

(Decision No. C92-561)

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

\* \* \*

RULES OF THE PUBLIC UTILITIES	)	DOCKET NO. 91R-499T
COMMISSION OF THE STATE OF	)	
COLORADO CONCERNING EMERGENCY	)	COMMISSION ORDER (1) SETTING
REPORTING SERVICES FOR TELE-	)	AN INFORMATION CONFERENCE FOR
COMMUNICATIONS SERVICE PROVIDERS)	)	ALL INTERESTED PARTIES ON
AND TELEPHONE UTILITIES.	)	MAY 5, 1992, FROM 1 P.M. TO
	)	4 P.M. AND (2) RELEASING NEW
	)	PROPOSED DRAFT E-911 RULES

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Mailed Date: April 28, 1992  
Adopted Date: April 22, 1992  
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STATEMENT

BY THE COMMISSION:

This matter has been considered at several rulemaking hearings<sup>1</sup> before the Public Utilities Commission ("Commission"), and three proposed drafts of emergency reporting service rules have been circulated to date. The Commission will conduct an information conference with all parties in this rulemaking docket on Tuesday, May 5, 1992, from 1 p.m. to 4 p.m., at the Commission's Hearing Room, Office Level 2 (OL2), Logan Tower, 1580 Logan Street, Denver, Colorado. The conference is for information only and will not be a part of the official record in this docket. In order to better focus the discussion at the meeting, the Commission attaches hereto a further draft version of the rules.

THEREFORE THE COMMISSION ORDERS THAT:

The Commission will conduct an information conference on the proposed rules as follows:

- DATE: May 5, 1992
- TIME: 1 p.m. to 4 p.m.
- PLACE: Commission Hearing Room  
Office Level 2 (OL2)  
Logan Tower  
1580 Logan Street  
Denver, Colorado

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<sup>1</sup>Hearings were held September 27, 1991; November 1, 1991; and January 27, 1992.

This Order is effective on its Mailed Date.

ADOPTED IN OPEN MEETING April 22, 1992.

(S E A L)



ATTEST: A TRUE COPY

*Bruce N. Smith*  
Bruce N. Smith  
Executive Secretary

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

ARNOLD H. COOK

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GARY L. NAKARADO

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CHRISTINE E. M. ALVAREZ

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Commissioners

FIX:srs

1                   **RULES PRESCRIBING THE PROVISION OF EMERGENCY**  
2                   **REPORTING SERVICES FOR EMERGENCY TELECOMMUNICATIONS**  
3                   **SERVICE PROVIDERS AND TELEPHONE UTILITIES**  
4

5                   **BASIS, PURPOSE, AND STATUTORY AUTHORITY**

6                   These rules are issued under the authority of Title 40, Articles 1 to 7 and 15, C.R.S.  
7                   Specifically, § 40-2-108, C.R.S., states "The commission shall promulgate such rules and  
8                   regulations as are necessary for the proper administration and enforcement of this title . . ." In  
9                   § 40-15-201, C.R.S., it states, "The commission may promulgate such rules and regulations as  
10                  are necessary for the purpose of implementing the provisions of this part 2." Basic emergency  
11                  service is defined as a Part 2 service. (See § 40-15-201(2)(b), C.R.S.) These rules describe  
12                  the components required in providing Emergency Reporting Services (911), and establish  
13                  procedures to certify Basic Emergency Service providers.

14  
15                  Inherent features of 911 increase communications efficiency. 911 is a simple telephone  
16                  number, easy to remember, easy to dial, and consistently used throughout North America. The  
17                  missing element is universality in that 911 is not available in some locations. Most metropolitan  
18                  areas provide 911 service, and a handful of states have attained 100 percent coverage. In  
19                  Colorado 911 service is not universally available. However, the public often has the perception  
20                  and expectation that it is. This may cause problems for persons attempting to use 911 in areas  
21                  of Colorado without 911 service. The purpose of these rules is to promote implementation and

1 availability of 911 Emergency Reporting Services to all Governing Bodies throughout Colorado  
2 at an affordable rate.

3  
4 **RULE 1: DEFINITIONS AND SERVICE DESCRIPTION**

5 **1.1: GENERAL DEFINITIONS**

6  
7 **911:** A three-digit telephone number used to facilitate the reporting of an incident or a situation  
8 requiring the response by a Public Agency such as a fire department or police department.

9  
10 **Automatic Location Identification (ALI):** The automatic display of the caller's telephone  
11 number, the address for the telephone, including non-listed and non-published numbers and  
12 addresses, and other supplemental information on the calling party's location--on equipment at  
13 the Governing Body or Public Safety Answering Point ("PSAP") location.

