

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

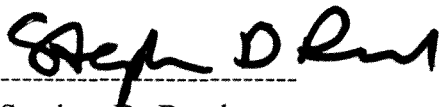
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RULES OF THE PUBLIC UTILITIES)
COMMISSION OF THE STATE OF COLORADO)
CONCERNING EMERGENCY REPORTING) DOCKET NO. 91R-499T
SERVICES FOR TELECOMMUNICATIONS)
SERVICE PROVIDERS AND TELEPHONE)
UTILITIES.)

**COMMISSION STAFF REVISED PROPOSED EMERGENCY
TELECOMMUNICATIONS RULES FOR COMMENT BY
JANUARY 17, 1992 AND NOTICE OF FINAL RULEMAKING
HEARING FOR MONDAY JANUARY 27, 1992 AT 9:30 A.M.**

Mailing date: December 18, 1991

Attached are the revised emergency operator rules proposed by the Staff of the Colorado Public Utilities Commission (Revision 3), drafted by Senior Professional Engineer Gary Klug, as requested by the parties in this Docket. All parties who wish to comment on the Staff's proposed rules, and to propose their own rules, shall file comments on or before Friday January 17, 1992. The Commission will conduct a final day of hearings on the rules on Monday January 27, 1992 at 9:30 a.m. at the Commission's offices, 1580 Logan Street Office Level 2, Hearing Room "A", Denver, CO 80203. (The Commission has held previous all-day hearings on these rules on September 27, 1991 and on November 8, 1991.) After this final hearing date, the Commission will adopt final rules, and send them to the Secretary of State.



Stephen D. Ruud
Commission Counsel

Dated: December 18, 1991.

12/04/1991

RULES PRESCRIBING THE PROVISION OF EMERGENCY
REPORTING SERVICES FOR EMERGENCY TELECOMMUNICATIONS
SERVICE PROVIDERS AND TELEPHONE UTILITIES

BASIS, PURPOSE, AND STATUTORY AUTHORITY

These rules are issued under the authority of Title 40, Articles 1 to 7 and 15, C.R.S. Specifically, § 40-2-108, C.R.S., states "The commission shall promulgate such rules and regulations as are necessary for the proper administration and enforcement of articles 1 to 13 of this title ...". In § 40-15-201, C.R.S., it states, "The commission may promulgate such rules and regulations as are necessary for the purpose of implementing the provisions of this part 2." Basic emergency service is defined as a Part 2 service (see § 40-15-201(2)(b), C.R.S.). These rules describe the components required in ~~the provision of~~ PROVIDING Emergency REPORTING Services (911). These rules establish procedures to certify ~~providers of~~ Basic Emergency Services, PROVIDERS AND the ~~providers of~~ Automatic Location Identification DATABASE services PROVIDERS. ~~and prescribe cost allocation methods for the emergency service providers that offer and provide other regulated Part 2 services other than Basic Emergency Services that offer other Part 3 services or offer deregulated telecommunications services as described by § 40-13-401, C.R.S.~~

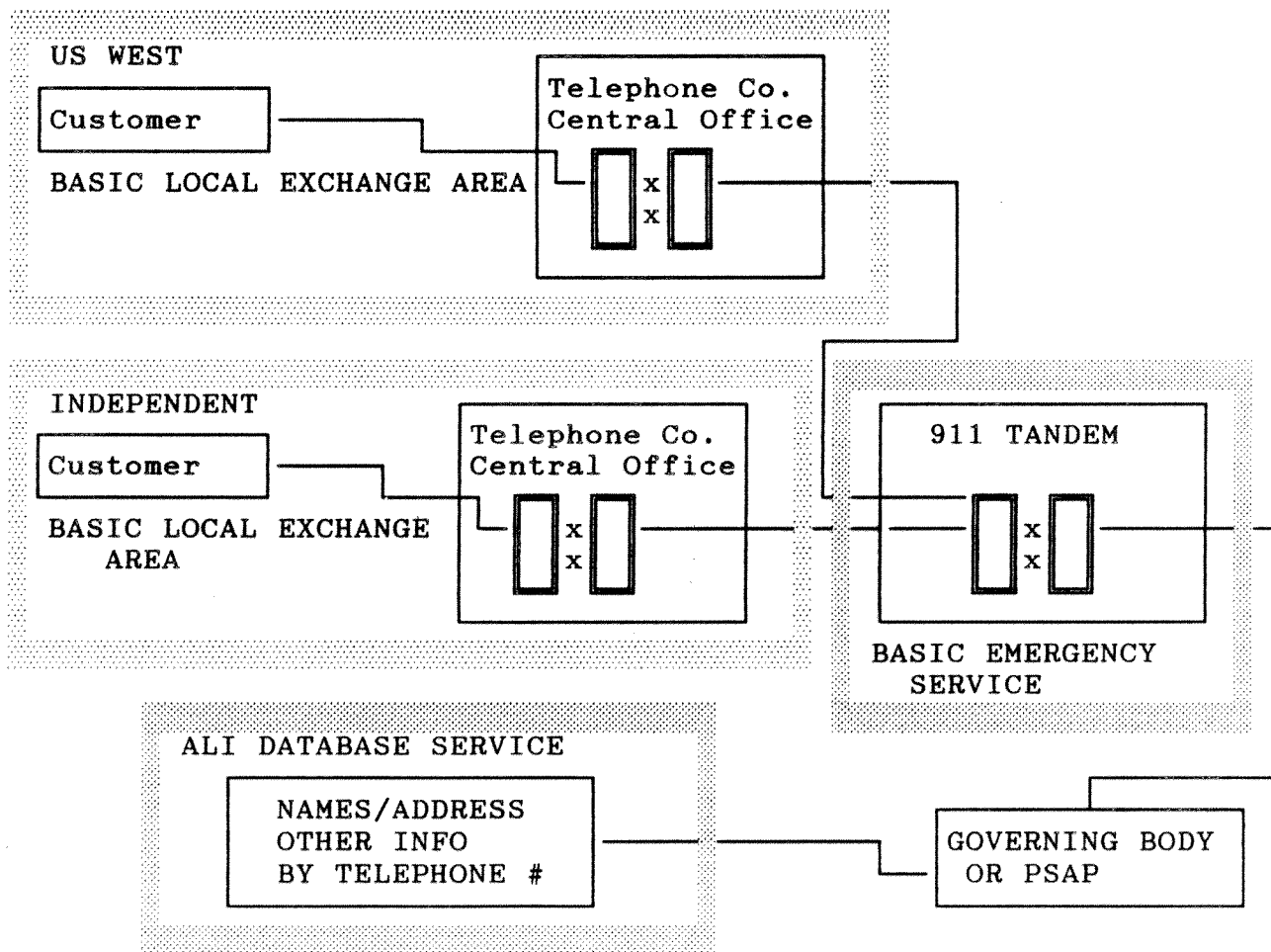
INHERENT FEATURES OF 911 INCREASE COMMUNICATIONS EFFICIENCY. 911 IS A SIMPLE TELEPHONE NUMBER, EASY TO REMEMBER, EASY TO DIAL,

