should have been routed to that specific PSAP multiplied by 100.	99.999%	Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NGCS. Next consecutive month to fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NGCS. Each additional consecutive month to fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NGCS plus an additional \$50,000.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.8 SLA NG CORE SERVICE – VOICE QUALITY MEAN OPINION SCORE (MOS)

NG Core Network Services must forward voice calls with little or no degradation of voice quality of the call from the ingress demarcation point to the egress demarcation point, as measured and monitored by an automated MOS measurement tool between various ingress and egress points at times when the ESInet is meeting its performance parameters. MOS values shall be measured hourly unless a problem has been detected, in which case measurements shall be made at five (5) minute intervals as necessary, 99% of the MOS measurements shall exceed two-point-six (2.6), and 90% of the MOS measurements shall exceed three-point-eight (3.8). If the ESInet is not meeting performance standards and while a Trouble Ticket is open on the ESInet performance problem, then substandard MOS measurements shall not be charged against the Contractors performance.

NG CORE NETWORK SERVICE – MOS			
Definition	Measurement Method	Objective	Rights and Remedies
NG Core Network Services must forward voice calls with little or no degradation of voice quality of the call from the ingress demarcation point to the egress demarcation point, as measured and monitored by an automated Mean Opinion Score (MOS) measurement tool between various ingress and egress points at times when the ESInet is meeting its performance parameters.	MOS values shall be measured hourly unless a problem has been detected	At five (5) minute intervals, 99% of the MOS measurements shall exceed 2.6 and 90% shall exceed 3.8.	25% credit/or adjustment of TMRC of NG9-1-1 Core Services for single occurrence. 50% credit/or adjustment of TMRC of NG9-1-1 Core Services for second occurrence with a 60 minute period. 100% credit/or adjustment of TMRC of NG9-1-1 Core Services for third occurrence with a 60 minute period.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.9 SLA NG CORE SERVICE – CATASTROPHIC OUTAGE 1

Core Service Catastrophic Outage 1			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 core service will deliver 9-1-1 traffic including location information to the appropriate NG9-1-1 CPE.	Single outage with a duration of six (6) minutes or more.	Preventing outages of six (6) minutes or more.	100% credit/or adjustment of the TMRC of NGCS plus an additional \$50,000.

3.2.10SLA NG CORE SERVICE – CATASTROPHIC OUTAGE 2

Catastrophic Outage 2			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 Core Service will deliver 9-1-1 traffic including location information to the appropriate NG9-1-1 CPE.	Single outages of greater than two (2) minutes and less than six (6) minutes.	Preventing outages greater than two (2) minutes, but less than six (6) minutes.	50% credit/or adjustment of the TMRC of NGCS.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.11SLA PRIME NG TEXT TO 9-1-1 SERVICE AVAILABILITY CHART

NG Text to 9-1-1 Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
NG Text to 9-1-1 Service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly Availability percentage shall be based on the accumulative total of all outage durations for each calendar month.	99.999%	Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NG Text to 9-1-1 for that month. Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NG Text to 9-1-1 for that month. Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NG Text to 9-1-1 for that month plus additional \$10,000.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.12 SLA PRIME NG TIME TO RESTORE – TEXT SERVICE FAILURE CHART

Time to Repair – Text Service Failure			
Definition	Measurement Method	Objective	Rights and Remedies
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of two (2) minutes to five (5) minutes.	Outages greater than two (2) minutes	25% credit/or adjustment of the TMRC for NG Text to 9-1-1.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of six (6) minutes to 29 minutes.	Outages greater than six (6) minutes.	50% credit/or adjustment of the TMRC for NG Text to 9-1-1.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of 30 minutes to 59 minutes.	Outages greater than 30 minutes.	100% credit/or adjustment of the TMRC.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of 60 minutes or more.	Outages greater than 60 minutes.	100% credit/or adjustment of the TMRC plus an additional \$5,000 for NG Text to 9-1-1.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.13 SLA PRIME NG TIME TO TRANSITION TEXT-TO-9-1-1 SERVICE

Time to transition Text-to-9-1-1 Service			
Definition	Measurement Method	Objective	Rights and Remedies
All PSAPs who have already deployed text with web or integrated service, as of Contract award, must be transitioned to the awarded Contractor no less than one (1) year of the Contract execution date.	The number of PSAPs deployed with text service as of the contract award date that have signed and submitted the SOW NG Prime Text-to-9-1-1 Acceptance and Authorization Check List.	<p>To transition a minimum of 100 PSAPs that are currently text deployed within the first six months of contract award date.</p> <p>The remaining Text deployed PSAPs shall be transitioned to the NG9-1-1 Services - Prime contract within 12 months of the contract award date.</p>	<p>Any of the first 100 PSAPs transitioning within the first six (6) months that have not signed system acceptance shall result in a 100% credit/or adjustment for a total of each Monthly Recurring Costs (MRC).</p> <p>For the remaining PSAPs transitioning within the first 12 months that have not signed system acceptance shall result in a 100% credit/or adjustment for a total of each MRC plus an additional \$5,000.</p> <p>Any PSAP deployed that has not transitioned by 24 months after contract award date shall result in a 100% credit/or adjustment for a total of each MRC. Plus an additional \$10,000.</p>

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.14 SLA PRIME NG TIME TO DEPLOY NEW TEXT-TO-9-1-1 SERVICE

Time to deploy Text-to-9-1-1 Service			
Definition	Measurement Method	Objective	Rights and Remedies
The contractor shall have 180 days to deploy text for any PSAP's initial request to deploy text for web or integrated.	From the Text Deployment Status report, the time measured in calendar days from the date of the requested order approved.	Any text deployment shall be provisioned, tested and live, with final acceptance signed by the PSAP within 180 days of request to take text.	Every month, or any portion of a month after 180 days, shall result in a 100% credit/or adjustment for a total of each MRC.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.15 NG9-1-1 ALERT AND WARNING SYSTEM (NG9-1-1 AWS)

NG9-1-1 Alert and Warning System (NG9-1-1 AWS)			
Definition	Measurement Method	Objective	Rights and Remedies
The PNSP shall provide NG9-1-1 AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outages of greater than five (5) minutes.	99.99%.	25% credit/or adjustment of the TMRC for NG9-1-1 AWS.
The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of greater than five (5) minutes to 29 minutes.	99.99%	50% credit/or adjustment of the TMRC for NG9-1-1 AWS.
The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of 30 minutes to 59 minutes.	99.99%	100% credit/or adjustment of the TMRC for NG9-1-1 AWS.
The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of 60 minutes or more.	99.99%	100% credit/or adjustment of the TMRC plus an additional \$5,000 for NG9-1-1 AWS.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.16 TECHNICAL SLA COMPLIANCE REPORT

The PNSP and each RNSP shall submit Monthly SLA Compliance Report for each NG service type shall be provided in the format listed below. The PNSP and RNSPs shall submit a monthly report to the CA 9-1-1 Branch no the 10th of each month following the end of the reporting month that reflects the status of all SLA objectives that were not met during the previous month, including the rights and remedies. The report shall list all Trouble Tickets that were open and/or acted upon during the reported month, including tickets not qualifying for SLA remedy. This report shall show what SLA rights and remedies were applied to each ticket number, when applicable. If no Trouble Tickets were opened and/or acted upon during a month, the report shall state there were no issues or tickets for that month. The CA 9-1-1 Branch may review this with the Contractor every month, to determine if the monthly technical SLA compliance report needs to be adjusted to support the overall CA 9-1-1 Branch fiscal oversight.