14  
15 **ALI Database Provider:** Any person who, on a for-profit or not-for-profit basis, undertakes  
16 the provision of the Automatic Location Information ("ALI") to the Basic Emergency Services  
17 Provider and the Governing Body for a specific geographic area.

18

1 **Automatic Number Identification (ANI):** The automatic equipment at a local central office  
2 used on customer-dialed calls to identify the calling station. This information also may be sent  
3 over the trunk that connects the calling party's central office to other central office switches.  
4

5 **Basic Emergency Service:** A Part 2 Regulated Telecommunications Service (§ 40-15-201  
6 (2)(b), C.R.S.) permitting the use of the basic local exchange system and the single three-digit  
7 number 911 for reporting police, fire, medical, or other emergency situations to a public safety  
8 answering point ("PSAP") and referral to a Public Agency.

9  
10 **Basic Emergency Service Provider:** Any properly authorized local exchange provider who  
11 undertakes the aggregation and transportation of "911" calls from the local exchange provider  
12 to a Governing Body.

13  
14 **Basic Local Exchange Service:** The telecommunications service which provides a local dial  
15 tone line and local usage necessary to place or receive a call within an exchange area regulated  
16 pursuant to part 2 of Title 40, Article 15 of the Colorado Revised Statutes. (Source: §  
17 40-15-102 (3), C.R.S.)

18  
19 **E911 Features:** The ANI, ALI database and selective routing capabilities and all other  
20 components of an E911 system, not including the transport and switching facilities.

1     **E911 Tandem:** The switch that receives E911 calls from the originating local exchange central  
2     offices, employs the ANI information associated with such calls from the originating central  
3     office, determines the correct destination of the call, and forwards the call and the ANI  
4     information to that destination.

5  
6     **E911 Trunks:** The facilities that connect from the central office serving the individual telephone  
7     that originates a 911 call to the E911 Tandem and connect the tandem to the Public Safety  
8     Answering Point ("PSAP"). These may include, but are not limited to point-to-point private line  
9     facilities. Common or shared facilities also may be used subject to the provisions of this Rule  
10    5.2.

11  
12    **Emergency Telephone Service:** A telephone system utilizing the single three-digit number 911  
13    for reporting police, fire, medical or other emergency situations. (Source: § 29-11-102 (2),  
14    C.R.S.)

15  
16    **Enhanced 911 (E911):** A telephone system which includes ANI, ALI (including non-listed and  
17    non-published numbers and addresses), and (optionally) selective routing, to facilitate public  
18    safety response.

19

1 **Geographic Area:** The area such as a city, county, municipality, multiple counties, or other  
2 areas defined by a Governing Body or other governmental agency for the purpose of providing  
3 Public Agency response to 911 calls.

4  
5 **Governing Body:** A board of county commissioners of a county or the city council or other  
6 governing body of a city, city and county, or town or the board of directors of a special district.  
7 (Source: § 29-11-101(4), C.R.S.)

8  
9 **Local Exchange Provider:** Any person authorized by the Commission to provide basic local  
10 exchange service. (Source § 40-15-102(18), C.R.S.)

11  
12 **Master Street Address Guide (MSAG):** The file of street names and ranges defining  
13 emergency service agencies particular to a telephone number.

14  
15 **Non-listed service:** Telephone numbers that are not published in the telephone directory but are  
16 available through directory assistance.

17  
18 **Non-published service:** Telephone numbers that are not published in the telephone directory  
19 and are not otherwise available through directory assistance.

20

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1 **Person:** Any individual, firm, partnership, copartnership, joint venture, association, cooperative  
2 organization, corporation (municipal or private and whether organized for profit or not),  
3 governmental agency, state, county, political subdivision, state department, commission, board,  
4 or bureau, fraternal organization, nonprofit organization, estate, trust, business or common law  
5 trust, receiver, assignee for the benefit of creditors, trustee, or trustee in bankruptcy or any  
6 other service user.

7  
8 **Public Agency:** Any city, city and county, town, county, municipal corporation, public district,  
9 or public authority located in whole or in part within this state which provides or has the  
10 authority to provide fire fighting, law enforcement, ambulance, emergency medical, or other  
11 emergency services. (Source: § 29-11-101(6), C.R.S.)

12  
13 **Public Safety Answering Point ("PSAP"):** Is a facility equipped and staffed to receive 911  
14 calls from the Basic Emergency Service Provider. PSAPs operate under the direction of the  
15 Governing Body and are responsible to direct the disposition of 911 calls.

16  
17 **Routing:** the central office programming required to transport a 911 call to the correct 911  
18 tandem.

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1 **Selective Routing:** The capability of routing a 911 call to a designated PSAP based upon the  
2 seven-digit calling telephone number of the subscriber dialing 911.