AND CONSISTENTLY USED THROUGHOUT NORTH AMERICA. THE MISSING ELEMENT IS UNIVERSALITY IN THAT 911 IS NOT AVAILABLE IN SOME LOCATIONS. MOST METROPOLITAN AREAS PROVIDE 911 SERVICE, AND A HANDFUL OF STATES HAVE ATTAINED 100% COVERAGE. COLORADO DOES NOT HAVE 100% COVERAGE. WHILE 911 SERVICE IS NOT UNIVERSALLY AVAILABLE, THE PUBLIC OFTEN HAS THE PERCEPTION THAT IT IS UNIVERSALLY AVAILABLE. THIS MAY CAUSE PROBLEMS FOR PERSONS ATTEMPTING TO USE 911 IN AREAS OF COLORADO WITHOUT 911 SERVICE. IT IS THE PURPOSE OF THESE RULES TO PROMOTE IMPLEMENTATION OF 911 EMERGENCY REPORTING SERVICES THROUGHOUT COLORADO.

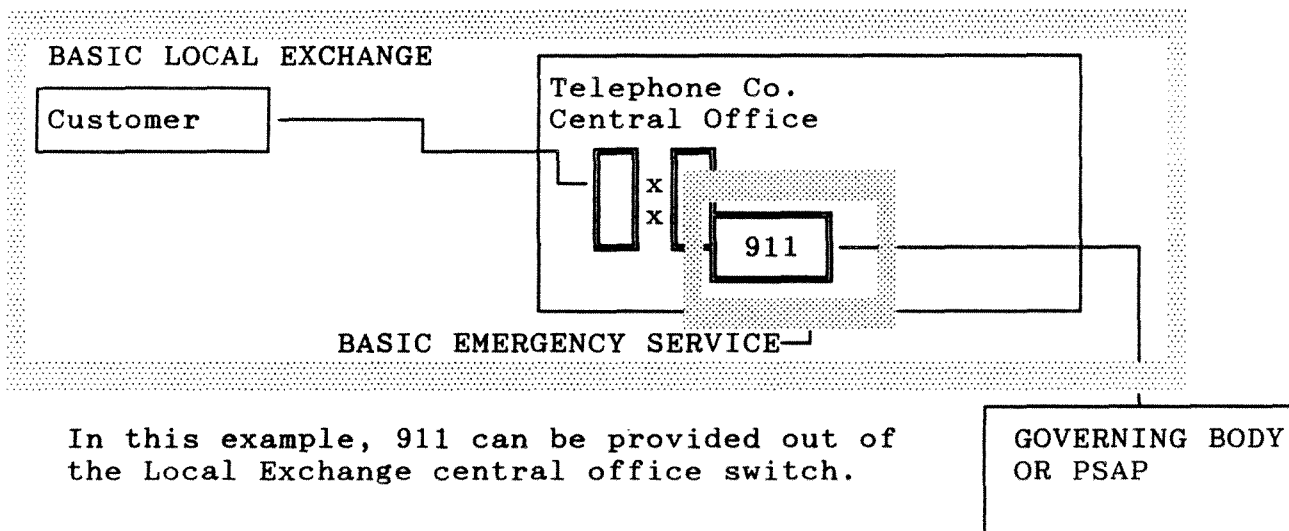
RULE 1: DEFINITIONS

RULE 1.1: SERVICE DEFINITION:

BASIC EMERGENCY SERVICE: The telecommunications service which provides the means to aggregate and transport "911" calls to a Governing Body. The aggregation of calls is THE process of collecting 911 calls from one or more local exchange switches that serve a geographic area for the purpose of sending them to the correct authority designated to receive such calls. This service may be provided to an Governing Body by connections between a local exchange central office switch, connections to a 911 tandem, ALI DATABASE and connections to the Governing Body. An example involving two exchanges serving a geographic area and the provision of 911 service to a Governing Body is:



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



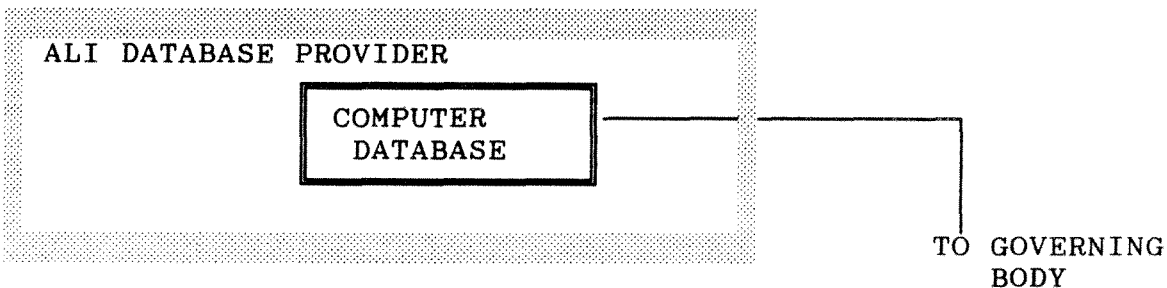
In this example, 911 can be provided out of the Local Exchange central office switch.

The Commission will require that all providers of Basic Local Exchange Service make available all information AS MAINTAINED IN THE MASTER STREET ADDRESS GUIDE ("MSAG") that may be necessary for the Basic Emergency Service provider to relate telephone numbers to locations for listed as well and non-listed and non-published telephone subscribers. PROVISION OF THIS INFORMATION SHALL NOT BE LIMITED TO A PER CALL BASIS. The Basic Emergency Service Provider, THE ALI DATABASE PROVIDERS AND GOVERNING BODY(S) shall, by these Rules, be precluded from using such information furnished by the Basic Local Exchange providers for purposes other than the provision of 911 services.