The monthly SLA compliance report shall include the following detail:

- 1) Report period;
- 2) Contractor's trouble ticket number;
- 3) PSAP name;
- 4) PSAP FCC ID;
- 5) Service type;
- 6) Brief trouble symptom;
- 7) Brief restoration description;
- 8) Ticket open date and time;
- 9) Problem resolution date and time;
- 10) Total stop clock duration, outage duration;
- 11) Yes/no if qualified for SLA;
- 12) The applicable SLA; and
- 13) Rights and remedies applied to each ticket when applicable.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.17 NG TECHNICAL SLA COMPLIANCE REPORT CHART

NG Technical Compliance Report SLA			
Definition	Measurement Method	Objective	Rights and Remedies
Reporting Requirement The Contractor shall provide the SLA reports required by this contract for each month of activity during the term of the contract by the 10 th business day of the following month	Business Days.	The Contractor shall deliver accurate and complete reports by the 10 th of the month following the end of the applicable reporting month.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.18 UNPLANNED DOWNTIME REPORTING

UNPLANNED DOWNTIME REPORTING SLA			
Definition	Measurement Method	Objective	Rights and Remedies
The Contractor shall provide an initial root cause analysis within 48 hours.	Business Days	The Contractor shall deliver initial root cause analysis to CA 9-1-1 Branch and the affected PSAPs within 48 hours of unplanned failure.	Each occurrence of a failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective.
Disclosure for Unplanned Downtime and Root Cause Analysis shall be provided within 15 business days.	Business Days.	The Contractor shall deliver disclosure reports to CA 9-1-1 Branch and the affected PSAPs within 15 business days of unplanned failure.	Each occurrence of a failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.19 STOP CLOCK CONDITIONS (PNSP and RNSP)

The following Stop-Clock Conditions shall apply for any of the SLA Categories, during the term of this Contract including any and all extensions. Timeframes are dependent on the length of time the Contractor takes to restore the NG9-1-1 service, minus the time associated with events outside of the Contractor's control to prevent punitive damages from being assessed. At any time the Contractor can contact the CA 9-1-1 Branch to discuss Stop Clock conditions that may not be identified below.

3.2.20 STOP CLOCK – REQUEST FOR DELAY (PNSP and RNSP)

Periods when restoration or testing effort is delayed at the specific request of the PSAP or CA 9-1-1 Branch. The Stop-Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the PSAPs during the applicable Stop-Clock period.

3.2.21 STOP CLOCK – REQUEST FOR OBSERVATION (PNSP and RNSP)

Time after a service has been restored, but the PSAP or CA 9-1-1 Branch requests ticket be kept open for observation. If the service is later determined by the PSAP or CA 9-1-1 Branch to not have been restored, the Stop-Clock shall continue until the time the PSAP or CA 9-1-1 Branch notifies the Contractor that the service has not been restored.

3.2.22 STOP CLOCK – RESTORATION NOT VERIFIED (PNSP and RNSP)

Time after a service has been restored, but the PSAP or CA 9-1-1 Branch is not available to verify that the service is working. If the service is later determined by the PSAP or CA 9-1-1 Branch, to not have been restored, the Stop-Clock shall apply only for the time period between Contractor's reasonable attempt to notify the PSAP or CA 9-1-1 Branch that Contractor believes the service has been restored and the time the PSAP or CA 9-1-1 Branch notifies the Contractor that the service has not been restored.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.23 STOP CLOCK – LACK OF ENTRANCE (PNSP and RNSP)

Lack of building entrance facilities or conduit structure that are the PSAPs responsibility to provide.

3.2.24 STOP CLOCK – SITE READINESS REQUIREMENTS (PNSP and RNSP)

PSAPs failure to prepare the site in accordance with the Contractor's Site Readiness Requirements.

3.2.25 STOP CLOCK – PSAP CONTACT/ACCESS PROBLEM (PNSP and RNSP)

The following contact/access problems, provided that Contractor makes reasonable efforts to contact the PSAPs during the applicable stop-clock period:

- 1) Access necessary to correct the problem is not available because access has not been arranged by site contact or the PSAPs representative;
- 2) Site contact refuses access to technician who displays proper identification;
- 3) Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify the PSAPs of the improper contact information and takes reasonable steps to obtain the correct information;
- 4) Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem;
- 5) If it is determined later that the cause of the problem was not at the site in question, then the Stop-Clock shall not apply;
- 6) Any problem or delay to the extent caused by PSAPs staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to PSAPs staff to correct the problem or delay;
- 7) PSAPs applications that interfere with repair of the trouble;
- 8) Failure of the Trouble Ticket originator or responsible party to return a call from Contractor's technician for on-line close-out of Trouble Tickets after the service has been restored as long as Contractor can provide documentation substantiating message from Contractor's technician.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.2 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

3.2.26 STOP CLOCK – UNAPPROVED ALTERATIONS (PNSP and RNSP)

If service failure is caused by alterations or attachments not furnished, approved or maintained by the Contractor.

3.2.27 REPORTING TROUBLE TICKET LOG (PNSP and RNSP)

The Contractor shall maintain a Trouble Ticket Log that will track the progress and status of restoration for all SLAs. The Contractor's Trouble Ticket Log will include the date and time that each Failure was reported, or system/service alarm of failure whichever occurs first, each PSAP affected by the failure, the current status of the restoration process and the date and time that the failure is remedied to the CA 9-1-1 Branch representative's satisfaction. The Contractor shall provide web-portal, 24 hour, seven (7) day, access to the CA 9-1-1 Branch in order to track progress of the restoration of failures and to validate SLA calculations.

3.2.28 UNPLANNED DOWNTIME DISCLOSURE AND ROOT CAUSE ANALYSIS (PNSP and RNSP)

In the event an individual NG Core Service component is impacted by unplanned downtime, (such as a failure), the Contractor shall provide, at the request of the CA 9-1-1 Branch and/or PSAPs, a written disclosure statement within two (2) calendar weeks via email which shall include but not be limited to:

- 1) The component that failed;
- 2) The duration the component was impacted;
- 3) Impact to the overall service due to the component failure – including impacted PSAPs by FCC Identification (ID);
- 4) Corrective action taken to recover the component.

In addition to the above disclosure the Contractor shall provide a root cause analysis to the CA 9-1-1 Branch and affected PSAPs within 15 business days. The Contractor shall provide an initial root cause analysis within 48 hours and then update the CA 9-1-1 Branch and PSAPs every five (5) business days until root cause is determined.

Root cause analysis shall identify the root cause of failure and corrective action to prevent a like failure in the future.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME)

The general 9-1-1 traffic flow will be to aggregate 9-1-1 traffic in each region. The RNSP shall aggregate, process and deliver all 9-1-1 traffic from AT&T, Consolidated Communications wireline and Frontier wireline, and all wireless Originating Service Providers (OSPs) to the correct PSAP.

The PNSP shall aggregate, process and deliver all small Local Exchange Carriers (LECs), Voice over Internet Protocol OSPs (VoIP OSPs) and Text to 9-1-1 traffic to the correct PSAP. The PNSP shall also deliver 9-1-1 traffic from RNSP to the correct PSAP in the event the RNSP cannot deliver the 9-1-1 traffic for any reason.

3.3.1 NG 9-1-1 One-time Circuit Install & Test

The NG9-1-1 Trunk service is utilized by the Prime Network Service Provider (PNSP) to interconnect all PSAPs, Regional NG Core Service (NGCS) providers, Originating Service Provider (OSP) aggregation centers, and all other internal and external network connections. A network circuit install and test service is required for each trunk service order. This service provides the necessary system provisioning and configuration to enable the circuit at the ordered bandwidth and verify end-to-end connectivity.

3.3.2 NG 9-1-1 Alternate Technology to Support Diverse Path

Managed network interconnection of all PSAPs to the Prime and Regional NG Core Service Provider in support of transporting all NG9-1-1 related traffic. Provides network path diversity.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3.3 NG 9-1-1 Monthly Circuit Cost (1 Mbps)

3.3.4 NG 9-1-1 Monthly Circuit Cost (10 Mbps)

Managed 10 Mbps MPLS network service for interconnection to the Prime NGCS ESInet.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed 100 Mbps MPLS network service for interconnection to the Prime NGCS ESInet.

Managed 1 Gbps MPLS network service for interconnection to the Prime NGCS ESInet.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed SD-WAN services utilizing private hosted controller providing secure connectivity, trust and identity, and threat defense on the Prime NGCS ESInet. Provides network transport independence, centrally managed and shared VPN across WAN circuits.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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This is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.9 NRC Project Initiation and Design (cont’d.)

3.3.10 OSP Integration MRC and NRC

Integration services to migrate and manage delivery of 9-1-1 calls from OSP to the Prime NGCS ESInet. Converts legacy TDM and VoIP call signaling to SIP trunks for routing through NGCS to the target PSAP.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.10 OSP Integration MRC and NRC (cont’d.)