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4 **TDD:** A telecommunications device for use by deaf persons that employs graphic  
5 communication in the transmission of coded signals through a wire or radio communication  
6 system.

7  
8 **TDD Emergency Access:** Provides 911 access to individuals that use TDDs and computer  
9 modems.

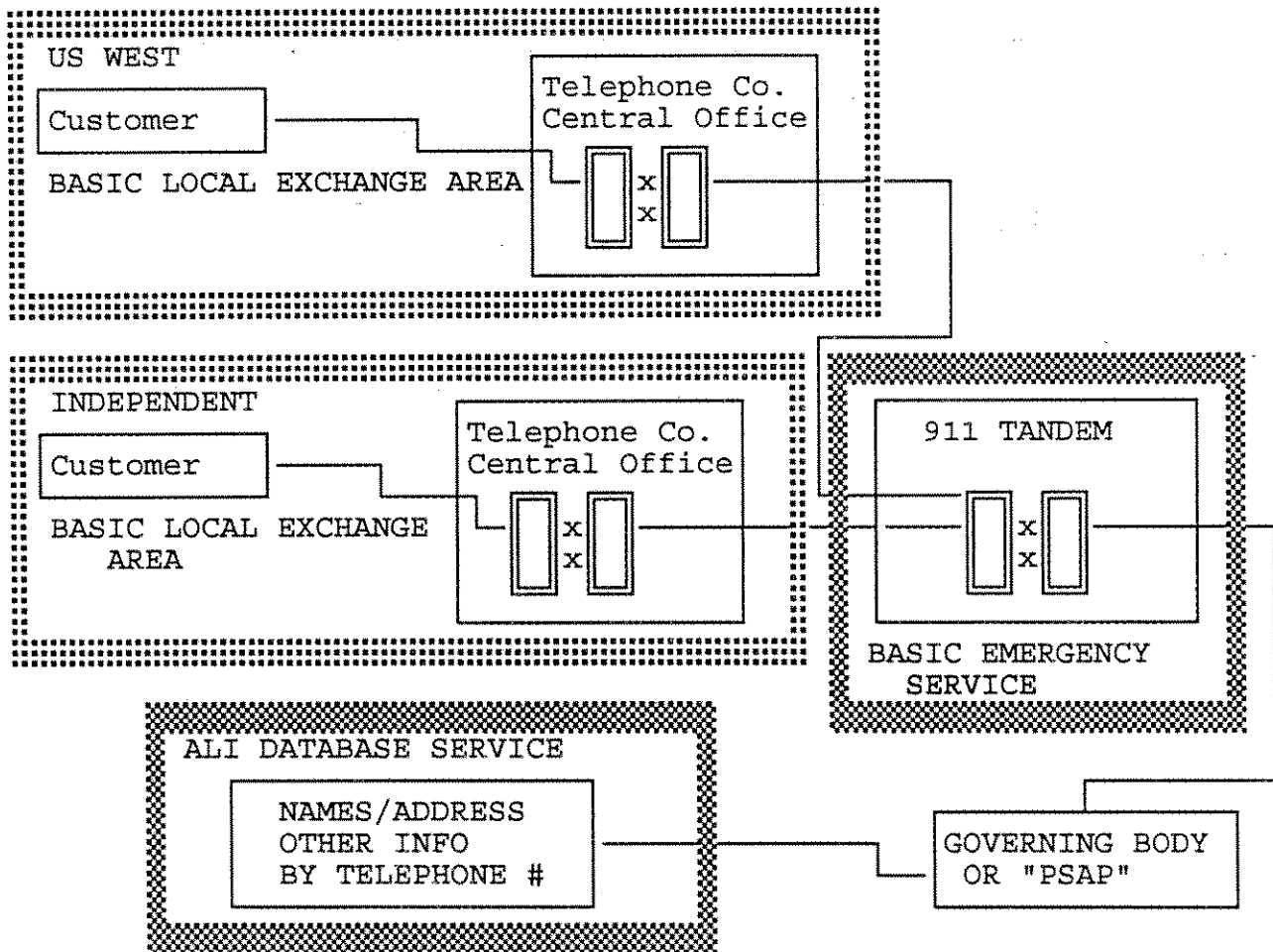
10  
11 **Telecommunications Relay Services:** Provide the ability for hearing- or speech-impaired  
12 individuals to engage in communication, by wire or radio, with a hearing individual in a manner  
13 that is functionally equivalent to communication by an individual without a hearing or speech  
14 impairment. This includes telecommunication relay services that enable two-way  
15 communications between an individual who uses a TDD or other non-voice terminal device and  
16 an individual who does not use such a device.