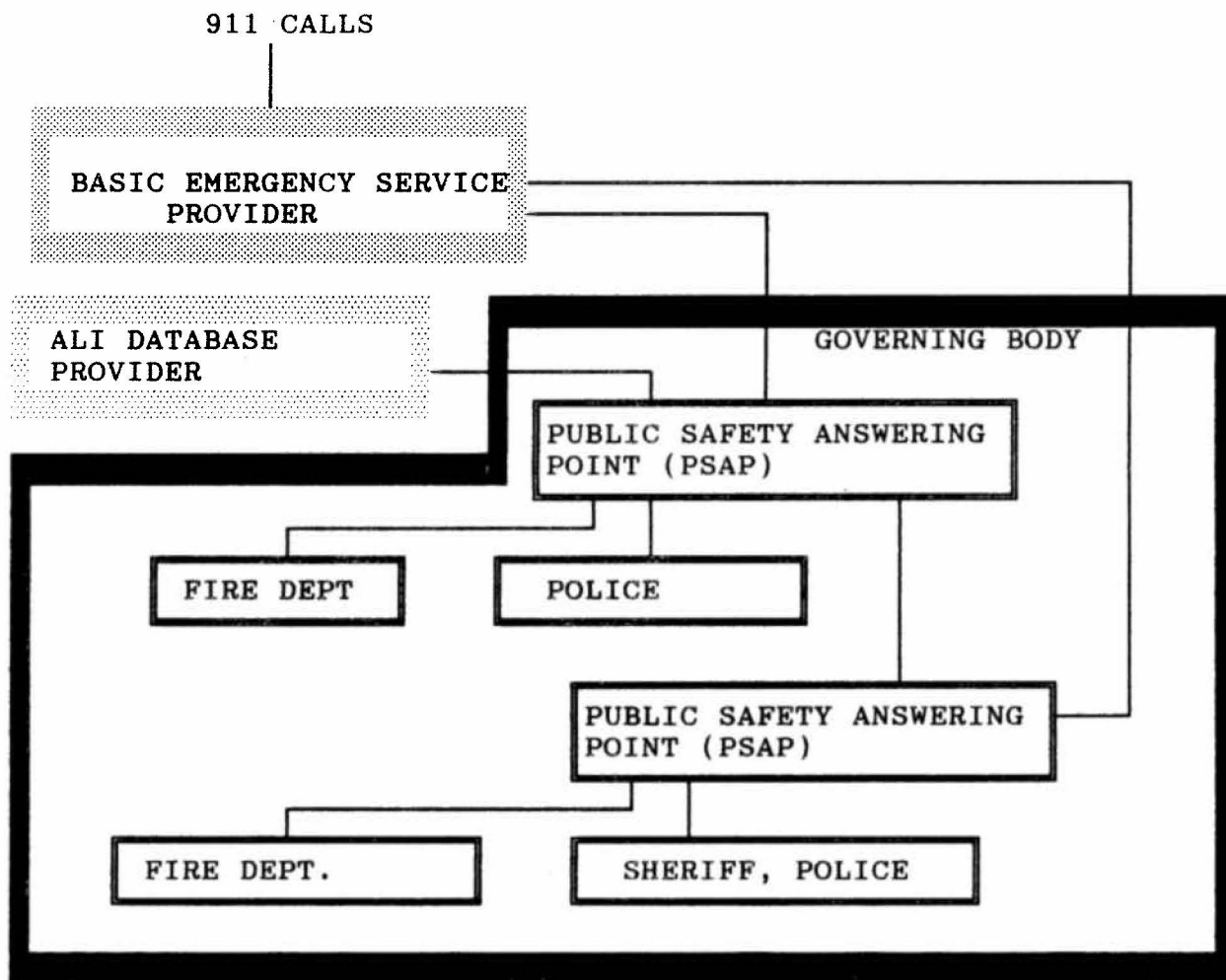
ALI DATABASE SERVICE: This service is "integral" to the provision of Enhanced 911 ("E911") services and requires the ALI Database provider to have access to non-published and non-listed telephone number lists. E911 service is distinguished from 911 service in the ability of the Basic Emergency Service provider to provide greater routing flexibility for 911 calls based on information *///other//when//the//telephone//number//* that is placed in a computer database. The ALI Database also provides the means for the Governing Body(s) to display the address as well as the telephone number for incoming 911 calls and additional CUSTOMER PROVIDED information on the 911 caller location *such//as hazardous//materials//that//might//be//on//the//911//caller//location// firearms//registered//at//this//location//medical//information//on individuals//at//this//location//etc.*

The//services//offered//by//the//ALI//Database//provider//to//a Governing//Body//are//considered//to//be//deregulated//informational services//as//defined//in//8//40+15+401//C.R.S.//and//as//clarified//in Docket//89R+103T//Decision//No//C89+290//Commission//Order//Adopting Interpretative//Rules//for//Article//15//Title//40//Colorado//Revised Statutes//////However//d Due to the requirement for the ALI Database Provider to have access to non-published and non-listed telephone number information from the Local Exchange providers and the vested interest of this Commission in the adequacy, installation, and operation in services critical for the provision of emergency calls, this Commission requires the certification of ALI Database Providers and shall prescribe standards for such providers. The Commission will require that all providers of Basic Local Exchange Service make available all

information, AS NEEDED TO MAINTAIN THE MSAG, that may be required ~~be~~ FOR the ALI Database Provider to relate telephone numbers to locations for listed as well and non-listed and non-published telephone subscribers. PROVISION OF SUCH INFORMATION SHALL NOT BE LIMITED TO A PER CALL BASIS. ~~The/ALI Database/provider///and//Basic/Emergency/Service/Providers/shall//by//these//Rules///be//precluded//from//using//such//information furnished//by//the//Basic//Local//Exchange//providers//for//purposes other//than//the//provision//of//911//services/~~



GOVERNING BODY: The Governing Body is responsible for receiving the 911 calls from the Basic Emergency Provider and, if applicable, ALI Database information. The Governing Body then forwards the 911 call to the proper emergency agency such as the Fire Department, Sheriff, Police, etc. An example OF such a process is:



NOTE: A Governing Body is not considered to be a Basic Emergency Provider as long as they are not directly aggregating 911 calls from multiple local exchange areas for the purpose of performing the routing function to distribute 911 calls to multiple PSAPs within the same or multiple geographical areas, AS DEPICTED ABOVE.

RULE 1.2: GENERAL DEFINITIONS:

911: A three digit telephone number used to facilitate the reporting of an incident or a situation requiring the response by a public safety agency such as the Fire Department, Police, etc.

Alternate Routing: The capability of automatically rerouting 911 calls to a designated alternate location(s) if all 911 trunks from a central office or to a primary PSAP are busy or out of service.

Automatic Location Identification (ALI): The automatic display at the Governing Body or PSAP's location of the caller's telephone number, the address for the telephone and other supplemental information on the calling party's location.