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3.11 Prime Aggregation

Recurring cost for statewide OSP aggregation service for Prime NGCS ESInet. This service implements standard NENA i3 gateway functions to convert both legacy TDM and VoIP call signaling for aggregation and routing through the NGCS instances to the PSAP. This service is capable of integrating all OSPs in the State of California.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network. The Point of Interconnection service provides the physical interface between media gateways of OSPs and the Prime NGCS provider.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.13 NGCS per NENA i3 requirements and standards

The Prime NGCS provides all standard functional elements required to receive calls from OSP Aggregation, apply policy-based routing rules, and deliver calls to any PSAP located within the State of California. The NGCS components are provided in redundant instances and deployed as multiple geographically diverse cores dedicated to the State of California providing 99.999% service availability.

The Prime NGCS are capable of routing all OSP traffic types in the State of California. This is a highly monitored and secured service protected by access control, network firewalls, and BCF functional elements following standard NG-SEC protocols. The NGCS interfaces are based on NENA i3 standards and is approved by CA 9-1-1 Branch.

The LVF is available to OSP or other authorized users for the purpose of verifying the correct association of civic addresses with target PSAPs. Location based routing is supported utilizing the standards based, CA 9-1-1 Branch approved data sources, such as the statewide GIS dataset, location data provided with the originating call, and supplemental information from a location clearinghouse.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

- BCF
- ESRP
- PRF
- Policy Store
- ECRF
- LVF
- SI
- LDB
- Master Clock
- DNS

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Interface services to the PSAP that provides NG9-1-1 capabilities built upon NENA i3 requirements and standards. Supports end-to-end IP connectivity to Prime NGCS utilizing a managed media gateway device to convert between IP and TDM call signaling and media streaming.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.15 Regional Interoperability Connection and Integration (ESInet to ESInet)

Prime services in support of regional ESInet connectivity and interoperability. Provides managed interfaces based on standards and best practices for consistency of 9-1-1 traffic between OSP Aggregation, Prime ESInet, Regional ESInet, and PSAP. Processes and routes any 9-1-1 traffic within California when the Regional NGCS are not available, or when a call needs to be transferred to a PSAP not in the Region.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.16 PSAP Integration Deployment

Prime NGCS ESInet implementation services at each PSAP based on
NENA i3 standards in support of end-to-end IP connectivity.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed service at PSAP for multiple ESInets. Provides monitored interface with the State of California CAPSNET backhaul network to each PSAP as a redundant path.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.18 System Monitoring and Dashboard Interface

Statewide system monitoring and dashboard reporting services. Provides the ability to monitor NGCS functional elements and system components/infrastructure, network bandwidth utilization, network quality of service including latency, jitter, and packet loss, and calculated MOS values. Supports alerting of security related metrics for detection, mitigation, and response. Dashboard displays to report the health of Prime and Regional NGCS ESInets from ingress to egress. Collects outage notifications from functional elements and other monitored systems. The dashboard and monitoring will be available to the 9-1-1 Authority.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.18 System Monitoring and Dashboard Interface (cont'd.)

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3.19 Outage Reporting

Prime services in support of system automation for outage reporting, trouble ticket creation and management, e-bonding between RNSP systems, and CMDB. Services include PNSP point of contact accessibility for CA 9-1-1 Branch personnel and PSAP personnel to report trouble incidents on PNSP services. Provides outage notifications to CA 9-1-1 Branch.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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This is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Prime integration services for new technologies beyond standard updates as directed by CA 9-1-1 Branch.

Prime integration services for new technologies at PSAP as directed by CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Prime services supporting the management of statewide GIS updates. Provides transition and assimilation of the GIS database from CA 9-1-1 Branch, tools and resources needed to update GIS datasets, and provision to functional elements. Provides local GIS authorities access to tools for maintenance of GIS data. Provides secure web portal for local 9-1-1 authorities to submit GIS updates, perform QA/QC of GIS data, and to expedite ECRF updates.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.24 Call Data Record Management System / 9-1-1 Traffic Logging

Prime services for NGCS i3 call event and metadata logging, storage, and reporting. Provides NENA i3 logging for all functional elements within NGCS, including text to 9-1-1. All call records will be held for 10 years.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.24 Call Data Record Management System / 9-1-1 Traffic Logging (cont'd)

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Prime services to synchronize GIS with each Region. Provides standard SI interfaces to deliver authoritative Prime GIS updates to Regional NGCS systems. The GIS synchronization process relies on validation from the local GIS authority for all updates.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Prime services for complex editing of GIS data records and database management needed for the entire platform for NG9-1-1 traffic delivery. Allows local jurisdictional geospatial programs to remain the authoritative source for accurate GIS data to be used for NG9-1-1.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.27 GIS update process

Prime services for automated editing of GIS data records and database management needed for the entire platform for NG9-1-1 traffic delivery. Allows local jurisdictional geospatial programs to remain the authoritative source for accurate GIS data to be used for NG9-1-1.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Prime services for emergency alert and warning system in support of mass notification within the State of California. Provides the ability to publish public safety emergency alerts to the targeted geographic area using NG9-1-1 data, self-registration data, and local uploaded contact data. Interfaces to and integrated with FEMA IPAWS. Provides a web based application for jurisdiction-initiated alerts and warnings.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.28 NG 9-1-1 Statewide Alert and Warning- NRC will be a non-tariff item (cont’d.)

3.3.28.1 Higher Education Upgrade Bundle

The Higher Education Basic Upgrade package is based on student Full Time Equivalent (FTE) and includes a set of solutions optimized around the specific needs of Higher Education including:

- Collaborate for incident management
- SmartLoader for automated user management
- Single Sign-on (SSO) via LDAP/CAS/SSO/Shibboleth
- One SMS Opt-In Keyword
- EyeWitness for Anonymous Tip via SMS
- Desktop Notification
- Guardian Personal Safety Application
- Operational Messaging which includes 40 messages per student FTE count.

3.3.28.2 Higher Education Premium Upgrade Bundle

The Higher Education Premium Upgrade Bundle is based on student FTE and includes the same set of solutions in the basic Higher-Ed Upgrade Bundle above, but with the customizable AppArmor safety application replacing the Guardian Personal Safety application.

- Collaborate for incident management,
- SmartLoader for automated user management
- Single Sign-on (SSO) via LDAP/CAS/SSO/Shibboleth
- One SMS Opt-In Keyword
- EyeWitness for Anonymous Tip via SMS
- Desktop Notification
- AppArmor Personal Safety Application
- Operational Messaging which includes 40 messages per student FTE count.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.28 NG 9-1-1 Statewide Alert and Warning- NRC will be a non-tariff item (cont'd.)

3.3.28.3 Alertus Integration

Provides native integration with the Alertus solution for extending additional notification capabilities.

3.3.28.4 Operational Messaging – Large Bucket

Operational SMS messages are for situations that do not threaten life, health and/or property at time of sending. Messaging characteristics include:

- They may require urgent action, but do not carry sufficient risk to categorize as an emergency.
- May require eventual response actions to mitigate impact, which are not urgent.
- May be routine, planned, or standard events.
- May occur for commercial, PR or recreational purposes.

Operational Messaging purchase includes up to 400 individual 'brands' or Alerting Authorities and annual bucket of 25 million messages (text or 1 min voice calls). Aggregate usage in excess of annual bucket will automatically bill for an additional bucket of 25 million messages at the same rate.

3.3.28.5 Operational Messaging – Small Bucket

Operational SMS messages are for situations that do not threaten life, health and/or property at time of sending. Messaging characteristics include:

- They may require urgent action, but do not carry sufficient risk to categorize as an emergency.
- May require eventual response actions to mitigate impact, which are not urgent.
- May be routine, planned, or standard events.
- May occur for commercial, PR or recreational purposes.

Operational Messaging purchase an annual bucket of 5 million messages (text or 1 min voice calls). Aggregate usage in excess of annual bucket will automatically bill for an additional bucket of 5 million messages at the same rate. Message bucket resets when depleted and re-billed or expire after 12 months.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.28 NG 9-1-1 Statewide Alert and Warning- NRC will be a non-tariff item (cont’d.)