17  
18 **Transport:** The transmission of a 911 call from the originating caller to the PSAP.

19 **1.2: SERVICE DESCRIPTION**

20 **1.2.1 BASIC EMERGENCY SERVICE:** The telecommunications service which provides the  
21 means to aggregate and transport "911" calls to a Governing Body. The aggregation of calls is

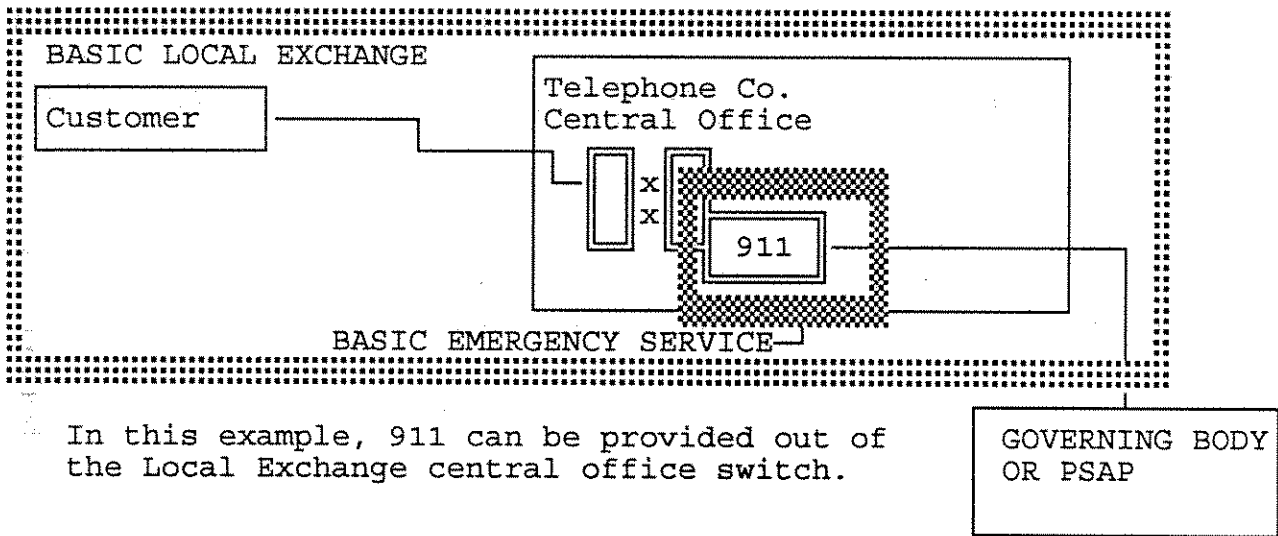
1 the process of collecting 911 calls from one or more local exchange switches that serve a  
2 geographic area for the purpose of sending them to the correct authority designated to receive  
3 such calls. This service may be provided to a Governing Body by connections between a local  
4 exchange central office switch, connections to a 911 tandem, and connections to the Governing  
5 Body. In many instances an ALI Database also may be interconnected with the other  
6 components of the service. An example involving two exchanges serving a geographic area and  
7 the provision of 911 service to a Governing Body is:



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1 An alternative form of Basic Emergency Service, where a Local Exchange Provider is also a  
2 Basic Emergency Service Provider and is providing "basic" 911 service to a Governing Body,  
3 might look like the following:

