

TITLE III: ADMINISTRATION

Chapter 38

E-911 Service, Boards, & Charges

CHAPTER 38: E-911 SERVICE, BOARDS & CHARGES

Section

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§ 38.01 BELLSOUTH TELECOMMUNICATIONS ENHANCED 911 EMERGENCY SERVICE SYSTEM

(A) System Charges.

Pike County understands that service will be provided subject to the terms and conditions specified in the applicable tariffs of BellSouth, hereafter known as the Telephone Company, on file with the Georgia Public Service Commission and any valid revisions thereto. System charges for this service are based on the number of main stations forecasted to be in service (18 months normal interval). Refer to § 37.1(R) below for a more specific statement of system charges.

(B) Scope of work.

It is the intention of the Telephone Company and Pike County to implement an Enhanced 9-1-1 Emergency Service System. Such System will provide use of the exchange network as no charge to the caller. It further provides facilities within the network between local Central Offices and the Public Safety Answering Point (PSAP) and the ability to transfer calls from a primary PSAP to the proper secondary agency. The Enhanced 9-1-1 System covered herein is more particularly described in Exhibit B of this letter.

(C) Billing Procedures.

It is understood and agreed that billing will begin at the time authorized by Pike County and that the billing procedures shall be as set forth in the Telephone Company's applicable tariffs, except to the extent that such tariff may be inconsistent with O.C.G.A. § 46-5-133, in which case the statutory requirements shall prevail.

(D) Provision of Service.

Selection of the appropriate service to serve Pike County will be made mutually by the Telephone Company and Pike County and will be based on a thorough analysis of Pike County's needs at each Public Safety location and on availability of facilities in each area. Since an Enhanced 9-1-1 Database will be required, a service date shall be established no earlier than 18 months from acceptance of this order by the Telephone Company or 12 months after receipt of an acceptable database from Pike County, whichever occurs later OR on a mutually agreed upon date. Refer to Exhibit F for further details on the implementation schedule.

(E) Geographical Area Description.

Pike County shall furnish the Telephone Company a definition (MAP, ESN assignment etc.) of the specific geographical areas covered by each primary and secondary agency. Such definition shall be in terms of street names, street types, directionals, (where applicable) street addresses and number ranges, or in such other manner as may be mutually acceptable by both parties. Pike County further understands that in order to properly route calls from

subscribers in some rural areas of the county, it will be necessary to provide addresses for specific real estate parcels in these areas. These would be streets or thoroughfares, which cross multiple jurisdictional boundaries and at present use only rural route and box numbers as an address. Refer to §37.1(U) below for further details regarding creation of the database.

(F) Systems Features.

The features of the particular Enhanced 9-1-1 System to be purchased by Pike County shall include only those features generally described in Section A24 of BellSouth's applicable tariff's and as specifically listed in Exhibit C of this letter.

(G) Special Requirements.

- (1) That at least one law enforcement agency must be included among the participating agencies in this system.
- (2) That at least one PSAP will be provided and staffed on a 24-hour, seven-days-per-week basis.
- (3) That Pike County accepts responsibility for dispatching, or having others dispatch, police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
- (4) That Pike County will develop an appropriate method of responding to calls for non-participating agencies which may be directed to the Enhanced 9-1-1 PSAP by calling parties.
- (5) That Pike County will obtain telephone equipment with an adequate capacity to handle the number of incoming 9-1-1 lines recommended by BellSouth to be installed.
- (6) That the 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. Pike County shall subscribe to additional local exchange service, if none exists, at the PSAPs for administrative purposes. These lines would be used to place outgoing calls and receive incoming calls. Additionally, these lines would be used for receiving other emergency calls, including any which might be relayed by the Telephone Company operators.

(H) Access to User Facilities.

BellSouth shall, at any reasonable time, be provided access by Pike County and by all PSAPs, to the premises where the facilities are located for purposes of installation, inspection, testing, repairing or removing the equipment and facilities used in furnishing the Enhanced 9-1-1 Service, provided BellSouth controls the equipment and facilities involved.

(I) Unauthorized Use of System

It is understood and agreed that Automatic Number Identification (ANI) and Automatic Location Identification (ALI) pertaining to incoming Enhanced 9-1-1 calls is to be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency.