3.3.28.6 Additional SMS Opt-In Keyword – Higher Education

Keywords may be used for custom opt-in messaging. Users will have the ability to opt into the Alert and Warning system using the custom keyword.

3.3.28.7 Additional AWS Alert Domain

Additional instance/domain of an AWS Alert domain for additional testing and messaging capabilities. Includes the set-up and maintenance of the AWS Alert instance.

3.3.28.8 AWS Collaborate for State and Local

AWS Collaborate for S&L customers provides:

- Automated Communication of Key Information: Reinforces policies and procedures while providing critical information in real time.
- Dynamic Task Management: View and interact with critical tasks within an intuitive online dashboard to assign clear ownership of roles, provide real-time updates, and react instantly during an active event.
- Event-Specific Access to Resources
- Prebuilt templates for all types of scenarios including reference documents added before, collected during, or shared after an event
- Recording of Responses and Actions: Speed response and ensure compliance with a detailed timeline recording all necessary actions taken during routine situations or unexpected emergencies.

3.3.28.9 Desktop Alerting for State and Local Desktop

Alerting adds an additional mode of communication that leverages desktops and laptops as an end point for message delivery.

3.3.28.10 Additional SMS Opt-In Keyword for State and Local

Keywords may be used for custom opt-in messaging. Users will have the ability to opt into the Alert and Warning system using the custom keyword.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.28 NG 9-1-1 Statewide Alert and Warning- NRC will be a non-tariff item (cont'd.)

3.3.28.11 LDAP/CAS/SSO/Shibboleth Annual Authentication Integration - for State and Local

Purchase of LDAP/CAS/SSO/Shibboleth Annual Authentication Integration for support of Single Sign-on in S&L

3.3.28.12 Automated SmartLoader Application

Pre-built application for automated user management for City/County users. Allows for the automated provisioning and management of users.

3.3.28.13 AWS Prepare Application for State and Local

Pre-built application enhancing the Alert and Warning System to add an access and functional needs registry. Helps emergency managers and other stakeholders understand the individuals most at-risk within a community, to enable faster coordination and more efficient communication during a critical event.

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Prime services for automated LDB record editing. Provides a secure web portal that allows OSPs to validate and update LDB entries.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

$$\begin{array}{c} \text{N} \\ | \\ - \\ | \\ - \\ | \\ - \\ | \\ - \\ | \\ \text{N} \end{array}$$

Prime services for complex LDB record editing. Provides a secure web portal that allows OSPs to validate and update LDB entries.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

[illegible]

Prime services for the synchronization of LVF with each Region. Services include integration and maintenance of CA 9-1-1 Branch GIS data needed to route 9-1-1 traffic. Provides data needed from PNSP LDB and PNSP LVF to support RNSP LVF of the RNSP.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

$$N \text{ --- } N$$

Prime services for statewide TCC aggregation. Provides routing and delivery of SMS text to 9-1-1 to PSAPs within the State of California. Aggregates incoming text to 9-1-1 messages from the public through a common interface, provides routing through Prime NGCS, and delivers to PSAP via OTT web application or Prime NGCS ESInet (CPE integrated).

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.3 NextGeneration 911 Services (PRIME) (cont’d.)

3.3.33 NG Text to 9-1-1 – Web Based OTT

Prime PSAP services that provide an OTT web-based application solution for the delivery and handling of text to 9-1-1 calls.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

$$\begin{array}{c} N \\ \vdots \\ N \end{array}$$

Prime PSAP services that provide a standard NGCS ESInet interface solution for the delivery and handling of text to 9-1-1 calls at the PSAP (CPE integrated). Provides integration services to work with the PSAP CPE provider.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.3 NextGeneration 911 Services (PRIME) (cont'd.)

3.3.35 RTT service

Prime services for statewide RTT solution. Provides the capability for wireless OSPs to deliver native RTT calls to the Prime NGCS ESInet via OSP Aggregation, route through Prime NGCS, and deliver to PSAPs via Prime ESInet utilizing NG Trunks.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

3.5.36 New Technology PSAP Integration

Services for the unanticipated/New Technology Tasks. These include only services, including work products, not specifically set forth, but which are subsequently identified as in-scope and necessary for the successful delivery of the services.

3.5.37 NG9-1-1 Training

Provide training in the form of the Train-the-Trainer course for all local, regional, and state entities who will utilize the system. Training will include all training resource materials and on-site training.

3.5.38 NG9-1-1 PSTN Lab Test Calling Capabilities

Prime services for Statewide NG9-1-1 Public Switched Telephone Network (PSTN) Lab Test Call capabilities. Includes the monthly recurring costs for SIP Trunks (30), upto 600 DID's with 30 concurrent session, VPN (IPSEV) and the software assurance for the required SBC sessions . The NRC includes initial set-up and configuration for VPN, routing, FW and ACL. SBC configuration, setup and staging. Translations, and troubleshooting with LDB/GIS functionality. PSTN trunking configuration.

3.5.39 NG9-1-1 CHE Certification Test Management

Services for the initial certification of cloud/data center based Call Handling Equipment interface to the i3 ESInet/NGCS connection from PNSP. If re-certification is required, the level of effort will be agreed upon with the CA 9-1-1 Branch and a percentage of this services will apply.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.4 Budget Detail and Payment Provisions (PNSP and RNSP)

- 1)The Contractor shall be limited to two (2) months of back billing including any reconciliation effort, on all services and functionality ordered under the Contract. Invoices presented more than 12 months after the formal acceptance of the service or functionality will not be considered valid and shall not be paid;
- 2)The Contractor shall reconcile incorrect invoices within 30 calendar days from the date of notification by CA 9-1-1 Branch of the discrepancy. CA 9-1-1 Branch shall suspend all current charges when unresolved disputed items extend beyond 90 days. Remittance shall resume to include any outstanding payments, upon resolution;
- 3)The Contractor shall issue invoices to CA 9-1-1 Branch for only those milestone services after system testing and acceptance, as agreed by CA 9-1-1 Branch. The NRC and the MRC shall be on separate invoices;
- 4)The Contractor shall render invoices for total monthly service charges following the month for which the charges accrue. Monthly service billing shall only be billed in full month increments after service has been rendered;
- 5)The Contractor shall provide invoices under this Contract in accordance with the CA 9-1-1 Branch Operations Manual.
- 6)All invoices submitted to the CA 9-1-1 Branch as a result of this Contract will be billed separately from other charges the Contractor may currently be billing. Invoices not received in the approved format shall not be processed;
- 7)Payment for services performed under this contract shall not exceed the rates listed within this tariff. It shall be the CA 9-1-1 Branch NG9-1-1 Manager's sole determination as to whether a service has been successfully completed and is acceptable;

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.4 Budget Detail and Payment Provisions (PNSP and RNSP)

8) Submit electronic invoices with reference to the Contract number to:

Email: CA911Invoicing@caloes.ca.gov
California Governor's Office of Emergency Services
Public Safety Communications
Attention: CA 9-1-1 Branch
9-1-1 Reconciliation Unit
601 Sequoia Pacific Blvd., MS9-1-1
Sacramento CA 95811

9) The Contractor shall not assess late fees for any reason.

10) The Contractor costs related to items such as travel or per diem are costs of the Contractor and will not be paid separately as part of this Contract.

3.4.1 BUDGET CONTINGENCY CLAUSE (PNSP and RNSP)

- 1) Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927. Payment to small/micro businesses shall be made in accordance with and within the time specified in Chapter 4.5, Government Code 927 et seq.
- 2) It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Contract does not appropriate sufficient funds for the program, this Contract shall be of no further force and effect. In this event, CA 9-1-1 Branch shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Contract and Contractor shall not be obligated to perform any provisions of this Contract.
- 3) If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, CA 9-1-1 Branch shall have the option to either cancel this Contract with no liability occurring to the CA 9-1-1 Branch, or offer an amendment to the Contract to reflect the reduced amount.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.4 Budget Detail and Payment Provisions (PNSP and RNSP)

The form is a template for a competitive local exchange carrier invoice. It includes fields for company information, invoice details, and a line item table. Fields are numbered 1 through 18 in red text.