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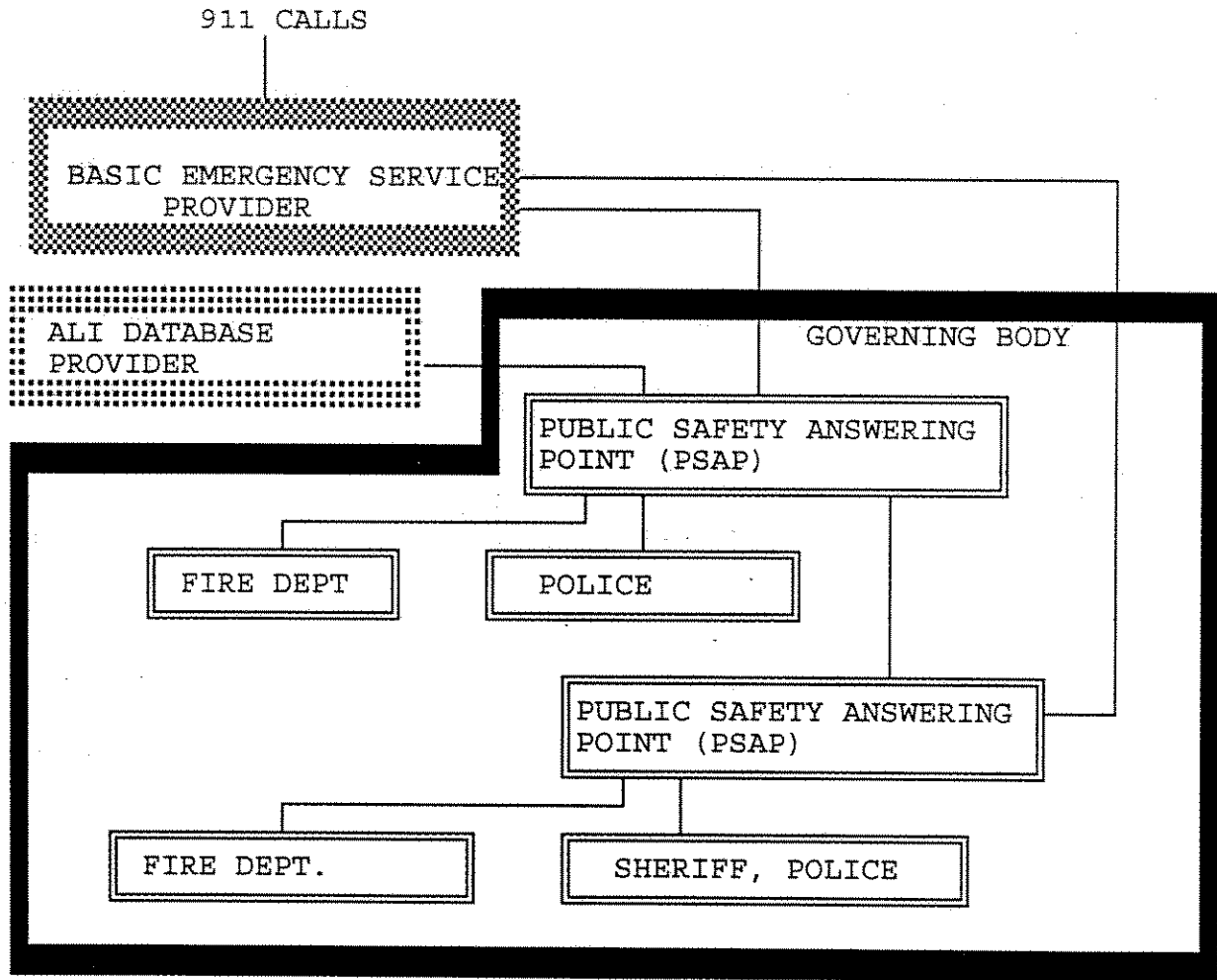
In this example, 911 can be provided out of the Local Exchange central office switch.

1 **1.2.2 ALI Database Service:** This service is "integral" to the provision of Enhanced 911 ("E911")  
2 services. An ALI Database provider shall have access to non-published and non-listed telephone  
3 number lists that are maintained by local exchange providers. E911 service is distinguished from 911  
4 service in the ability of the Basic Emergency Service provider to provide greater routing flexibility  
5 for 911 calls based on information that is placed in a computer database. The ALI Database also  
6 provides the means for the Governing Body to display the address as well as the telephone number for  
7 incoming 911 calls and additional customer provided information on the 911 caller location.

8 Due to the requirement for the ALI Database Provider to have access to non-published and  
9 non-listed telephone number information from the Local Exchange providers and the vested interest  
10 of this Commission in the adequacy, installation, and operation in services critical for the provision  
11 of emergency calls, this Commission shall require that non-disclosure agreements be signed. The  
12 Commission will require that all providers of Basic Local Exchange Service make available all  
13 information, as needed to maintain the MSAG, that may be required for the ALI Database Provider  
14 to relate telephone numbers to locations for listed as well as non-listed and non-published telephone  
15 subscribers. Provision of such information shall not be limited to a per call basis.

16  
17 **1.2.3 Governing Body:** The Governing Body is responsible for receiving the 911 calls from the Basic  
18 Emergency Provider and, if applicable, ALI Database information. The Governing Body forwards  
19 the 911 call (and where applicable, the ALI Database Information) to the proper Public Agency such  
20 as the Fire Department, Sheriff, or Police. An example of such a process is:

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1     **RULE 2: APPLICABILITY**

2     Rules 1 through 13 are applicable to all Basic Emergency Service Providers. The components of basic  
3     emergency service include, but are not limited to, connections between the central office switch, that  
4     provides the local dial tone connection to a subscriber placing a 911 call, and the Basic Emergency  
5     Service provider. The Basic Emergency Service provider then provides, through their own facilities  
6     or through facilities obtained from a Local Exchange Provider ("LEC") or other network service  
7     provider, the facilities to deliver 911 calls to a Governing Body for distribution to the PSAP, Public  
8     Agency, or other designated authority for responding to 911 calls originated from a designated  
9     geographic area. Basic Emergency Service may be provided via features and functions within the  
10    same telephone company switch that provides the dial tone switch. Basic Emergency Service does not  
11    include components of the Basic Local Exchange network and equipment furnished to and utilized at  
12    the Governing Body's location. However, connections between the Basic Local Exchange network  
13    and the Basic Emergency Service provider's system may include common components utilized in the  
14    provision of Basic Local Exchange service.