ALI Database Provider: ANY PERSON *The/ALI/database/provider is//that//city//municipality//township//association//person//firm//partnership////corporation////company//association//joint//stock association//or//other/legal/entity* that undertakes the provision of the Automatic Location Information, whether it is for profit or non-profit, to the *provider(s)//of//the* Basic Emergency Services PROVIDER and the Governing Body for a specific geographic area.

Automatic Number Identification (ANI): The automatic equipment at a local central office used on customer-dialed calls to identify the calling station . This information may also be sent

over the trunk that connects the calling party's central office to other central office switches.

BASIC EMERGENCY SERVICE PROVIDER: ANY PERSON WHO UNDERTAKES TO AGGREGATE AND TRANSPORT "911" CALLS TO A GOVERNING BODY.

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

E911 Tandem: The ~~is//the~~ switching system that receives E911 calls from local exchange central offices ~~located//in//a geographic//area~~. The E911 Tandem receives ~~and//forwards~~ the ANI information from the originating central office, determines the correct destination of the call, and forwards the call AND THE ANI INFORMATION to that destination.

E911 Trunks: ~~These//are//the~~ facilities that connect from the central office serving the individual telephone that originates a 911 call to the 911 Tandem AND CONNECT THE TANDEM TO THE PUBLIC SAFETY ANSWERING POINT ("PSAP"). These may include, but are not limited to point-to-point private line facilities. COMMON OR SHARED FACILITIES MAY ALSO BE USED SUBJECT TO PROVISIONS OF RULE 6.2.2.

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

ENHANCED 911 (E911): A TELEPHONE SYSTEM WHICH INCLUDES ANI, ALI (INCLUDING NON-LISTED AND NON-PUBLISHED NUMBERS AND ADDRESSES), AND (OPTIONALLY) SELECTIVE ROUTING, TO FACILITATE PUBLIC SAFETY RESPONSE.

Geographic Area: The area such as a city, county, municipality, MULTIPLE COUNTIES, or other areas defined by a Governing Body or other governmental agency.

Governing Body: ~~Means~~//~~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. (Source: § 29-11-101 (4), C.R.S.)

Local Exchange Provider: ~~Means~~//~~Any~~ person authorized by the commission to provide basic local exchange service. (Source § 40-15-102 (18), C.R.S.)

NENA: NATIONAL EMERGENCY NUMBER ASSOCIATION, ("NENA").

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

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

Person: ~~Means~~////~~Any~~ individual, firm, partnership, copartnership, joint venture, association, cooperative organization, 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.

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

Public utility: ~~Means~~////~~the~~////~~same~~////~~as~~////~~that~~////~~d~~Defined in § 40-1-103, C.R.S., and for the purposes of these rules includes Telecommunications Service Providers regulated under Title 40, Article 15, Parts 2 and 3, C.R.S.

SELECTIVE ROUTING: THE CAPABILITY OF ROUTING A 911 CALL TO A DESIGNATED PSAP BASED UPON THE SEVEN (7) DIGIT CALLING TELEPHONE NUMBER OF THE SUBSCRIBER DIALING 911.

TDD: IS A TELECOMMUNICATIONS DEVICE FOR THE DEAF THAT EMPLOYS GRAPHIC COMMUNICATION IN THE TRANSMISSION OF CODED SIGNALS THROUGH A WIRE OR RADIO COMMUNICATION SYSTEM.

TDD EMERGENCY ACCESS: PROVIDES 911 ACCESS TO INDIVIDUALS THAT USE TDD'S AND COMPUTER MODEMS.

TELECOMMUNICATIONS RELAY SERVICES: PROVIDE THE ABILITY FOR AN INDIVIDUAL WHO HAS A HEARING IMPAIRMENT OR SPEECH IMPAIRMENT TO ENGAGE IN COMMUNICATION BY WIRE OR RADIO WITH A HEARING INDIVIDUAL IN A MANNER FUNCTIONALLY EQUIVALENT TO AN INDIVIDUAL WITHOUT A HEARING IMPAIRMENT OR SPEECH IMPAIRMENT. THIS INCLUDES TELECOMMUNICATION RELAY SERVICES THAT ENABLE TWO-WAY COMMUNICATIONS BETWEEN AN INDIVIDUAL WHO USES A TDD OR OTHER NONVOICE TERMINAL DEVICE AND AN INDIVIDUAL WHO DOES NOT USE SUCH A DEVICE.

RULE 2: APPLICABILITY

Rules 1 through 15 are applicable to all ~~providers//of~~
~~Basic~~ ~~Emergency~~ ~~Service~~ PROVIDERS and the
~~provider(s)//of//the~~ ALI Database PROVIDERS. The components of
basic emergency service include, but are not limited to,
connections between the central office switch, that provides
the local dial tone connection to a customer placing a 911
call, and the basic emergency service provider. The Basic
Emergency Provider then provides through their own facilities or
facilities obtained from a Local Exchange Provider (LEC) OR
OTHER NETWORK SERVICE PROVIDER, the facilities to deliver 911
calls to an Governing Body for distribution to the Fire
Department, Police, PSAP or other designated authority for
responding to 911 calls originated from a designated geographic
area. Basic Emergency Service may be ~~provisioned~~ PROVIDED
via features and functions within the same telephone company
switch that provides the dial tone switch. Basic Emergency
Service does not include components of the Basic Local Exchange
network and equipment furnished to and utilized at the Governing
Body's location. However, connections between the Basic Local
Exchange network and the Basic Emergency Service provider's
system may include common components utilized in the provision of
Basic Local Exchange service.

~~While//these//rules//apply//to//the//provider(s)//of//the//ALI//databases~~
~~with//respect//to//the//certification//of//such//provider(s)//formal//of~~
~~the//databases//and//the//grades//of//service//provided//by//the//ALI~~
~~provider(s)//nothing//in//these//rules//specifies//the//rates//rate~~
~~structures//equipment//requirements//etc//for//the//ALI//providers/~~

RULE 3: CERTIFICATION PROCESS

Rule 3.1 Applications for Certification to Provide Basic
Emergency Services and/or the provision of ALI Database Service.

Any person (" the applicant") desiring to provide Basic Emergency
Services as defined in Rule 1, shall file an application with the
Commission to seek a certificate of public convenience and
necessity AS A ~~in//order//to//provide~~ Basic Emergency Services
and/or ALI Database ~~Service(s)~~ PROVIDER. The application
shall contain the following information, unless the Commission
grants a waiver to omit any specific piece of information in
accordance with Rule 12 of these rules.