1 Your Company Name
Street Address
City, ST ZIP Code
Phone

2 DATE
Date

3 CONTRACT/TRACKING NO
Number

4 APPROVED AMOUNT
\$\$\$

5 INVOICE NO
Number

6 Cal OES, CA 9-1-1 BRANCH
Attn: Name/Project Name
601 Sequoia Pacific Blvd, MS-911
Sacramento, CA, 95811-0231

7 Co # Psap Name Svc Type
Attn: Name/ Psap Name
Street Address
City, ST ZIP Code

8

9 TERMS

10 COUNTY CODE

11 PSAP LOCATION, DEPT TYPE

12 SERVICE NO

13 SERVICE PERIOD

14 DUE DATE

15 ITEM #

16 DESCRIPTION

17 QUANTITY

18 UNIT PRICE

19 LINE TOTAL

20 Product description

21 #Amount

22 \$Amount

23 \$Amount

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.4 Budget Detail and Payment Provisions (PNSP and RNSP)

SOW - ATTACHMENT 1a: NG9-1-1 SERVICE INVOICE TEMPLATE INSTRUCTIONS

- 1) NOTE: * each section in the invoice template and the TDe-289 are numbered in red. CONTRACTOR: Name, Address and Direct contact number for inquires on this account (Ref. TDe-289 Contractor Name Part 1);
- 2) INVOICE NO: Invoice issue date;
- 3) CONTRACT/TRACKING NO: Contract number Ref. TDe-289 Part 3a) and state tracking number 'mandatory' (Ref. TDe-289 Part 3b);
- 4) APPROVED AMOUNT: cost approved on TDe-289 for one time or Recurring as applicable;
- 5) INVOICE NO: Contractor invoice number identifier;
- 6) INVOICE TO: (Ref. TDe-289 Part 6a)

Email: CA911Invoicing@caloes.ca.gov
Cal OES, CA 9-1-1 Branch
601 Sequoia Pacific Blvd, MS-911
Sacramento, Ca 95811-0231

- 7) ATTN: 'name of NG9-1-1 Manager 'optional' (Ref. TDe-289 Part 6b) SHIP TO (1st LINE): County Code, PSAP name, Service Number (Ref. TDe-289 Part 10 or fill in the appropriate county code and service type following table 1 and 2, PSAP name refer to TDe-289 Part 8);
- 8) SHIP TO: PSAP name and the location address of your delivery service (Ref. TDe-289 Part 8);
- 9) TERMS: the invoice cycle for this service [ex: 1 means the first bill, etc.];
- 10) COUNTY CODE, PSAP LOCATION, DEPT TYPE, SERVICE TYPE: Replicate Section 7 (Ref. TDe-289 Part 10);
- 11) SERVICE PERIOD: date and month through date and month (ex: 07/01/2018 – 07/31/2018);
- 12) DUE DATE: the due date of the invoice;
- 13) NG SERVICE #: Next Generation Service number (Ref. TDe-289 Part 13);
- 14) DESCRIPTION: description of NG9-1-1 Service and reference to NG9-1-1 Tariff Filing (Ref. TDe-289 Part 14) [ex: PSAP location, size];
- 15) QUANTITY: unit of measure and number of services;
- 16) UNIT PRICE: U.S. dollar amount per quantity;
- 17) LINE TOTAL: per NG Service total amount;
- 18) TOTAL: total amount due.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.4 Budget Detail and Payment Provisions (PNSP and RNSP)

NG9-1-1 Service Invoice Template Instructions

Table 1 County Code

CO #	COUNTY	CO #	COUNTY
01	Alameda	31	Placer
02	Alpine	32	Plumas
03	Amador	33	Riverside
04	Butte	34	Sacramento
05	Calaveras	35	San Benito
06	Colusa	36	San Bernardino
07	Contra Costa	37	San Diego
08	Del Norte	38	San Francisco
09	El Dorado	39	San Joaquin
10	Fresno	40	San Luis Obispo
11	Glenn	41	San Mateo
12	Humboldt	42	Santa Barbara
13	Imperial	43	Santa Clara
14	Inyo	44	Santa Cruz
15	Kern	45	Shasta
16	Kings	46	Sierra
17	Lake	47	Siskiyou
18	Lassen	48	Solano
19	Los Angeles	49	Sonoma
20	Madera	50	Stanislaus
21	Marin	51	Sutter
22	Mariposa	52	Tehama
23	Mendocino	53	Trinity
24	Merced	54	Tulare
25	Modoc	55	Tuolumne
26	Mono	56	Ventura
27	Monterey	57	Yolo
28	Napa	58	Yuba
29	Nevada	97	Cal Fire (statewide)
30	Orange	98	CHP (statewide)

Table 2 Service Type

SV #	Service Type	SV #	Service Type
27	Text to 9-1-1 Services	31	9-1-1 Statewide GIS
28	9-1-1 Trunk & Trans Services	32	9-1-1 Aggregation Services
29	NG 9-1-1 Core Services	32	Miscellaneous

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION)

The general 9-1-1 traffic flow will be to aggregate 9-1-1 traffic in each region. The RNSP shall aggregate, process and deliver all 9-1-1 traffic from AT&T, Consolidated Communications wireline and Frontier wireline, and all wireless Originating Service Providers (OSPs) to the correct PSAP.

The PNSP shall aggregate, process and deliver all small Local Exchange Carriers (LECs), Voice over Internet Protocol OSPs (VoIP OSPs) and Text to 9-1-1 traffic to the correct PSAP. The PNSP shall also deliver 9-1-1 traffic from RNSP to the correct PSAP in the event the RNSP cannot deliver the 9-1-1 traffic for any reason.

3.5.1 NG 9-1-1 One-time Circuit Install & Test

The NG9-1-1 Trunk service is utilized by the Regional Network Service Provider (RNSP) to interconnect all PSAPs, Prime NG Core Service (NGCS) provider, Originating Service Provider (OSP) aggregation centers, and all other internal and external network connections. A network circuit install and test service is required for each trunk service order. This service provides the necessary system provisioning and configuration to enable the circuit at the ordered bandwidth and verify end-to-end connectivity.

3.5.2 NG 9-1-1 Alternate Technology to Support Diverse Path

Managed network interconnection of all PSAPs to the Regional NG Core Service Provider in support of transporting all NG9-1-1 related traffic. Provides network path diversity.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.5 NextGeneration 911 Services (REGION) (cont'd.)

3.5.3 NG 9-1-1 Monthly Circuit Cost (1 Mbps)

Managed 1-2 Mbps MPLS network service for interconnection to the Region NGCS ESInet.

3.5.4 NG 9-1-1 Monthly Circuit Cost (10 Mbps)

Managed 10 Mbps MPLS network service for interconnection to the Region NGCS ESInet.

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Original Sheet No. 95.39

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed 100 Mbps MPLS network service for interconnection to the Region NGCS ESInet.

Managed 1 Gbps MPLS network service for interconnection to the Region NGCS ESInet.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed SD-WAN services utilizing private hosted controller providing secure connectivity, trust and identity, and threat defense on the Region NGCS ESInet. Provides network transport independence, centrally managed and shared VPN across WAN circuits.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

Cal. P.U.C. Schedule 1-T
Original Sheet No. 95.41

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Managed network connectivity between the Region NGCS data centers and ESInet.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.9 NRC Project Initiation and Design

This is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.5 NextGeneration 911 Services (REGION) (cont'd.)

Integration services to migrate and manage delivery of 9-1-1 calls from OSP to the Region NGCS ESInet. Converts legacy TDM and VoIP call signaling to SIP trunks for routing through NGCS to the target PSAP.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.5 NextGeneration 911 Services (REGION) (cont'd.)

3.5.11 Region Aggregation

Recurring cost for statewide OSP aggregation service for Region NGCS ESInet. This service implements standard NENA i3 gateway functions to convert both legacy TDM and VoIP call signaling for aggregation and routing through the NGCS instances to the PSAP. This service is capable of integrating all OSPs in the State of California.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.12 Point of Interconnection

Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network. The Point of Interconnection service provides the physical interface between media gateways of OSPs and the Region NGCS provider.

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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The Region NGCS provides all standard functional elements required to receive calls from OSP Aggregation, apply policy-based routing rules, and deliver calls to PSAPs located within the State of California. The NGCS components are provided in redundant instances and deployed as multiple geographically diverse cores dedicated to the State of California providing 99.999% service availability.