15

16

1     **RULE 3: PROCESS FOR CERTIFICATION OF EMERGENCY SERVICE PROVIDERS**

2     **3.1**     The Commission finds and declares that the public convenience and necessity require the  
3     provision of Basic Emergency Service within each local exchange area within the State of Colorado,  
4     and that such Basic Emergency Service is vital to the public health and safety and shall be provided  
5     solely by properly certificated local exchange providers.

6  
7     **3.2**     A local exchange provider certificated to serve a specific geographic area pursuant to §§ 40-5-  
8     101 through 40-5-103, C.R.S., shall be authorized to provide Basic Emergency Service within its  
9     service area without having to obtain a new certificate, but shall file with the Commission in detail  
10    the means by which it will provide the service.

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12    **3.3.**     An application for authority to provide Basic Emergency Service in areas outside of its  
13    certificated local exchange area shall contain the following information:

14    **3.3.1**     The name, address, and telephone number of the applicant.

15    **3.3.2**     The name, if different than above, under which the applicant will provide Basic  
16    Emergency Service(s);

17  
18    **3.3.3**     If the application is a:

19    **3.3.3.1**    Company or corporation:

- 1     **3.3.3.1.1**     A statement of that fact, the state in which it is incorporated, and, if an out-of-state  
2                     corporation, a copy of the authority qualifying it to do business in Colorado;
- 3     **3.3.3.1.2**     Location of its principal office, if any, in this state;
- 4     **3.3.3.1.3**     A copy of its Articles of Incorporation.
- 5
- 6     **3.3.3.2**        Partnership or copartnership:
- 7     **3.3.3.2.1**     The name, title and business address of each partner, both general and limited;
- 8     **3.3.3.2.2**     A copy of the partnership agreement establishing the partnership and later amendments,  
9                     if any.
- 10
- 11    **3.3.3.3**        City, State or county government, agency of a city, state or county, or a political  
12                     subdivision, state department, commission, board, bureau or governing body, subject  
13                     to the jurisdiction of this Commission:
- 14    **3.3.3.3.1**     Location of the principal office;
- 15    **3.3.3.3.2**     A copy of the approved resolution or motion that establishes the Applicant as a Basic  
16                     Emergency Service(s) provider and/or ALI Database Service provider.
- 17
- 18    **3.3.3.4**        An association or stock association:
- 19    **3.3.3.4.1**     A statement of that fact



- 1     **3.3.3.4.2**     The names, addresses and titles of each of the members of the association or stock  
2                     association;
- 3     **3.3.3.4.3**     A copy of the authority qualifying it to do business in Colorado, sales tax licenses,  
4                     Federal Employer Identification Number.
- 5     **3.3.3.4.4**     Location of its principal office, if any, in this state;
- 6
- 7     **3.3.4**           The geographic area intended to be served pursuant to the application.
- 8
- 9     **3.3.5**           The name, address, and telephone number of the Local Exchange Provider certificated  
10                    to serve the geographic area which is the subject of the application.
- 11
- 12    **3.4.**     A detailed statement of the means by which the applicant will provide the services. This  
13             includes the technical specifications for the system that will be utilized to provide the Basic Emergency  
14             Services. The technical specifications shall provide information on emergency restoration of the  
15             system;
- 16
- 17    **3.5**     A current financial statement showing the applicant's assets, liabilities, and net worth are  
18             sufficient to provide Basic Emergency Service and/or ALI Database Service as defined by these rules;
- 19    **3.6**     The name and address of the applicant's representative or agent, if any, to whom all inquiries  
20             should be made;

1 **RULE 4: UNIFORM SYSTEM OF ACCOUNTS AND COST SEGREGATION**

2 All Basic Emergency Service providers, except for a Governing Body, shall maintain their  
3 books and records and perform separation of costs between state and interstate and perform cost  
4 segregation as outlined in the Rules Prescribing Cost-Allocation Methods For Segregation Of  
5 Investments And Expenses Of Telecommunications Providers, found at 4 CCR 723-27.  
6

