

**David Christian**  
Vice President  
Regulatory Affairs Florida



106 E. College Ave  
Tallahassee, Florida 32301  
Telephone 850-224-3963  
Fax 850-222-2912  
david.christian@verizon.com

October 3, 2011

Ms. Beth W. Salak, Director  
Division of Competitive Markets and Enforcement  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are revised tariff pages that will become part of the Verizon Florida LLC General Services Tariff.

Section A24 Emergency Reporting Services  
4th Revised Page 3.1

The purpose of this filing is to make a minor clarification to the rules and regulations for Private Branch Exchange (PBX) customers.

If you require additional information, please call Frank App at (813) 978-2006.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

## A24. EMERGENCY REPORTING SERVICES

A24.1 ENHANCED EMERGENCY NUMBER SERVICE -- E9-1-1 (Continued)

## .5 Rules and Regulations (Continued)

- u. E9-1-1 information consisting of the names, address, and telephone numbers of customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. C-ALI Service Information is provided on a call-by-call basis only for the purpose of responding to emergency calls. Private and semiprivate telephone number service subscribers forfeit the privacy afforded by these services to the extent that the telephone number, address, and name of the subscriber is furnished to the Provider of Emergency Services..
- v. The Company is obligated, by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI databases. When the Company or other local exchange carrier provides the ALI controller service to the Customer's PSAP, these requirements are met by the direct control that the Company or other local exchange carrier retains over the ALI software.
- w. Any terminal equipment associated with the 911 call taker that is used in connection with E9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall be configured so that it is unable to extract any information from the ALI platform, whether obtained from the Company or not, other than information relating to a number of an in progress E9-1-1 call.
- x. Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations.
- y. The Company will provide to the Customer, on request, once per year, one copy of the MSAG at no charge, to be used solely for the verification of emergency services routing designations for E9-1-1 Services. The MSAG will be provided via electronic means only. Customers of ALI services may access their MSAG through electronic means, on a dialup basis at no additional charge. Additional copies will be provided on a non-regulated basis.
- z. Information concerning MSAG, error reports, and audit reports will be provided to the Customer upon request in the same media (either fax or via electronic means) as requested by the Customer. For information not provided as part of normal moves and changes or error correction, the Customer must provide that request in writing to the Company. One complete copy of the MSAG is available to the Customer on an annual basis as described above in A24.1.5y. The Company is restricted from providing information that is prohibited by Federal, State and Local laws.
- aa. Standard provision of E9-1-1 Service for Private Branch Exchange (PBX) subscribers includes only the ANI and ALI associated with the main listed number of the PBX and does not include the provision of PBX Station ANI and ALI information. Under special arrangement and configurations with the Customer and Company, Private Switch E9-1-1 Service can be provided whereby a Private Switch e.g., PBX Station E9-1-1 call with appropriate Private Switch ANI and ALI information is delivered to the PSAP. The Private Switch Provider (PSP) must utilize Direct Inward Dial (DID) station numbers and provide for the transmission of voice and Station ANI via a minimum of two dedicated facilities to the E9-1-1 network. In addition, the PSP must provide and periodically maintain the Private Switch Station ALI data in the appropriate format to the Company's E9-1-1 Database Management System. The Private Switch Provider will be responsible for those charges associated with any required PBX enhancements; DID station numbers; trunking to access the E9-1-1 network; and the provision of the initial and ongoing Private Switch ALI information to the Company. The Customer will be responsible for those charges associated with Selective Routing and ALI Service for the Private Switch stations. Section A24.1.8 applies to Private Switch E9-1-1 Service. Other provisions of Section A24 will apply as appropriate.

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## .5 Rules and Regulations (Continued)

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- v. The Company is obligated, by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI databases. When the Company or other local exchange carrier provides the ALI controller service to the Customer's PSAP, these requirements are met by the direct control that the Company or other local exchange carrier retains over the ALI software.
- w. Any terminal equipment associated with the 911 call taker that is used in connection with E9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall be configured so that it is unable to extract any information from the ALI platform, whether obtained from the Company or not, other than information relating to a number of an in progress E9-1-1 call.
- x. Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations.
- y. The Company will provide to the Customer, on request, once per year, one copy of the MSAG at no charge, to be used solely for the verification of emergency services routing designations for E9-1-1 Services. The MSAG will be provided via electronic means only. Customers of ALI services may access their MSAG through electronic means, on a dialup basis at no additional charge. Additional copies will be provided on a non-regulated basis.
- z. Information concerning MSAG, error reports, and audit reports will be provided to the Customer upon request in the same media (either fax or via electronic means) as requested by the Customer. For information not provided as part of normal moves and changes or error correction, the Customer must provide that request in writing to the Company. One complete copy of the MSAG is available to the Customer on an annual basis as described above in A24.1.5y. The Company is restricted from providing information that is prohibited by Federal, State and Local laws.
- aa. Standard provision of E9-1-1 Service for Private Branch Exchange (PBX) subscribers includes only the ANI and ALI associated with the main listed number of the PBX and does not include the provision of PBX Station ANI and ALI information. Under special arrangement and configurations with the Customer and Company, Private Switch E9-1-1 Service can be provided whereby a Private Switch e.g., PBX Station E9-1-1 call with appropriate Private Switch ANI and ALI information is delivered to the PSAP. The Private Switch Provider (PSP) must utilize Direct Inward Dial (DID) station numbers and provide for the transmission of voice and Station ANI via a minimum of two dedicated facilities to the E9-1-1 network. In addition, the PSP must provide and periodically maintain the Private Switch Station ALI data in the appropriate format to the Company's E9-1-1 Database Management System. The Private Switch Provider will be responsible for those charges associated with any required PBX enhancements; DID station numbers; trunking to access the E9-1-1 network; and the provision of the initial and ongoing Private Switch ALI information to the Company. The Customer will be responsible for those charges associated with Selective Routing and ALI Service for the Private Switch stations. ~~Other provisions of this tariff section, A24 Emergency Reporting Services, will apply as appropriate. Section A24.1.8 applies to Private Switch E9-1-1 Service. Other provisions of Section A24 will apply as appropriate.~~

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