

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

* * *

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.)

RE-NOTICE OF PROPOSED RULEMAKING

This matter came on for consideration at an evidentiary hearing in this rulemaking docket on January 27, 1992. At the hearing, the Commission considered a revision of the rules, which resulted from several meetings between Commission staff and all intervenors. In addition, the Commission held two full days of hearings on September 27, 1991 and November 8, 1991. Comments have been filed by: (1) Colorado Counties, Inc.; (2) U S West Communications, Inc.; (3) the Colorado Municipal League; (4) the Colorado Independent Telephone Association; (5) the City and County of Denver; (6) the Colorado Associated Public Safety Communications Officers, Inc.; and, (7) the Adams County E-911 Emergency Telephone Service Authority. Emergency Reporting Services, such as U S West Communications, Inc.'s E-911[®] service, allow public safety answering point personnel to answer a 911 call and know the address where the telephone call is coming from, the name and the telephone number of the telephone subscriber, and certain other information.

At the hearing, after listening to the presentations of the parties and debate among the representatives of various groups, the Commission announced that it

intended to implement the provision of 911 service on a statewide basis. However, the Commission decided that, because several practical and legal questions still required resolution, it would appoint Commissioner Christine E. M. Alvarez as Hearing Commissioner in this proceeding. Commissioner Alvarez is to review the remaining issues, facilitate discussion regarding resolution of those issues, and present proposed final rules to the Commission for consideration at the Commission's regularly scheduled open meeting on March 25, 1992. Subsequent procedural orders may be issued by Commissioner Alvarez.

Further, at the Hearing, some parties expressed a concern that the initial Notice of Proposed Rulemaking (dated July 31, 1991) failed to adequately state that the Commission was considering requiring all providers of basic local exchange service to provide 911 service. We disagree. See E-911 Notice of Proposed Rulemaking at 2 (first issue, classification of emergency reporting services) (dated July 31, 1991 and published in the August 10, 1991 issue of the Colorado Register). However, in an abundance of caution, the Commission will re-notice the rulemaking. Further, we will attach the last revision of the proposed rules as Appendix 1 to this Renotice of Proposed Rulemaking, for publication in the Colorado Register on February 10, 1992.

ADOPTED IN OPEN MEETING ON January 29, 1992.

(S E A L)