(A) The name, address, and telephone number of the
applicant;

(B) The name, if different than in (A) above, under which
the applicant will provide Basic Emergency Service(s);

(C) If the application is a:

(1) Company or corporation:

(a) A statement of that fact, the state in
which it is incorporated, and, if an
out-of-state corporation, a copy of the
authority qualifying it to do business in
Colorado;

(b) Location of its principal office, if any, in this state;

(c) A copy of its Articles of Incorporation.

(2) Partnership or copartnership:

(a) The name, title and business address of each partner, both general and limited;

(b) A copy of the partnership agreement establishing the partnership and later amendments, if any.

(3) City, State or county government, agency of a city, state or county, or a political subdivision, state department, commission, board, bureau or governing body:

(a) Location of the principal office;

(b) A copy of the approved resolution or motion that establishes the Applicant as a ~~provider~~///of Basic Emergency Service(s) PROVIDER and/or ALI Database Services ~~provided by these rules~~ PROVIDER.

(4) An association or stock association:

(a) A statement of that fact

(b) The names, addresses and titles of each of the members of the association or stock association;

6 (c) A copy of the authority qualifying it
7 to do business in Colorado, sales tax
8 licenses, Federal Employer Identification
9 Number.

0 (d) Location of its principal office, if
1 any, in this state;
2

3 (D) A detailed statement of the means by which the
4 applicant will provide the services. This includes the
5 technical specifications for the system that will be
6 utilized TO PROVIDE ~~it//the//provision//of~~ the Basic
7 Emergency Services. The technical specifications shall
8 provide information on emergency restoration of the
9 system;
0

1 (E) A current ~~audited~~ financial statement showing the
2 applicant's assets, liabilities, and net worth, ARE
3 SUFFICIENT TO PROVIDE BASIC EMERGENCY SERVICE AND/OR
4 ALI DATABASE SERVICE AS DEFINED BY THESE RULES;
5

6 (F) The name and address of the applicant's representative
7 or agent, if any, to whom all inquiries should be made;
8

Rule 3.2: Certificate Granted

Rule 3.2.1: Each applicant which has provided the information required in Rule 3.1 to the Commission shall be granted a certificate of public convenience and necessity for ~~the provision//of~~ PROVIDING ALI Database Service as defined in Rule 1 of these Rules or for Basic Emergency Services as defined in §§ 40-15-201 and as clarified by Rule 1 of these Rules, for the State of Colorado. Existing ~~providers//of~~ Basic Emergency Service PROVIDERS or ALI Database Providers that had authority lawfully to offer these services prior to the effective date of this Rule shall continue to have such authority except that they must make application to the Commission for a certificate of public convenience and necessity to continue offering such services within six (6) months time from the effective date of these Rules.

Rule 3.2.2: While a certificate of public convenience and necessity may be granted to one or more applicants for providing Basic Emergency Service and/or ALI Database services in Colorado, the holder of such certificate must make further application with this Commission for authority to provide such services in each geographic area in which they have a written request for such service(s) by an authorized Governing Body.

Rule 3.3: Certificate Required

Rule 3.3.1: No person shall engage in the provision of ALI Database Service or Basic Emergency Services or construct any facilities for the provision of these services without first obtaining a certificate of public convenience and necessity for the provision of these services.

Rule 3.3.2: Any person that engages in the provision of ALI Database Service or Basic Emergency Services or undertakes the construction of facilities prior the grant of a certificate of public convenience and necessity shall be subject to the penalties provided under §§ 40-7-101 through 40-7.5-104, C.R.S., unless precluded from such penalties by other Colorado Statute.

RULE 4: UNIFORM SYSTEM OF ACCOUNTS AND COST SEGREGATION

Rule 4.1: All ~~providers/of~~ Basic Emergency Services and/or ALI Database Services PROVIDERS, except for a Governing Body, shall maintain their books and records and perform separation of costs between state and interstate and perform cost segregations as outlined in the Rules Prescribing Cost-Allocation Methods For Segregation Of Investments And Expenses Of Telecommunications Providers, found at 4 CCR 723-27.

RULE 5: PROVIDER OF LAST RESORT

Rule 5.1: The Commission may, at the request of an Governing Body, designate a Local Exchange Company, or a certified Basic Emergency Service Provider and, if applicable, an ALI Database Provider to provide service to a specific geographic area if no such provider has requested to provide service in this area.

RULE 6: BASIC EMERGENCY SERVICE PROVIDERS

Rule 6.1: The certified Basic Emergency SERVICE Provider for a geographic area shall arrange to obtain facilities ~~//at//tariffed rates/~~ from all Local Exchange providers that have customers in ~~this~~ THE area DESIGNATED BY THE GOVERNING BODY for the aggregation and transmission of 911 calls or E911 calls to the Governing Body for this geographic area. The Basic Emergency SERVICE Provider may obtain facilities from the Local Exchange provider or other registered interexchange providers for all or portions of the facilities to interconnect the Basic Emergency Service provider to the Governing Body. If the Basic Emergency Provider contemplates construction and ownership of exchange or interexchange facilities to provide connections to the Local Exchange Carriers and/or to the Governing Body, certification as a § 40-15-301 C.R.S. Part 3 provider pursuant to the Rules Regulating Emergency Competitive Telecommunications Service found at 4 CCR 723-24 is required prior to construction or ~~provision~~ OPERATION of such facilities.

Rule 6.2: Facilities required to interconnect the Local Exchange Service provider to the Basic Emergency Service provider shall be provided as follows:

Rule 6.2.1: Dedicated Facilities MINIMUM requirements for connecting each Local Exchange telephone switch to the Basic Emergency Service provider, based on the telephone lines within that local exchange switch, are:

Local Exchange Lines	Circuits	CCS
1 to 10,700	2	0.4
10,701 to 31,000	3	5.4
31,001 to 39,000	4	15.7
39,001 to 61,000	5	29.6
61,001 to 85,000	6	46.1
85,001 to 111,000	7	64.4
111,001 to 139,000	8	83.9
over 139,000	9	105.0

Rule 6.2.2: Where shared or common facility groups are utilized to transport calls from the Local Exchange Provider to the Basic Emergency Service Provider, the shared or common facility groups shall be sized to carry the additional CCS requirements defined in Rule 6.2.1.. In addition, common or shared groups shall be so arranged to provide carry 911 calls on a priority basis WHERE ECONOMICALLY AND TECHNICALLY FEASIBLE.

RULE 6.2.3: DEDICATED FACILITIES FOR CONNECTING THE BASIC EMERGENCY SERVICE PROVIDER TO THE GOVERNING BODY SHALL BE ENGINEERED TO PROVIDE, AT A MINIMUM, NO GREATER THAT ONE (1) PERCENT BLOCKING.