7 **RULE 5: BASIC EMERGENCY SERVICE PROVIDERS**

8 **5.1** The certified Basic Emergency Service provider for a geographic area shall arrange to obtain  
9 facilities from all Local Exchange providers that have customers in the area designated by the  
10 Governing Body for the aggregation and transmission of 911 calls or E911 calls to the Governing Body  
11 for this area. The Basic Emergency Service provider may obtain facilities from the Local Exchange  
12 provider or other registered interexchange providers for all or portions of the facilities to interconnect  
13 the Basic Emergency Service provider to the Governing Body.  
14

15 **5.2** Facilities required to interconnect the Local Exchange Service provider to the Basic Emergency  
16 Service provider shall be provided as follows:  
17

18 **5.2.1** Dedicated Facilities for connecting each Local Exchange telephone switch to the Basic  
19 Emergency Service provider are based on the requirements established by the basic

1 emergency service provider, and approved by the Commission, to serve the telephone  
2 lines within that local exchange switch.

3  
4 **5.2.2** Where shared or common facility groups are utilized to transport calls from the Local  
5 Exchange provider to the Basic Emergency Service provider, the shared or common  
6 facility groups shall be sized to carry the additional call volume requirements. In  
7 addition, common or shared groups shall be so arranged to provide 911 calls on a  
8 priority basis where economically and technically feasible.

9  
10 **5.2.3** Dedicated and common facilities for connecting the Basic Emergency Service provider  
11 to the Governing Body shall be engineered to provide, at a minimum, no greater than  
12 1 percent blocking.

13  
14 **5.3** The Basic Emergency Service Provider shall develop and file tariffs with this Commission that  
15 establish statewide averaged cost-based rates for the services provided to the entire geographic area  
16 where service is provided by such Basic Emergency Service provider. The costs of such services shall  
17 include the costs of facilities furnished to it by all Local Exchange providers in the geographic area  
18 as well as the costs of the facilities provided by the Basic Emergency Service provider.

19

1     **5.4**    The Basic Emergency Service Provider shall render a single monthly bill to the Governing  
2     Body for service in the requested geographic area.

3

4     **5.5**    If E911 service, requiring the provision of an ALI Database, is being provided to a specific  
5     area, it is the responsibility of the Basic Emergency Service provider to coordinate the ALI to Local  
6     Exchange Network functions and the transfer of the name and number information from the Local  
7     Exchange provider to the ALI provider.

8

9     **5.6**    In order to make emergency services available to hearing- and speech-impaired individuals, all  
10    Basic Emergency Service providers shall insure that telecommunication services are available, to the  
11    extent possible and in the most efficient manner, for transmitting 911 calls to the appropriate  
12    Governing Body.

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1     **RULE 6: ALI DATABASE PROVIDERS**

2     **6.1**     The ALI Database provider shall provide sufficient facilities to interconnect their Database to  
3     the PSAPs to meet the requirements of the Governing Body.

4  
5     **6.2**     If the ALI Database provider is not the Basic Emergency Service provider, it shall provide to  
6     the Basic Emergency Service provider, for the geographic area for which service is provided, all such  
7     information that is required by the Basic Emergency Service provider to route calls to the correct  
8     PSAP where service is provided to multiple PSAPs by a single Basic Emergency Service provider.

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10    **RULE 7: LOCAL EXCHANGE PROVIDERS**

11    **7.1**     All Local Exchange Providers, in a geographic area for which a Governing Body has requested  
12    the provision of 911 service, shall provide the certificated Basic Emergency Service provider facilities  
13    at tariffed rates for transporting 911 calls from the Local Exchange switch to the Basic Emergency  
14    provider and for transporting the calls from the Basic Emergency provider to the Governing Body.

15  
16    **7.1.1**     The Local Exchange provider shall file a tariff for provision of dedicated voice grade  
17    circuits from the Local Exchange switch to the Basic Emergency provider.

18  
19    **7.1.2**     If the Local Exchange provider and the Basic Emergency Service provider agree that  
20    common or joint circuits may be used to transport calls from the Local Exchange

1            Provider Switch to the Basic Emergency Service provider, the Local Exchange provider  
2            shall file cost-based tariff rates for usage on the common or joint circuits.

3  
4        7.2    All Local Exchange providers shall furnish all name, address and telephone number information  
5        and other information that may be required, for all published, non-listed and non-published customers  
6        of the Local Exchange provider to the ALI Database provider, Basic Emergency Service provider and  
7        the Governing Body for the provision of 911 services, upon certification by the recipients that the  
8        recipient has been authorized to receive such information and that the recipient has complied with Rule  
9        9 of these Rules. Transmission of non-listed and non-published name and number information shall  
10       not be limited to a per call basis.