ATTEST: A TRUE COPY

Robert E. Temmer
Robert E. Temmer
Acting Director

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

ARNOLD H. COOK

GARY L. NAKARADO

CHRISTINE E. M. ALVAREZ

Commissioners

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 § 40-13-101, C.R.S.~~

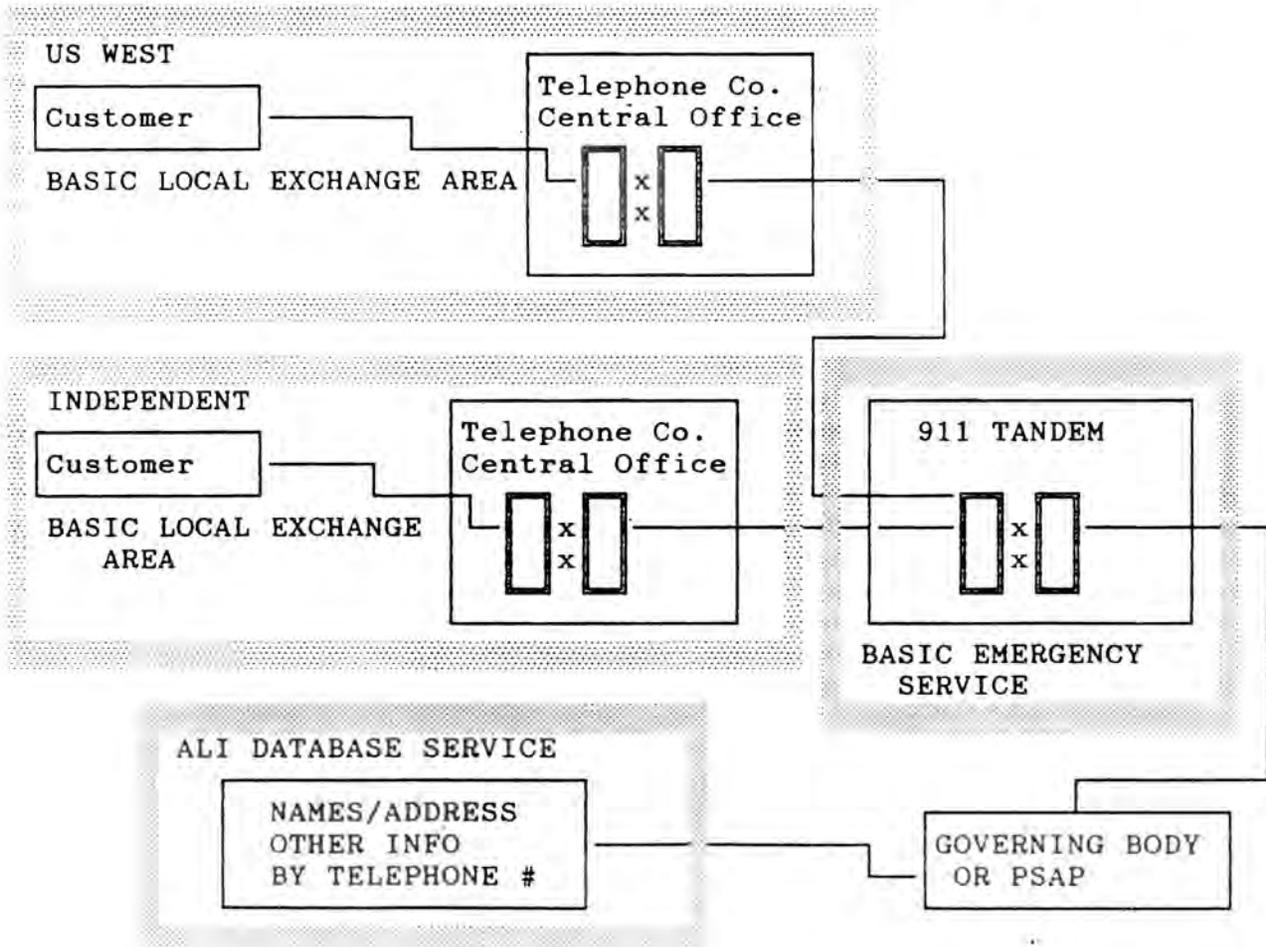
INHERENT FEATURES OF 911 INCREASE COMMUNICATIONS EFFICIENCY. 911 IS A SIMPLE TELEPHONE NUMBER, EASY TO REMEMBER, EASY TO DIAL,

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5 AND CONSISTENTLY USED THROUGHOUT NORTH AMERICA. THE MISSING ELEMENT
6 IS UNIVERSALITY IN THAT 911 IS NOT AVAILABLE IN SOME LOCATIONS. MOST
7 METROPOLITAN AREAS PROVIDE 911 SERVICE, AND A HANDFUL OF STATES HAVE
8 ATTAINED 100% COVERAGE. COLORADO DOES NOT HAVE 100% COVERAGE. WHILE
9 911 SERVICE IS NOT UNIVERSALLY AVAILABLE, THE PUBLIC OFTEN HAS THE
10 PERCEPTION THAT IT IS UNIVERSALLY AVAILABLE. THIS MAY CAUSE PROBLEMS
11 FOR PERSONS ATTEMPTING TO USE 911 IN AREAS OF COLORADO WITHOUT 911
12 SERVICE. IT IS THE PURPOSE OF THESE RULES TO PROMOTE IMPLEMENTATION
13 OF 911 EMERGENCY REPORTING SERVICES THROUGHOUT COLORADO.