(J) Liability and Indemnity.

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 service. The Telephone Company's potential liability to any party is limited to that stated in the applicable tariff and as provided by O.C.G.A. §46-5-120 et. Seq. See § 37.1(V) for this particular statement.

§ 37.1(V) contains the understanding of the parties in regard to liability and indemnity and is incorporated herein by specific reference.

(K) System Modification.

Additions or deletions to the master Enhanced 9-1-1 System will not be made except upon the prior written consent of Pike County or their designated representative.

(L) Grade of Service.

It will be the intent of the Telephone Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 9-1-1 Service.

(M) System of Maintenance.

Maintenance will be provided as stated in BellSouth's General Service Subscriber Tariff and any valid amendments thereto. In the event a call process failure occurs in which a particular call cannot be rerouted to its normal PSAP, routing safeguards will exist in the system which will assign the call to a previously designated default PSAP. Means will also be provided to make routine system and transmission checks from the Central Office. Check features will be designated into the system to provide alarm indications if a major central office failure occurs, at no extra charge.

(N) System User Training.

Complete user training will be provided by BellSouth prior to System cutover concerning database preparation.

(O) Management Reports.

Available management reports pertaining to Pike County will be provided to the County's 9-1-1 project director upon request. Database report scheduling will be resolved by mutual agreement.

(P) Termination for Convenience, Default or Funding.

In accordance with the Telephone Company's tariff provisions, it shall be an express condition to any request by Pike County for service and facilities, or request for additions, rearrangements, relocations or modifications of service and equipment, that Pike County understands and expressly agrees that if the application is canceled in whole or in part, prior to completion of the work involved, Pike County shall reimburse the Telephone Company for all expenses included in handling the request before notice of cancellation is received. Such charges, however, shall not exceed all charges which would apply if the work involved in complying with the request had been completed. Such costs shall be determined based upon applicable tariffs. Notwithstanding the above and subject to the limitations set out in Section XVII, Pike County has the option to cancel this request within thirty calendar days of the date of this letter at no cost to Pike County. Should Pike County choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers.

(Q) Acceptance.

Pike County, in good faith, asks the Telephone Company to accept this as an order to implement Enhanced 9-1-1 Service. However, Pike County will reserve the right to cancel the requested service at no cost to the county within thirty calendar days if the Telephone has not responded in writing within the same thirty days with an acceptance or rejection of these terms.

- (R) Pricing Forecast.
Network Costs (2002 forecast) for BellSouth Telecommunications, Inc.'s Automatic Number Identification, Automatic Location Identification and Selective Routing provided for up to 6,499 access lines in Pike County shall be a one-time cost of \$22,400.00, coming to a monthly cost of \$2,520.00.
- (S) PSAP Location and Equipment.
Pike County 9-1-1 calls will be routed to the Pike County PSAP (Public Safety Answering Point).
- (T) System Features.
- (1) Selective Routing. A feature that routes a 9-1-1 call from a central office to a designated primary PSAP based upon the identified number of the calling party.
 - (2) Automatic Number Identification. A feature by which the calling party's telephone number is forwarded to the Enhanced 9-1-1 control office and to the PSAP's display and transfer units.
 - (3) Automatic Location Identification. A feature by which the name (business accounts only) and address associated with the calling party's telephone number (identification by ANI as described above) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premise extensions, secondary locations, etc.) will also be identified with the same address associated with the calling party's telephone number at the primary location. No ALI data is provided when a call is sent to default routing.
 - (4) Alternate Routing. A feature provided to allow 9-1-1 calls to be routed to a designated alternate location if:
 - (a) All 9-1-1 exchange lines to the primary PSAP are busy; and
 - (b) The primary PSAP closes down for a period (night service).This is a standard feature of Enhanced 9-1-1 service.
 - (5) Data Management System. A system of manual procedures and computer programs used to credit, store, and update the data required to provide the selective routing and automatic location identification features.
 - (6) Default Routing. A feature activated when an incoming 9-1-1 call cannot be selectively routed due to ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office to a default PSAP. Each incoming Enhanced 9-1-1 facility group to the control office is assigned to a designated default PSAP. This is a standard feature of Enhanced 9-1-1 service. Four-party or rural service will be default routed. No ANI and ALI is provided when a call is sent to default routing.
 - (7) Display and Transfer Unit. A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate fixed/selective transfer functions.
 - (8) Enhanced 9-1-1 Control Office. The Central office providing tandem switching capabilities for 9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the selective routing features, call transfer capabilities, and certain maintenance functions for each PSAP.
 - (9) Enhanced 9-1-1 Service Area. The geographic area in which Pike County will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