Rule 6.3: The Basic Emergency Service Provider shall develop and file tariffs with this Commission that establish cost based rates for the services provided for each geographic area that service is provided. The costs of such services shall include the costs of facilities furnished to it by all Local Exchange Providers in the geographic area as well as the costs of the facilities provided by the Basic Emergency Service provider. For those Basic Emergency Service Providers that are also Local Exchange ~~Service~~ Providers, the cost of the Basic Emergency Services shall ~~have~~ included the imputed cost of tariffed services that would have been required if provided to another company offering such service.

Rule 6.4: The Basic Emergency Service Provider shall render a single monthly bill to the Governing Body for service in the requested geographic area. Unless the Local Exchange ~~Company~~ PROVIDER and the Basic Emergency Service Provider are the same company, there will be no direct billing by the Local Exchange ~~Company~~ PROVIDER(s) that provide service within this area to the Governing Body.

Rule 6.5: If E911 service, requiring the provision of an ALI Database, is being provided to a specific area, it is the responsibility of the Basic Emergency Service provider to coordinate the ALI to Local Exchange Network functions and the transfer of the name and number information from the Local Exchange provider to the ALI provider.

Rule 6.6: As a standard for the Basic Emergency Service provider(s), this Commission adopts the recommendations of the NENA Data Standards Subcommittee. PRIOR TO THE PROVISIONING OF SERVICES, A PROVIDER SHALL ADVISE THE COMMISSION OF ANY INABILITY TO IMMEDIATELY COMPLY WITH THESE RULES.

RULE 6.7: EACH PROVIDER OF BASIC EMERGENCY SERVICES SHALL AVERAGE THEIR BASIC EMERGENCY SERVICE RATES ON A STATEWIDE BASIS.

RULE 6.8: IN ORDER TO MAKE EMERGENCY SERVICES AVAILABLE TO HEARING-IMPAIRED AND SPEECH-IMPAIRED INDIVIDUALS, ALL BASIC EMERGENCY SERVICE PROVIDERS SHALL INSURE THAT TELECOMMUNICATIONS SERVICES ARE AVAILABLE, TO THE EXTENT POSSIBLE AND IN THE MOST EFFICIENT MANNER, FOR TRANSMITTING 911 CALLS TO THE APPROPRIATE GOVERNING BODY.

RULE 7: ALI DATABASE PROVIDERS

Rule 7.1: As a standard for the ALI database, this Commission adopts the recommendations of the NENA Data Standards Subcommittee for the formats for the E911 ALI data exchange, the Master Street Address Guide (MSAG), Header and Trailer data file formats and Street Suffix abbreviations.

Rule 7.2: The ALI DATABASE provider shall provide sufficient facilities to interconnect their Database to PSAP's to meet the criteria established by the NENA Data Standards Subcommittee.

Rule 7.3: The ALI DATABASE provider shall provide to the Basic Emergency SERVICE Provider, for the geographic area for which service is provided, all such information that is required by the Basic Emergency Provider to correctly route calls to the correct Governing Body where service is provided to multiple Governing Bodies by a single Basic Emergency Service Provider.

Rule 7.4: The ALI provider for a geographic area shall develop ~~and//provide//under//contract~~ COST BASED TARIFFED RATES FOR all services it ~~will~~ furnishS to an Governing Body for the geographic area TO WHICH service is provided to. These TARIFFS SHALL BE FILED AND ~~contracts///while//not//specifically~~ approved by this Commission ~~///shall//be//made//available//to//the~~ ~~staff//of//the//Colorado//Public//Utilities//Commission//upon//request.~~

RULE 7.5: EACH ALI DATABASE SERVICE PROVIDER SHALL AVERAGE THEIR RATES ON A STATEWIDE BASIS.

RULE 8: LOCAL EXCHANGE PROVIDERS

Rule 8.1: All Local Exchange Providers, in a geographic area for which a Governing Body has requested the provision of 911 service, shall provide the certified Basic Emergency Provider facilities at regular tariffed rates for transporting 911 calls from the Local Exchange switch to the Basic Emergency provider and for transporting the calls from the Basic Emergency provider to the Governing Body.

Rule 8.1.1: Until such time as the Local Exchange provider files and has approved a tariff that "unbundles" ANI as a service, ANI shall be forwarded to certified Basic Emergency service providers, ALI providers and/or ~~Emergency///Authorities~~ GOVERNING BODY at a rate of \$0.00 per call.

Rule 8.1.2: Until such time as the Local Exchange provider files and has approved a tariff for provision of dedicated voice grade circuits from the Local Exchange switch to the Basic Emergency provider, the Local Exchange provider shall apply their approved voice grade private line rates for these connections to their switch and from the Basic Emergency Provider switch to the Governing Body.

Rule 8.1.3: If common or joint circuits are used to transport calls from the Local Exchange Provider Switch to the Basic Emergency Service Provider, AND until such time as the Local Exchange Provider files and has approved cost based usage sensitive rates for such traffic, the Local Exchange provider

shall apply their approved intrastate switched access service rates on a per ~~call~~ MINUTE basis.

Rule 8.1.4: The Local Exchange providers shall develop and file cost based rates for ~~the//expense//of~~ sending the name, address and telephone number information to the Basic Emergency SERVICE provider, the ALI DATABASE provider and the Governing Body. Until such time as there is an approved rate, this information shall be furnished to the Basic Emergency Service provider, the ALI provider and/or Governing Body at no charge.

Rule 8.2: All Local Exchange providers shall furnish all name, address and telephone number information and other information that may be required, for all published, non-listed and non-published customers of the Local Exchange provider to the certified ALI DATABASE PROVIDER, Basic Emergency Service PROVIDER and the Governing Body for the provision of 911 services, upon certification by the recipients that the recipient has been authorized to receive such information and that the recipient has complied with Rule 10 of these Rules. TRANSMISSION OF NON-LIST AND NON-PUBLISHED NAME AND NUMBER INFORMATION SHALL NOT BE LIMITED TO A PER CALL BASIS.

RULE 9: COIN PHONE PROVIDERS

Rule 9.1: All coin phone providers, including providers of coinless pay telephones, shall arrange the instruments such that 911 calls may be placed without the necessity for depositing a coin or the application of other charge. This rule applies to coin instruments provided by the local exchange providers as well as customer owned and operated coin telephone instruments.

RULE 10: NON-DISCLOSURE OF NAME/NUMBER/ADDRESS INFORMATION

Rule 10.1: Pursuant to the Privacy Rules found at 4 CCR 723-7, no Local Exchange provider shall disclose personal information of any telephone to any Basic Emergency Service Provider, ALI DATABASE provider or Governing Body unless the potential recipients certify to the Local Exchange Provider they have ~~Commission//Approved~~ procedures for non-disclosure of personal information.