11

12

1     **RULE 8: COIN PHONE PROVIDERS**

2             All coin phone providers, including providers of coinless pay telephones, shall arrange the  
3 instruments, as soon as practicable, such that 911 calls may be placed without the necessity for  
4 depositing a coin or the application of other charge. This rule applies to coin instruments provided  
5 by the Local Exchange providers as well as customer owned and operated coin telephone instruments.  
6

7     **RULE 9: NON-DISCLOSURE OF NAME/NUMBER/ADDRESS INFORMATION**

8     **9.1**     Pursuant to the Privacy Rules found at 4 CCR 723-7, no Local Exchange provider shall  
9 disclose personal information of any person to any Basic Emergency Service provider, ALI Database  
10 provider or Governing Body unless the potential recipients certify to the Local Exchange provider that  
11 they have procedures for non-disclosure of personal information.  
12

13     **9.2**     All Basic Emergency Service providers, ALI Database providers and Governing Bodies shall  
14 develop a manual that defines the procedures that will be used to prevent disclosure of personal  
15 information, defined in the Privacy Rules, Rule 2.1, 4 CCR 723-13. The manuals should include, but  
16 are not limited to, the following:  
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18     **9.2.1**     A description of the information that is considered personal pursuant to the Privacy  
19 Rules;  
20

- 1     **9.2.2**         A definition of authorized and unauthorized disclosure of personal information;
- 2
- 3     **9.2.3**         The training procedure to inform employees that are the recipient of this information
- 4                     on non-disclosure requirements;
- 5
- 6     **9.2.4**         The procedure for informing the Local Exchange provider that an unauthorized
- 7                     disclosure of personal information for other than emergency purposes has occurred;
- 8
- 9     **9.2.5**         While the manuals need not be filed and approved by the Commission, each recipient
- 10                    of personal information must certify in writing to the Commission that they have
- 11                    prepared a manual which must be made available to the Commission upon request.
- 12



1     **RULE 10: PRIORITY SERVICE RESTORATION/DIVERSE ROUTING:**

2     **10.1** 911 Facilities should be diversely routed, using different circuit routes wherever feasible.  
3     When diverse routing is requested by the Governing Body, the Local Exchange provider, Basic  
4     Emergency Service provider and/or ALI Database provider shall develop cost based tariffed rates for  
5     diverse routing of 911 circuits. Local Exchange providers should ensure that current 911 circuit  
6     routing profiles are maintained and circuits are individually tagged where possible to prevent  
7     inadvertent disruption.

8  
9     **10.2** Local Exchange providers, Basic Emergency Service providers and ALI Database providers  
10     shall develop cost-based tariffed rates for priority service restoration of 911 services provided upon  
11     request by the Governing Body.

12  
13     **10.3** Each Governing Body shall designate a person, agency or responsible party that shall be  
14     notified of a present or potential failure of any of the 911 facilities. Such designee shall be  
15     immediately notified of the nature, extent and corrective actions being taken to correct the present or  
16     potential failure of 911 services. In the event outage of 911 service provided by Local Exchange  
17     provider, Basic Emergency Service provider and/or ALI Database provider exceeds four hours, a  
18     written report shall be made to the Commission that outlines the nature, extent and corrective action  
19     taken. This report shall be filed within three business days of such outage.

1     **RULE 11: WAIVERS**

2     The Commission may permit variance from these rules for good cause shown if it finds compliance  
3     to be impossible, impracticable, or unreasonable, and if such variance is not otherwise contrary to law.  
4

5     **RULE 12: REPORTS**

6     Within six months after the effective date of these Rules, each Basic Exchange Service Provider and  
7     Basic Emergency Service, provider shall report to the Commission its progress in the implementation  
8     of Basic Emergency Service in each local exchange area of the State.  
9

10    **RULE 13: ADVISORY TASK FORCE**

11    The Commission shall establish an Advisory Task Force comprised of customers of Basic Emergency  
12    Service and ALI Database Service providers and the providers of Basic Emergency Services and ALI  
13    Database Services. The purpose of the Advisory Task Force is to act as overseer and to make future  
14    recommendations and reports to the Commission on the implementation of 911 services in Colorado.  
15    The Advisory Task Force shall be comprised of equal representation from consumer groups,  
16    Governing Bodies, Local Exchange Companies, including Independent Telephone Companies, Basic  
17    Emergency Service and ALI Database providers. Commission Staff shall be responsible for  
18    administering the Task Force and facilitating its meetings and agenda. The Advisory Task Force shall  
19    evaluate alternate technologies, service and pricing issues related to implementing 911 services

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- 1 statewide in a cost effective fashion. The Commission Staff shall provide periodic reports to the
- 2 Commission on the implementation of 911 services statewide.