- (10) Forced Disconnect. A standard feature of the Enhanced 9-1-1 system which enables the PSAP attendant to release a connection even though the calling party has not hung up. The feature prevents the jamming of the Enhanced 9-1-1 exchange lines.
- (U) Database Creation.
- (1) Upon the Service Areas Government's decision to proceed with E 9-1-1, a jurisdictional county map shall be created by said Government for its use and the Telephone Company's use over the life of the system. Pike County shall furnish to the Telephone Company its concurrence or changes on the BellSouth complete list of standard abbreviations for all suffixes listing every street, road, avenue, drive, lane, terrace, court, circle, boulevard, highway, or any other designation for thoroughfares throughout the Service Area. This list shall be in alphabetic/numeric format and is to ensure that any abbreviations provided by them will be used by the Telephone Company in compiling the database.
 - (2) Approximately one month after the date of acceptance of this Letter of Intent for services, BellSouth shall furnish to the Service Area Governments a Street Address Guide (SAG) based on telephone locations in the Service Area. This SAG shall be a listing of all streets, roads, thoroughfares, etc., along with prefixes and suffixes known to the Telephone Company by its subscriber records. The Service Area Government will deliver to the Telephone Company a newly compiled complete street index of Pike County. The resulting updated SAG will then be provided to the Service Area Government for verification and returned to BellSouth. This process should take approximately 3 months.
 - (3) The Telephone Company will then have approximately 3 months to use the corrected street address guide to create the master street address guide (MSAG). The Master Street Address Guide is a listing of all thoroughfares within the Service Area, by municipality, with the high and low address range as identified by the Telephone Company's subscriber records. This MSAG will be provided to the Service Area Government in hard copy format with each thoroughfare listed separately. (At this time the jurisdictional map should be completed to coincide with the ESN assignments over the next six months.)
 - (4) Pike County will have a period of 6 months to provide BellSouth with any corrections noted on the Emergency Service Number (ESN) assigned to every street and address ranged in the Service Area Government completed that week. These ESN's will each be assigned a number that follows the numbering plan provided by BellSouth. The participating governments will create these unique combinations of police, fire, and medical agencies which serve a given address range. As previously stated in §37.1(E) above, it shall be the Service Area Government's sole responsibility to properly assign street numbers to telephone subscribers in rural areas. Since these street assignments will facilitate the assignment of ESNs, this rural street numbering should be accomplished in conjunction with the determination of ESNs.
 - (5) The Telephone Company shall have six months to process and input the database into the system in its final format. A period of "Call Thru" testing will precede the system cutover.
- (V) Liability and Indemnity.
- This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or

indirect, to any person other than the customer contracting for 9-1-1 service. The Telephone Company's potential liability to any party is limited to that stated in the applicable tariff and as provided by O.C.G.A. § 46-15-120 et. Seq., neither the Telephone Company or Pike County can be held liable for death or injury to the person or for damage to property as a result of either developing, adopting, establishing, participating in, implementing, maintaining, or carrying out duties involved in operating the '9-1-1' emergency telephone system or in the identification of the telephone number, address, or name associated with any person accessing an emergency '9-1-1' system, except in cases of wanton or willful misconduct or bad faith.

(W) Glossary.