Rule 10.2: All Basic Emergency Service Providers, ALI Database providers and ~~Emergency//Authorities~~ GOVERNING BODY(S) shall develop a manual that defines the procedures that will be used to protect from disclosure of personal information, defined in the Privacy, Rules, Rule 2.1, 4 CCR 723-13. The manuals should include, but are not limited to, the following:

- (A) A description of the information that is consider personal pursuant to the privacy rules;

- (B) ~~Provide~~//A definition of authorized and unauthorized disclosure of personal information;
- (C) ~~Define~~//The training procedure to inform employees that are the recipient of this information on non-disclosure requirements;
- (D) Define the safeguards TO BE placed on all computer DATABASES, written documents, lists, etc., containing personal data from accidental disclosure to third parties. By way of example, computers should be protected from unauthorized entry by third parties through passwords, data disks should be completely erased, printed records should be shredded prior to disposal in trash receptacle, etc.;
- (E) ~~Define~~//The procedure for informing the Local Exchange Provider that an unauthorized disclosure of personal information for other than emergency purposes has occurred;

While the manuals do not need to be filed and approved by the Commission, each recipient of personal information, must certify in writing to the Commission they have a manual and that the manual must be made available to the Commission upon request.

RULE 11: PRIORITY SERVICE RESTORATION/DIVERSE ROUTING:

RULE 11.1: 911 FACILITIES SHOULD BE DIVERSELY ROUTED, USING DIFFERENT CIRCUIT ROUTES WHEREVER FEASIBLE. WHEN DIVERSE ROUTING IS REQUESTED BY THE GOVERNING BODY, THE LOCAL EXCHANGE PROVIDER, BASIC EMERGENCY SERVICE PROVIDER AND/OR ALI DATABASE PROVIDER SHALL DEVELOP COST BASED TARIFFED RATES FOR DIVERSE ROUTING OF 911 CIRCUITS. LOCAL EXCHANGE PROVIDERS SHOULD ENSURE CURRENT 911 CIRCUIT ROUTING PROFILES ARE MAINTAINED AND CIRCUITS ARE INDIVIDUALLY TAGGED WHERE POSSIBLE TO PREVENT INADVERTENT DISRUPTION.

RULE 11.2: LOCAL EXCHANGE PROVIDERS, BASIC EMERGENCY SERVICE PROVIDERS AND ALI DATABASE PROVIDERS SHALL DEVELOP COST BASED TARIFFED RATES FOR PRIORITY SERVICE RESTORATION OF 911 SERVICES PROVIDED UPON REQUEST BY THE GOVERNING BODY.

RULE 11.3: ALL GOVERNING BODY(S) SHALL DESIGNATE A PERSON, AGENCY OR RESPONSIBLE PARTY THAT SHALL BE NOTIFIED OF A PRESENT OR POTENTIAL FAILURE OF ANY OF THE 911 FACILITIES. SUCH DESIGNEE SHALL BE IMMEDIATELY NOTIFIED OF THE NATURE, EXTENT AND CORRECTIVE ACTIONS BEING TAKEN CORRECT THE PRESENT OR POTENTIAL FAILURE OF 911 SERVICES. IN THE EVENT AN OUTAGE OF 911 SERVICE PROVIDED BY LOCAL EXCHANGE PROVIDER, BASIC EMERGENCY SERVICE PROVIDER AND/OR ALI DATABASE PROVIDER EXCEEDS 4 HOURS, A WRITTEN REPORT SHALL BE MADE TO THE COMMISSION THAT OUTLINES THE NATURE, EXTENT AND CORRECTIVE ACTION TAKEN. THIS REPORT SHALL BE FILED WITHIN THREE (3) BUSINESS DAYS OF SUCH OUTAGE.

RULE 12: WAIVERS

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

RULE 13: INCORPORATION BY REFERENCE

References in these rules to NENA Data Standards are the standards set forth by the NENA Data Standards Subcommittee dated May 1, 1991, and have been incorporated by reference in these rules. A certified copy of these standards are maintained at the Public Utilities Commission, 1580 Logan Street, OL-2, Denver, Colorado 80203 and may be obtained through the Executive Secretary during normal business hours. Certified copies shall be provided at cost upon request.

RULE 14: ADVISORY TASK FORCE

THE COMMISSION SHALL ESTABLISH AN ADVISORY TASK FORCE COMPRISED OF CUSTOMERS OF BASIC EMERGENCY SERVICE AND ALI DATABASE SERVICE PROVIDERS AND THE PROVIDERS OF BASIC EMERGENCY SERVICES AND ALI DATABASE SERVICES. THE PURPOSE OF THE ADVISORY TASK FORCE IS TO ACT AS OVERSEER AND TO MAKE FUTURE RECOMMENDATIONS AND REPORTS TO THE COMMISSION ON THE IMPLEMENTATION OF 911 SERVICES IN COLORADO. THE ADVISORY TASK FORCE SHALL BE COMPRISED OF EQUAL REPRESENTATION FROM CONSUMER GROUPS, GOVERNING BODIES, LOCAL EXCHANGE COMPANIES, INCLUDING INDEPENDENT TELEPHONE COMPANIES, BASIC EMERGENCY SERVICE AND ALI DATABASE PROVIDERS. COMMISSION

STAFF SHALL BE RESPONSIBLE FOR ADMINISTERING THE TASK FORCE AND FACILITATING ITS MEETINGS AND AGENDA. THE ADVISORY TASK FORCE SHALL EVALUATE ALTERNATE TECHNOLOGIES, SERVICE AND PRICING ISSUES RELATED TO IMPLEMENTING 911 SERVICES STATEWIDE IN A COST EFFECTIVE FASHION. THE COMMISSION STAFF SHALL PROVIDE PERIODIC REPORTS TO THE COMMISSION ON THE IMPLEMENTATION OF 911 SERVICES STATEWIDE.