The Region NGCS are capable of routing all OSP traffic types in the State of California. This is a highly monitored and secured service protected by access control, network firewalls, and BCF functional elements following standard NG-SEC protocols. The NGCS interfaces are based on NENA i3 standards and is approved by CA 9-1-1 Branch.

The LVF is available to OSP or other authorized users for the purpose of verifying the correct association of civic addresses with target PSAPs. Location based routing is supported utilizing the standards based, CA 9-1-1 Branch approved data sources, such as the statewide GIS dataset, location data provided with the originating call, and supplemental information from a location clearinghouse.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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- BCF
- ESRP
- PRF
- Policy Store
- ECRF
- LVF
- LDB
- Master Clock
- DNS

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Interface services to the PSAP that provides NG9-1-1 capabilities built upon NENA i3 requirements and standards. Supports end-to-end IP connectivity to Region NGCS utilizing a managed media gateway device to convert between IP and TDM call signaling and media streaming.

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Region services in support of Prime ESInet connectivity and interoperability. Provides managed interfaces based on standards and best practices for consistency of 9-1-1 traffic between OSP Aggregation, Prime ESInet, Regional ESInet, and PSAP.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.16 Regional Integration at PSAP

Region NGCS ESInet implementation services at each PSAP based on
NENA i3 standards in support of end-to-end IP connectivity.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.17 System Monitoring and Dashboard Interface

Statewide system monitoring and dashboard reporting services. Provides the ability to monitor NGCS functional elements and system components/ infrastructure, network bandwidth utilization, network quality of service including latency, jitter, and packet loss, and calculated MOS values. Supports alerting of security related metrics for detection, mitigation, and response. Dashboard displays to report the health of Regional NGCS ESInet from ingress to egress. Collects outage notifications from functional elements and other monitored systems. The dashboard and monitoring will be available to the 9-1-1 Authority.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.17 System Monitoring and Dashboard Interface (cont’d.)

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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Region services supporting the management of statewide GIS updates from PNSP. Interfaces with statewide 9-1-1 GIS synchronization and database normalization. Provides QA/QC of GIS data to expedite ECRF updates.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont’d.)

3.5 NextGeneration 911 Services (REGION) (cont’d.)

3.5.23 Call Data Record Management System / 9-1-1 Traffic Logging

Region services for NGCS i3 call event and metadata logging, storage, and reporting. Provides NENA i3 logging for all functional elements within NGCS. All call records will be held for 10 years.

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.5 NextGeneration 911 Services (REGION) (cont'd.)

3.5.23 Call Data Record Management System / 9-1-1 Traffic Logging (cont'd.)

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COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.5 NextGeneration 911 Services (REGION) (cont'd.)

3.5.24 LVF Synchronization

Region services for the synchronization of LVF from PNSP. Services include integration and maintenance of CA 9-1-1 Branch GIS data needed to route 9-1-1 traffic. Provides data needed from PNSP LDB and PNSP LVF to support RNSP LVF of the RNSP.

NRC is a non-tariff item (NTI). NTI costs will be negotiated and contracted directly with the CA 9-1-1 Branch.

3.5.25 New Technology PSAP Integration

Services for the unanticipated/New Technology Tasks. These include only services, including work products, not specifically set forth, but which are subsequently identified as in-scope and necessary for the successful delivery of the services.

3.5.26 NG9-1-1 Training

Provide training in the form of the Train-the-Trainer course for all local, regional, and state entities who will utilize the system. Training will include all training resource materials and on-site training.

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Atos Public Safety, LLC (U-7346-C)
2500 Westchester Ave.
Purchase, N.Y. 10577

Schedule Cal. P.U.C. 1-T
Original Sheet No. 95.60

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

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3.6 Reserved for Future Use.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.7 Reserved for Future Use.

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3.8 Maintenance and Repair

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All ordinary expense of maintenance and repair in connection with services provided by the Company is borne by the Company unless otherwise specified.

Nonrecurring charges do not apply to repair services.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.9 Responsibilities of the Customer

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3.9.1 Lost or Damaged Equipment

- 3.9.1.1 In the case of damage to, or destruction of, any of the Company's equipment, instruments, apparatus, accessories or wiring due to the negligence or willful act of the Customer and not due to ordinary wear and tear, the Customer will be held responsible for the cost of restoring the equipment, instruments, apparatus, accessories or wiring to its original condition, or of replacing the equipment, instruments, apparatus, accessories or wiring destroyed.
- 3.9.1.2 The Customer is required to reimburse the Company for loss, through theft, or equipment, instruments, apparatus, accessories or wiring furnished to him.

3.9.2 Building Space and Electric Power Supply

- 3.9.2.1 All operations at the Customer's premises will be performed at the expense of the Customer and will be required to conform to whatever rules and regulations the Company may adopt as necessary in order to maintain a proper standard of service.
- 3.9.2.2 The Customer is required to provide adequate building space, lighting and atmospheric control for the proper installation, operation and maintenance of the equipment and facilities placed by the Company on his premises.
- 3.9.2.3 When Company equipment, installed on the Customer's premises, requires power for its operation, the Customer is required to provide such power. The Customer is required to provide adequate commercial power, wiring, electrical outlets, and environmentally appropriate conditions necessary for the proper operation of the Company's equipment on the Customer's premises.
- 3.9.2.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for the Company's personnel to install, repair, maintain, program, inspect or remove equipment with the provision of the Company's services.

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COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 3 – GENERAL SERVICE DESCRIPTIONS AND REGULATIONS (cont'd.)

3.9 Responsibilities of the Customer (cont'd.)

3.9.2 Building Space and Electric Power Supply (cont'd.)

3.9.2.5 The Customer shall ensure that the equipment and/or system is properly interfaced with Company facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this Tariff and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channels without use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon five (5) days written notice via first class U.S. mail, terminate the Customer's service.

3.10 Special Taxes, Fees, Charges

3.10.1 Rate schedules of the Company in California do not include any municipal, license, franchise, or occupation tax, costs of furnishing service without charge, or similar taxes or impositions on the Company.

3.10.2 Reserved for Future Use

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COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 4 - RATES AND CHARGES

4.1 Emergency Services

4.1.1 9-1-1 Emergency Services Rates and Charges

	Nonrecurring Charge	Monthly Charge
9-1-1 Routing Service 1,2	\$5,100.00 per location	\$150.00 per 1,000 TNs
9-1-1 ALI Services 1,2	\$25,125.00 per location	\$48.00 per 1,000 TNs
9-1-1 Routing Service Connection, per port	\$375.00	\$40.00
ALI Data Access Connection, per port	\$275.00	\$30.00

Notes:

1. Monthly Recurring Charges for 9-1-1 Routing Service and 9-1-1 ALI Services are provided per 1,000 TNs, rounded up to the nearest thousand TNs, per location.
2. Non-Recurring Charges for 9-1-1 Routing Service and 9-1-1 ALI Services are per location.
3. Additional charges may be rendered by other local exchange carriers in connection with the provisioning of E9-1-1 Emergency Service to the Customer.
4. 9-1-1 Routing Service and 9-1-1 ALI Services are provided as a package. Customer requests to obtain these services separately will be handled individually.

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 4 - RATES AND CHARGES

4.1 Emergency Services (cont'd.)

4.1.2 Rates and Charges for Service Orders, Moves, Changes and Customer Premises Visits

	Base Charge	Additional Charge
Service Charge for Premises Visit	\$100.00	NA*
Changes to Customer Definable Features		
First three (3) requests during a calendar month	No Charge	NA*
Fourth (4 th) & succeeding requests during a calendar month	\$100.00 per request	NA*
Moves of Existing Service	NA*	ICB
Record Order Change	\$75.00	NA*

Notes:

1. ICB rates will be determined based upon the unique circumstances of each Customer.
2. Service Charges for Premises Visits apply to visits to the Customer's Premises by a Company employee, agent or contractor when the service difficulty or trouble report that initiated the visit results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
3. Additional Charges for Premises Visits of \$275.00 per hour apply to visits that take place outside of normal business hours, or during weekends or holidays.
4. Charges for Changes to Customer Definable Features include, but are not limited to, requests for changes to 9-1-1 Routing Service Features. Charges apply based on the number of requests for changes, not the number of changes per request.
5. Record Order Change applies to Customer-initiated requests that involve changes in Company records.