- (1) ALI DISPLAY UNIT. Screen type unit displaying the time and date, calling party's phone number and address and the serving law enforcement, fire and ambulance agency.
- (2) ANI DISPLAY AND TRANSFER UNIT. Digital display unit for the calling party's phone number. It is equipped with transfer buttons.
- (3) CONTROL OFFICE. Telephone company location for the major portion of the E 9-1-1 equipment. All E 9-1-1 calls would be routed from this location.
- (4) DMS. Data Management System. System required to initialize and update (on a daily basis) data for selective routing and Automatic Location Identification (ALI).
- (5) ESN. A geographical area in which all residents are served by the same set of police, fire, and emergency medical service agencies.
- (6) END OFFICE. Any telephone company office from which E 9-1-1 calls originate.
- (7) E 9-1-1. Enhanced 9-1-1. Provides features (i.e. selective routing, forced disconnect not available with basic 9-1-1 service.)
- (8) FIXED TRANSFER. One type of one-button transfer. When a particular button is pressed, the call in progress is transferred to a pre-set location.
- (9) NIGHT SERVICE. An arrangement allowing an answering agency to close its operation and have all 9-1-1 calls to it forwarded to a preselected alternate agency.
- (10) PSAP. Public Safety Answering Point. Any location where a public safety agency answers 9-1-1 calls (Answering agency).
- (11) TELEPRINTER. Device for providing a paper copy of 9-1-1 call information (time, length of call, etc.).

(Res. Passed 01-29-02)

§ 38.02 IMPLEMENTING E-911 TELEPHONE SYSTEM WITHIN CORPORATE LIMITS

- (A) The E-911 telephone service is a vital and life-saving link between the people of Pike County and the Emergency Services.
- (B) The E-911 telephone service is available to the incorporated and unincorporated areas of Pike County.
- (C) O.C.G.A. § 46-5-133 authorizes local government to begin charging a monthly fee in order to fund and implement an E-911 system.
- (D) O.C.G.A. § 46-5-136 requires the creation of an E-911 advisory board.
- (E) In accordance with O.C.G.A. § 46-5-133, the Pike County Board of Commissioners imposed a monthly E-911 charge upon each exchange access facility and each cellular phone

subscribed to the telephone subscribers whose exchange to access lines are in areas in the incorporated and unincorporated areas of Pike County, Georgia.

- (F) The amount of said charge shall be \$1.50 per month per exchange facility and \$1.00 per month per cellular phone provided to the telephone subscribers in the incorporated and unincorporated areas of Pike County, Georgia.
- (G) This charge shall become effective and shall begin on the first day of the first month following passage of 120 days from the enactment of this Resolution.

(Res. Passed 02-13-02)

§ 38.03 CREATING E-911 ADVISORY BOARD

- (A) O.C.G.A. § 46-5-136 authorizes local government to create, by resolution, an advisory board to assist the local government as more particularly set out in the aforesaid code sections.
- (B) In accordance with O.C.G.A. § 46-5-136, the Pike County Board of Commissioners has established an E-911 Advisory Board.
- (C) The Pike County E-911 Advisory Board shall consist of persons holding the following positions:
 - (1) County Commission Chairman;
 - (2) Sheriff of Pike County;
 - (3) EMA Director;
 - (4) Chief Police of Zebulon;
 - (5) Fire Chief;
 - (6) EMS Director; and
 - (7) Communications Supervisor.

(Res. Passed 10-09-02)

§ 38.04 IMPOSITION OF MONTHLY E-911 CHARGE

- (A) Definitions.

Unless specified otherwise in this ordinance, all terms shall be defined in the same manner as specified in O.C.G.A. §46-5-122.
- (B) 9-1-1 Charges on Monthly Services.
 - (1) Pursuant to O.C.G.A. §46-5-133(a), there is imposed a monthly 9-1-1 charge upon each telephone service, subscribed to by a telephone subscriber, whose exchange access lines are in the areas served or which could be served by the 9-1-1 service. Pursuant to O.C.G.A. §46-5-134(a)(1)(A), the amount of such 9-1-1 charge shall be \$1.50 per month per telephone service provided to the telephone subscriber.
 - (2) Pursuant to O.C.G.A. §46-5-133(a), there is imposed a monthly wireless enhanced 9-1-1 charge upon each wireless telecommunications connection, other than a connection for prepaid wireless service, subscribed to by a telephone subscriber whose place of primary use is within the geographic area that is served by Pike County, Georgia, or that would be served by Pike County, Georgia, for the purpose of such an emergency 9-1-1 system. Pursuant to O.C.G.A. §46-5-134(a)(2)(A), the amount of such enhanced wireless 9-1-1 charge shall be \$1.50 per month per wireless telecommunications connection provided to the telephone subscriber.
 - (3) The 9-1-1 charges under this section shall commence January 1, 2019.
- (C) Collection and Remitting of 9-1-1 Charges.