NOTE: THE FOLLOWING RULE NEEDS ENABLING LEGISLATION PRIOR TO IMPLEMENTATION

RULE 15: EMERGENCY SERVICE HIGH COST SUPPORT

§ 29-11-102, C.R.S., ALLOWS FOR THE IMPOSITION OF A CHARGE ON EXCHANGE ACCESS FACILITIES OR THEIR EQUIVALENT, FOR THE PROVISION OF EMERGENCY TELEPHONE SERVICES. IN THE EVENT THE GOVERNING BODY DETERMINES THAT A CHARGE IN EXCESS OF THE AMOUNT SPECIFIED IN § 29-11-102 IS NECESSARY FOR THE PROVISION OF EMERGENCY SERVICES, THE GOVERNING BODY SHALL OBTAIN FROM THE PUBLIC UTILITIES COMMISSION APPROVAL OF SUCH HIGHER CHARGE BEFORE THE IMPOSITION THEREOF. IN ORDER TO INSURE THE UNIVERSAL AVAILABILITY OF EMERGENCY "911" REPORTING AT AFFORDABLE RATES, THIS RULE DEFINES A "CAP" FOR THE CHARGES DETERMINED BY THE GOVERNING BODY THAT IS EQUAL TO THREE (3) TIME THE PRESENT AMOUNT SET FORTH BY § 29-11-102. THE REASONABLE MONTHLY REQUIRMENTS OF A GOVERNING BODY THAT EXCEED THE CAP MAY BE RECOVERED THROUGH THE ASSESSMENT OF AN ADDITIONAL SURCHARGE ON ALL EXCHANGE ACCESS LINES SUBJECT TO THE § 29-11-102 CHARGE THAT ARE BELOW THE CAP.

RULE 15.1: ON JANUARY 1, APRIL 1, JULY 1 AND OCTOBER 1, EACH LOCAL EXCHANGE PROVIDER SHALL REPORT TO THE COMMISSION THE NUMBER OF EXCHANGE ACCESS FACILITIES DEFINED BY § 29-11-102 AND THE MONTHLY CHARGE PER EXCHANGE ACCESS FACILITY THAT THEY ARE ASSESSING FOR EACH GOVERNING BODY FOR THE PROCEEDING 3 MONTH PERIOD.

RULE 15.2: UPON APPLICATION BY A GOVERNING BODY TO THIS COMMISSION AND A FINDING BY THIS COMMISSION THAT A GOVERNING BODY'S REASONABLE MONTHLY REQUIREMENTS FOR THE OPERATION OF THEIR EMERGENCY REPORTING SYSTEM EXCEED THE CAP ESTABLISHED BY THIS RULE, THE COMMISSION MAY ORDER A SURCHARGE TO BE PLACED ON ALL OTHER EXCHANGE ACCESS LINES THAT ARE BELOW THE CAP. THE COMMISSION SHALL ADMINISTER THE 911 HIGH COST FUND AND THE PAYMENTS FROM THIS FUND TO GOVERNING BODIES THAT REQUIRE SUCH SUPPORT.

RULE 15.3: REMITTANCE OF SURCHARGE AMOUNTS TO THE COMMISSION SHALL BE MADE IN ACCORDANCE WITH THE TIME PERIODS SPECIFIED IN § 29-11-103, C.R.S.

I S S U E S
911 RULES - DOCKET 91R-499T
DECEMBER 4, 1991

In the hearing conducted before the Commission on November 8, 1991, Staff agreed to attempt another meeting with the various parties that prepared written comments to the proposed 911 Rules. Following this hearing, Staff attempted to incorporate many of the comments into the rules and then set a meeting to discuss the further revisions of the rules. On November 26, 1991, Staff of the Commission convened a meeting. The following individuals attended this meeting to discuss additional revisions to the rules and to attempt to narrow the issues to be heard before the Commission:

NAME	REPRESENTING
Mr. Vern Hammers	Weld County and APCO 911
Mr. Bruce Luedeman	Morgan County
Ms. Janice Ruhl	Morgan County
Mr. Terry Parrish	Colorado Counties, Inc.
Mr. Steve Hanger	Morgan County
Mr. Dwight Schmitt	Wiggins Telephone and the Colorado Independent Telephone Association
Mr. Stephen Jessen	City Of Longmont
Mr. Ted Uratny	Boulder County
Mr. Bob Ownbey	Teller County
Ms. Micki Hackenberger	Colorado Counties, Inc.
Ms. Sherry Emerson	US West Communications, Inc.

The outstanding issues that still remain are:

- (1) Should the provision of the ALI Database Service be considered to as a Part 2 or a Part 3 service? A number of individuals are concerned that "if" this Commission were to classify ALI as Part 2, that it would take a "showing" that a current provider of ALI Database Service is deficient before another provider would be authorized to provide the service in a given geographic area.
- (2) A number of parties commented that they wanted a "task force" to be appointed by the Commission that would oversee the implementation of statewide 911 service. Our initial rules did not contain such a provision. However, the revised draft does contain such a rule (see Rule 14). The need of a task force needs to be decided.
- (3) In Rule 5.1, page 19, line 6, states: "The Commission may". A number of parties wish to change the operative word "may" to "shall". The current construct of the rule in question allows the Commission to designate or not designate a "provider" of last resort for a geographic area. Changing the word from "may" to "shall" has the effect of stating that the Commission will designate a provider of last resort, regardless of the circumstances, as long as a Governing Body has requested the Commission do this.

- (4) Colorado Counties, Inc., desires the following rule be added:
"Rule 5.2: The basic emergency service provider designated, shall be deemed by these rules to be responsible for acting as prime contractor for design, implementation, and ongoing operations of a single emergency reporting service. It shall subcontract to all other local exchange providers offering service within the area defined by the governing body, for all facilities, equipment and services unless otherwise directed by the governing body." Not all parties agree on the addition of this rule.
- (5) Rule 6.2.1. specifies the minimum number of circuits to be provided to each exchange based on some guidelines set forth by NENA. For all of the independents this normally translates to a requirement for 2 dedicated circuits to the Basic Emergency Service provider. A number of commentors wish this be removed to allow as few as 1 circuit to be provided from an exchange. For safety reasons should we require 2 circuits to provide for redundancy?
- (6) Rule 7.2 specifies a minimum standard for the ALI database provider. Some parties believe that each Governing Body should decide what standard they desire for ALI database services.
- (7) Colorado Counties, Inc. desires to add the following rule:
"Rule 8.1A: Local exchange providers operating in Colorado shall enter into intercompany agreements as authorized by Colorado Revised Statutes 40-4-104, when implementing and operating emergency reporting services that will result in the least possible costs while still adequately meeting safety objectives. Where the switched network is able to efficiently transport 911 services, it shall be allowed."

Staff contends this is a "misapplication" of an existing statute.

- (8) On page 24, line 8, Rule 8.1, it specifies that the Local Exchange providers shall provide facilities to the Basic Emergency Service providers at regular tariffed rates. CCI desires that the Local Exchange Provider be able to tariff the facilities provided to Basic Emergency Service providers differently.

Staff is concerned that charging Basic Emergency Service providers at other than regular rates is contrary to § 40-3-106, C.R.S.