

Qwest Corporation dba CenturyLink QC  
EMERGENCY REPORTING SERVICES TARIFF  
Colo. P.U.C. No. 25

Issued: October 16, 2017  
Effective: November 18, 2017

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APPLICATION AND REFERENCE

1.1 APPLICATION

This Tariff contains the regulations and rates applicable to intrastate Emergency Reporting Services furnished by Qwest Corporation, d/b/a CenturyLink QC (hereinafter referred to as "the Company") to Public Safety Answering Points (PSAPs) within the state of Colorado.

Additional **definitions**, terms, conditions and rates applicable in conjunction with the provision of Emergency Reporting Services which were previously found in Colo. P.U.C. No. 23 are now contained in the Qwest **Corporation d/b/a CenturyLink QC Local Terms of Service.**

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TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

**DEDICATED 9-1-1 CIRCUITS:** Circuits used EXCLUSIVELY to transmit 9-1-1 calls.

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

**E9-1-1 TRANSPORT SERVICES:** Includes the elements SET forth in 9.2.1.C.3. (T)

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

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

**GOVERNING BODY (ALSO REFERRED TO AS AUTHORITY BOARD):** The board of county commissioners of a county or the city council or other governing body of a city, city and county, or town or the board of directors of a special district, or separate governmental entity created pursuant to § 29-1-201 et. seq., C.R.S... to fulfill the responsibilities established in § 29-11-100.5 et. seq., C.R.S.

**GOVERNING BODY SERVICE AREA:** The ESZ(s) of each E9-1-1 Customer associated with a Governing Body.

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

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EMERGENCY REPORTING SERVICES

9.1 RESERVED FOR FUTURE USE

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. General

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

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

B. Terms, Conditions and Responsibilities

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

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

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

C. E 9-1-1 Service

1. ALI Database

b. Terms and Conditions

(2) Company Responsibilities: (Cont'd)

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

(3) E9-1-1 Customer Responsibilities:

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- Providing to the Company the ESZ assignments with street names, address ranges, political community, and other mutually agreed upon routing criteria prior to a date mutually agreed upon by the E9-1-1 Customer and the Company.

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

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

C. E 9-1-1 Service

1. ALI Database

b. Terms and Conditions

**(3) Customer Responsibilities:** (Cont'd)

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- With the assistance of the Company, providing verification of the accuracy of all routing information in the MSAG.
- Communicating changes to the Company as soon as possible after becoming aware of the change to keep the MSAG accurate. Additions or changes will be reported in a format as agreed upon by the E9-1-1 Customer and the Company.
- Coordinating the activities between Qwest and the E9-1-1 Customer's Network Service Provider.

2. Master Street Address Guide (MSAG)

a. Description

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

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

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

D. Rates and Charges (Cont'd)

9. E9-1-1 Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
• ALI, per 100 Records <sup>[1][2]</sup>	\$0.19	\$3.26
• Selective Routing, per 100 Records <sup>[1][3]</sup>	0.19	2.58
• E9-1-1 Transport Service, per 100 Records <sup>[1][3]</sup>	0.19	4.66
• <b>Additional (optional)</b>		
- E9-1-1 EM & ES Trunk each <sup>[3][4]</sup>	ICB	ICB

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<sup>[1]</sup> Rates and charges apply to a minimum of 100 Records. If the billing is done at the E-911 Customer level, the number of SRDB records will be the aggregate of records for the E9-1-1 Customer, charged on a single bill, rounded to the nearest 100, with a minimum of 100 records. If the billing is done at the Governing Body level, the number of SRDB records will be the sum of records for all E9-1-1 Customers within the Governing Body Service Area, charged on a single bill and rounded to the nearest 100. Record count will be updated quarterly to adjust customer billing.

<sup>[2]</sup> An E9-1-1 Customer may not purchase ALI without also incurring charges for Selective Routing and Transport Service.

<sup>[3]</sup> Selective Routing and E9-1-1 Transport Service must be purchased together.

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

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9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.4 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI)

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A. Description

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

B. Terms and Conditions

1. PS/ALI Customer's Responsibilities and Requirements:

- a. Application for PS/ALI Service must be executed in writing by each PS/ALI Customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the PS/ALI Customer.
- b. The PS/ALI Customer will coordinate with the PSAP to ensure that area boundaries are identified and that any required MSAG additions or modifications are provided to the Company.
- c. The PS/ALI Customer will provide full ANI for every station within the private switch. The information must be approved by the Company prior to implementation to ensure that no conflict exists between the private switch and the Company's overall numbering plan.
- d. ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 For Private switch/Automatic Location Identification Service Network Interface Specification.
- e. The PS/ALI Customer must create, maintain and forward to the Company, current telephone number and address data in the format and time intervals negotiated between the Company and the PS/ALI Customer. The Company will annually provide every PS/ALI Customer a copy of their database records.