All such 9-1-1 charges collected by service suppliers shall be remitted to the Georgia Department of Revenue, as the contracted collection partner of the Georgia Emergency Communications Authority, at the times and in the manner provided by O.C.G.A. §38-3-185, O.C.G.A. §38-3-186, and any other Georgia Department of Revenue or Georgia Emergency Communications Authority rule or regulation adopted pursuant to Article 12 of Chapter 13 of Title 38 of the O.C.G.A. and Chapter 13 of Title 50 of the O.C.G.A., the “Georgia Administrative Procedures Act”.

(D) Deposit and Use of Proceeds.

Pursuant to O.C.G.A. §46-5-134, all proceeds received by Pike County from 9-1-1 charges imposed by this resolution shall be deposited in the Emergency Telephone System Fund maintained by the County; kept separate from the general revenue of the County; and used exclusively for the statutorily authorized purposes.

(E) Resolution Filing Requirements.

The Clerk of the County shall file with the state revenue commissioner a certified copy of the ordinance within ten (10) days of the adoption thereof. Any subsequent amendment to this ordinance shall likewise be so filed by the clerk within ten (10) days of the adoption thereof.

(F) Effective Date and Applicability.

This ordinance shall become effective on January 1, 2019. Any prior ordinance/resolution establishing such 9-1-1 charges shall remain in effect until January 1, 2019. On such date, such 9-1-1 charges shall be governed by this ordinance.

(G) Repealer.

All resolutions, or parts of ordinances/resolutions, in conflict with this ordinance are repealed as of January 1, 2019.

(Res. Passed 02-13-02)(Res. Found in Minutes dated 10-12-05)(Amd. Ord. passed 06-24-08)(Amd. Ord. passed 09-12-18)

§ 38.05 PREPAID WIRELESS SERVICE

(A) Definitions.

Unless specified otherwise in this ordinance, all terms shall be defined in the same manner as specified in O.C.G.A. §46-5-122.

(B) 9-1-1 Charges on Monthly Services.

(1) Pursuant to O.C.G.A. §46-5-134.2(b)(1), there is imposed a prepaid wireless 9-1-1 charge and the amount of such charge shall be \$1.50 per retail transaction occurring within the jurisdiction of public safety answering point.

(2) The 9-1-1 charges under this section shall commence January 1, 2019.

(C) Collecting and Remitting of 9-1-1 Charges

All such 9-1-1 charges collected by service suppliers shall be remitted to the Georgia Department of Revenue, as the contracted collection partner of the Georgia Emergency Communications Authority, at times and in the manner provided by O.C.G.A. §38-3-185, O.C.G.A. §38-3-186, and any other Georgia Department of Revenue or Georgia Emergency Communications Authority rule or regulation adopted pursuant to Article 12 of Chapter 13 of Title 38 of the O.C.G.A. and Chapter 13 of Title 50 of the O.C.G.A., the “Georgia Administrative Procedures Act”.

(D) Deposit and Use of Proceeds

Pursuant to O.C.G.A. §46-5-134, all proceeds received by Pike County from 9-1-1 charges imposed by this ordinance shall be deposited in the Emergency Telephone System Fund maintained by the County; kept separate from general revenue of the County; and used exclusively for the statutorily authorized purposes

Prepaid wireless 9-1-1 charges collected by sellers shall be remitted to the Commissioner of the Department of revenue at the time and in the manner provided by Chapter 8 of Title 48 of the Official Code of Georgia Annotated with respect to the sales and use tax imposed on prepaid wireless calling service.

(E) Ordinance Filing Requirements

The Clerk of the County shall file with the state revenue commissioner a certified copy of this ordinance within ten (10) days of adoption thereof. Any subsequent amendment to this ordinance shall likewise be so filed by the clerk within ten (10) days of the adoption thereof.

(F) Effective Date and Applicability

This ordinance shall become effective on January 1, 2019. Any prior ordinance/resolution establishing such 9-1-1 charges shall remain in effect until January 1, 2019. On such date, such 9-1-1 charges shall be governed by this ordinance.

(G) Repealer.

All resolutions, or parts of ordinances/resolutions, in conflict with this ordinance are repealed as of January 1, 2019. (Res. Passed 01-01-2012)(Amd. Ord. passed 09-12-18)