* Not Applicable

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME)

MRC is defined as Monthly Recurring Cost. If there is no MRC for a specific Feature Name, it is noted as N/A.

NRC is defined as Non-Recurring Cost. If there is no NRC for a specific Feature Name, it is noted as N/A.

NTI is defined as Non-Tariffed Item. NTI costs will be negotiated and contracted directly with CA 9-1-1 Branch.

4.2.1 NG9-1-1- Prime Trunk Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NG9-1-1 One-time circuit install & test	Service testing	Per Connection	N/A	\$150.00
NG9-1-1 Alternate technology to support diverse path	NG9-1-1 diverse path	Per Connection	\$100.00	N/A
NG9-1-1 Monthly circuit cost (1 Mbps)	NG9-1-1 trunk (1 Mbps)	Per Connection	\$500.00	N/A
NG9-1-1 Monthly circuit cost (10 Mbps)	NG9-1-1 trunk (10 Mbps)	Per Connection	\$1,100.00	N/A
NG9-1-1 Monthly circuit cost (100 Mbps)	NG9-1-1 trunk (100 Mbps)	Per Connection	\$2,400.00	N/A
NG9-1-1 Monthly circuit cost (1000 Mbps)	NG9-1-1 trunk (1000 Mbps)	Per Connection	\$4,500.00	N/A
NG9-1-1 Trunk SD WAN service (NRC is a non-tariff item)	SD WAN service	Statewide	\$5,000.00	NTI
NG9-1-1 Trunk data center cross connects	Non-bidder-owned data center cross-connections	Per Connection	\$225.00	\$200.00
NG9-1-1 PSTN Lab Test Calling Capabilities	NG9-1-1 Lab testing DID's	Statewide	\$1,400.00	\$29,225.00

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EMERGENCY SERVICES TARIFF

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME)

4.2.2 NG9-1-1 Prime Aggregation Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NRC Project Initiation and Design (NRC is non-tariff item)	Aggregation Service Initialization	Per Region	N/A	NTI
OSP integration MRC and NRC	Upon successful OSP integration into aggregation	Per OSP	\$1,500.00	\$20,000.00
Prime aggregation	Recurring cost for statewide aggregation service for prime	Statewide	\$60,000.00	N/A
Point of interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	2 Per Region	\$2,000.00	\$500.00

4.2.3 NG9-1-1 Prime Specific Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NGCS per NENA i3 requirements and standards (NRC is a non-tariff item)	NGCS to include all functional elements	Statewide	\$900,000.00	NTI
LPG - Legacy PSAP Gateway	Interface service to the PSAP	Per PSAP	\$150.00	N/A
Regional interoperability connection and integration (ESInet-to-ESInet) (NRC is a non-tariff item)	ESInet-to-ESInet connection	Per Region	\$8,000.00	NTI
PSAP integration deployment	Implementation services at each PSAP	Per PSAP	N/A	\$6,000.00
Multi-NG9-1-1 service PSAP integration - When Region connects	Managed service at PSAP for multiple ESInets	Per PSAP	\$200.00	\$6,000.00
System monitoring and dashboard interface	Statewide system monitoring	Statewide	\$20,000.00	N/A
Outage reporting	Automated system for outage reporting	Statewide	\$5,000.00	N/A

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME) (cont'd)

4.2.3 NG9-1-1 Prime Specific Costs (cont'd)

NRC Project Initiation and Design (Non-Tariff item)	Project Initialization for NGCS	Statewide	N/A	NTI	
NRC new-technology statewide integration	Technologies beyond standard updates	Statewide	N/A	\$100,000.00	
NRC new-technology PSAP integration	Integration service at PSAP	Per PSAP	N/A	\$6,000.00	I
Statewide 9-1-1 GIS	Manage GIS updates	Per PSAP	\$100.00	\$1,000.00	I
Call data-record management system and 9-1-1 traffic logging	Metadata and i3 logging	Per PSAP	\$100.00	\$200.00	I
GIS regional synchronization (NRC is a non-tariff item)	Synch GIS with each region	Per Region	\$2,000.00	NTI	I
GIS database editing support	Complex editing service	Per Record Correction	\$1.10	N/A	I
GIS update process	Automated editing service	Per valid record	\$0.025	N/A	I
NG9-1-1 statewide alert and warning (NRC is a non-tariff item)	Statewide Emergency Notification System (ENS)	Statewide	\$425,000.00	NTI	I
LDB update process	Complex editing service	Per Record Correction	\$1.10	N/A	I
Location Database (LDB) editing support	Automated editing service	Per valid record	\$0.025	N/A	R
LVF synchronization (NRC is a non-tariff item)	Synch LVF with each region	Per Region	\$4,000.00	NTI	I
NG9-1-1 CHE Certification Test Management	Cloud/DataCenter Call Handling i3 ESInet/NGCS connection certification	Per Call Handling Solution	N/A	\$50,000.00	N

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME) (cont'd)

4.2.3 NG9-1-1 Prime Specific Costs (cont'd)

NG9-1-1 statewide alert and warning (NRC is a non-tariff item)

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NG9-1-1 alert and warning - Higher-Ed Upgrade Bundle	A set of solutions optimized around the specific needs of Higher Education.	Per Student Full Time Equivalent (FTE) with annual minimum MRC of \$292.00	\$0.15	N/A
Higher-Ed Premium Upgrade Bundle	A set of solutions optimized around the specific needs of Higher Education, with customizable AppArmor safety application.	Per Student FTE with annual minimum MRC of \$292.00	\$0.22	N/A
AlertUs Integration	Set-up Fee for integration with the Alertus Solution.	One-time	N/A	\$1,500.00
Operational Messaging – Large Bucket	Operational SMS messages are for situations that do not threaten life, health and/or property at time of sending.	Number of messages (25 million messages per allocation)	N/A	\$312,500.00
Operational Messaging – Small Bucket	Operational SMS messages are for situations that do not threaten life, health and/or property at time of sending. Messaging characteristics include:	Number of messages (5 million messages per allocation)	N/A	\$62,500
Additional SMS Opt-In Keyword – Higher Education	Users will have the ability to opt into the Alert and Warning system using the custom keyword.	Per keyword	\$209.00	N/A

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME) (cont'd)

4.2.3 NG9-1-1 Prime Specific Costs (cont'd)

NG9-1-1 statewide alert and warning (NRC is a non-tariff item)

Feature Name	Feature Description	Unit of Measure	MRC	NRC
Additional AWS Alert Domain	Additional instance/domain of a Rave Alert domain for additional testing and messaging capabilities.	Per Domain	\$209.00	\$1,575.00
AWS Collaborate for State and Local Government	Provides additional capabilities for data sharing	Employee Full Time Equivalent (FTE) with annual minimum MRC of \$292.00	\$0.75	\$1,000.00
AWS Notifier (Desktop Alerting) for State and Local Government	An additional mode of communication that leverages desktops and laptops as an end point for message delivery.	Employee FTE with annual minimum MRC of \$292.00	\$0.75	\$1,000.00
Additional SMS Opt-In Keyword - for State and Local Government	Users will have the ability to opt into the Alert and Warning system using the custom keyword.	Per Keyword	\$209.00	N/A
LDAP/CAS/SSO/Shibboleth Annual Authentication Integration – for State and Local Government	Integration for support of Single Sign-on. Annual License.	Per integration	\$87.50	N/A
Automated SmartLoader Application	Allows for the automated provisioning and management of users. Annual License.	Per Integration, per user group.	\$166.67	\$2,000.00
AWS Prepare for State and Local	Helps emergency managers and other stakeholders understand the individuals most at-risk within a community.	Per State	\$41,666.67	N/A

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.2 Next Generation 911 Emergency Services (PRIME) (cont'd)

4.2.4 NG9-1-1 Prime Text Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
Statewide text aggregator (NRC is a non-tariff item)	Serves as the terminating TCC for the state of California	Statewide	\$40,000.00	NTI
NG Text to 9-1-1—Web-based OTT	Web solution at each PSAP	Per PSAP	\$210.00	\$500.00
NG Text to 9-1-1—Integrated	Integrated solution at each PSAP	Per PSAP	\$200.00	\$1,000.00
RTT service (NRC is a non-tariff item)	Statewide RTT solution	Statewide	\$10,000.00	NTI

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4.2.5 NG9-1-1 Prime Labor Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NRC new-technology PSAP integration	Per the Requirements in Exhibit 21 (RFP 6026-2018)	Per hour	N/A	\$150.00
NG9-1-1 Training	Per SOW requirements	Per hour	N/A	\$150.00

EMERGENCY SERVICES TARIFF

SECTION 4 - RATES AND CHARGES (cont'd.)

4.3 Next Generation 911 Emergency Services (REGION)

MRC is defined as Monthly Recurring Cost. If there is no MRC for a specific Feature Name, it is noted as N/A.

NRC is defined as Non-Recurring Cost. If there is no NRC for a specific Feature Name, it is noted as N/A.

NTI is defined as Non-Tariffed Item. NTI costs will be negotiated and contracted directly with CA 9-1-1 Branch.

4.3.1 NG9-1-1 Region Trunk Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NG9-1-1 One-time Circuit Install & Test	Service testing	Per Connection	N/A	\$150.00
NG 9-1-1 Alternate Technology to Support Diverse Path	NG 9-1-1 Diverse Path	Per Connection	\$100.00	N/A
NG 9-1-1 Monthly Circuit Cost (1 Mbps)	NG 9-1-1 Trunk - 1 Mbps	Per Connection	\$500.00	N/A
NG 9-1-1 Monthly Circuit Cost (10 Mbps)	NG 9-1-1 Trunk - 10 Mbps	Per Connection	\$760.00	N/A
NG 9-1-1 Monthly Circuit Cost (100 Mbps)	NG 9-1-1 Trunk - 100 Mbps	Per Connection	\$2,400.00	N/A
NG 9-1-1 Monthly Circuit Cost (1000 Mbps)	NG 9-1-1 Trunk - 1000 Mbps	Per Connection	\$4,500.00	N/A
NG 9-1-1 Trunk SD WAN service – (NRC is non-tariff item)	SD WAN Service	Region	\$3,700.00	NTI
NG 9-1-1 Trunk Data Center Cross Connects	Non-Bidder owned Data Center cross connections	Per Connection	\$150.00	\$200.00

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.3 Next Generation 911 Emergency Services (REGION) (cont'd.)

4.3.2 NG9-1-1 Region Aggregation Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NRC Project Initiation and Design – (NRC is non-tariff item)	Aggregation Service Initialization	Per Region	N/A	NTI
OSP integration NRC	Upon successful OSP integration into aggregation	Per OSP	\$1,250.00	\$16,666.67
Region aggregation	Recurring cost for statewide aggregation service for prime	Per Region	\$34,785.71	N/A
Point of interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	2 Per Region	\$1,875.00	N/A

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.3 Next Generation 911 Emergency Services (REGION) (cont'd.)

4.3.3 NG9-1-1 Region-Specific Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NGCS per NENA i3 requirements and standards (NRC is a non-tariff item)	NGCS to include all functional elements	Per Region	\$443,039.49	NTI
LPG - Legacy PSAP Gateway	Interface service to the PSAP	Per PSAP	\$144.28	N/A
Prime interoperability connection (ESInet-to-ESInet) (NRC is a non-tariff item)	ESInet-to-ESInet connection	Per Region	\$1,988.64	NTI
Regional integration at PSAP	Implementation services at each PSAP	Per PSAP	N/A	\$6,250.00
System monitoring and dashboard interface	Statewide system monitoring	Per Region	\$9,583.35	N/A
Outage reporting	Automated system for outage reporting	Per Region	\$4,946.58	N/A
NRC Project Initiation and Design (NRC is non-tariff item)	Project Initialization for NGCS	Per Region	N/A	NTI
NRC new-technology region integration	Technologies beyond standard updates	Per Region	N/A	\$50,000.00
NRC new-technology PSAP integration	Integration service at each PSAP	Per PSAP	N/A	\$6,000.00
GIS regional synchronization—update GIS from prime (NRC is a non-tariff item)	Manage GIS updates	Per Region	\$5,785.71	NTI
Call data record management system and 9-1-1 traffic logging	Metadata and i3 logging	Per PSAP	\$90.15	\$197.78
LVF synchronization (NRC is a non-tariff item)	Synch LVF and compare with prime	Per Region	\$4,000.00	NTI

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Atos Public Safety, LLC (U-7346-C)
2500 Westchester Ave.
Purchase, N.Y. 10577

Cal. P.U.C. Schedule 1-T
1st Revised Sheet No. 100.8

Cancels and Replaces Original Sheet No. 100. 8

COMPETITIVE LOCAL EXCHANGE CARRIER

SECTION 4 - RATES AND CHARGES (cont'd.)

4.3 Next Generation 911 Emergency Services (REGION) (cont'd.)

4.3.4 NG9-1-1 Region Labor Costs

Feature Name	Feature Description	Unit of Measure	MRC	NRC
NRC new-technology PSAP integration	Per technical requirements of the SOW	Per hour	N/A	\$148.94
NG9-1-1 Training	Per SOW requirements	Per hour	N/A	\$148.94

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Advice Letter No. 4-C
Decision No.

Issued by: Amy Chipperson
General Counsel

Date Filed: June 7, 2019
Effective Date: June 8, 2019

Atos Public Safety, LLC (U-7346-C)
2500 Westchester Ave.
Purchase, N.Y. 10577

Cal. P.U.C. Schedule 1-T
1st Revised Sheet No. 101

Cancels and Replaces Original Page No. 101

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 5 - LIST OF CONTRACTS AND DEVIATIONS

Name and Location of Customer	Type or Class of Service	Execution and Expiration Dates	Commission Authorization Number and Date	Most Comparable Regular Tariff
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Advice Letter No. 4
Decision No.

Issued by: Amy Chipperson
General Counsel

Date Filed: June 7, 2019
Effective Date: June 8, 2019

COMPETITIVE LOCAL EXCHANGE CARRIER

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SAMPLE FORMS

1. Sample Notice of Disconnection

THIS IS A FINAL DISCONNECTION NOTICE.

YOU MUST PAY [\$_____] PRIOR TO [DATE]
TO AVOID DISCONNECTION OF YOUR BASIC TELEPHONE SERVICE.

Dear Customer:

Phone number _____

Your telephone services account continues to be seriously overdue. By paying the amount noted above by the date noted above, you will avoid the inconvenience of all or part of your service being interrupted and, moreover, will avoid incurring a charge of \$_____ for reconnection services. If payment arrangements are not made within five days of temporary suspension, your incoming telephone service will be fully suspended. Seven days later, your account will be terminated.

If you cannot pay your balance please call us at [###-###-####] to discuss an acceptable payment plan.

If you have already made full payment, thanks you and please disregard this notice.

Remittance slip:

Account number [#####]

Amount enclosed \$ _____

Total amount due [\$_____]

COMPETITIVE LOCAL EXCHANGE CARRIER

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SECTION 6 - SAMPLE FORMS (cont'd.)

2. Customer Alert to Continued Nonpayment

Our records show that payment on your account is past due in excess of _____ days.
The Company wants to help our customers to meet their business needs. If we can assist
you with a tailored payment option, please contact us at [XXX-XXX-XXXX] .

Unfortunately, unless payment is made or we hear from you and agree upon a payment
plan by (month, date, year) then we will have to disconnect your services. A reconnection
fee will be required, as if you ordered service for the first time, to restore your service
after disconnection.

We value your business. Please do not ignore this message as it will leave us with
disconnection of your service the only alternative. Please contact us immediately so that
we can discuss a payment arrangement that will work for you.

3. Notice of Returned Check and Associated Charges

This letter is to advise you that your check, in payment of charges for telephone services
provided by the Company, has been returned check by the bank due to insufficient funds
on your account.

Consistent with our terms and conditions of service, a returned check charge of
\$ _____ will be applied to your account in addition to your previous balance.

Please contact us as soon as possible at [XXX-XXX-XXXX] and make arrangements to
pay your bill in full.