5 RULE 1: DEFINITIONS

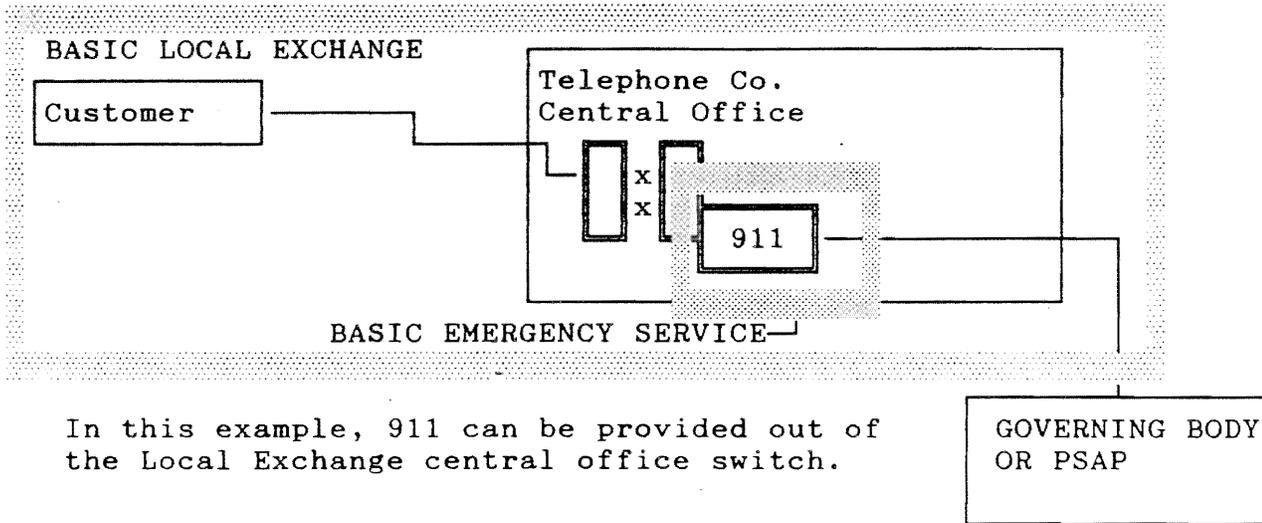
6 RULE 1.1: SERVICE DEFINITION:
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8 BASIC EMERGENCY SERVICE: The telecommunications service which
9 provides the means to aggregate and transport "911" calls to a
10 Governing Body. The aggregation of calls is THE process of
11 collecting 911 calls from one or more local exchange switches
12 that serve a geographic area for the purpose of sending them to
13 the correct authority designated to receive such calls. This
14 service may be provided to an Governing Body by connections
15 between a local exchange central office switch, connections to a
16 911 tandem, ALI DATABASE and connections to the Governing
17 Body. An example involving two exchanges serving a geographic
18 area and the provision of 911 service to a Governing Body is:
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5 An alternative form of Basic Emergency Service where the Local
6 Exchange Provider is certified as a Basic Emergency Service
7 Provider and is providing "basic" 911 service to a Governing Body
8 might look like the following:



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

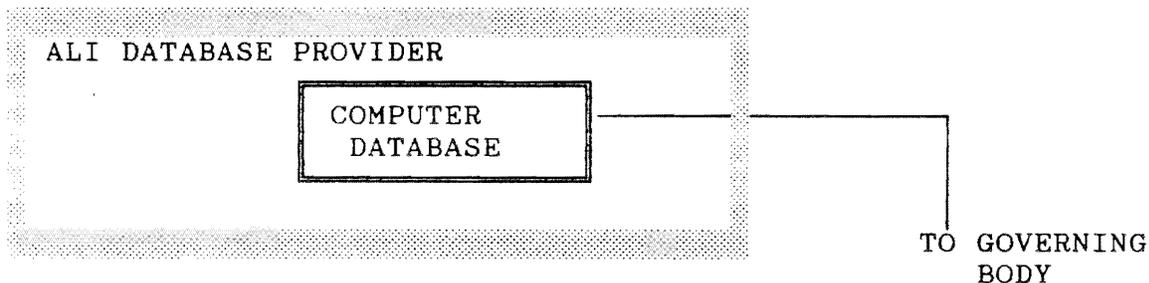
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The Commission will require that all providers of Basic Local Exchange Service make available all information AS MAINTAINED IN THE MASTER STREET ADDRESS GUIDE ("MSAG") that may be necessary for the Basic Emergency Service provider to relate telephone 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.

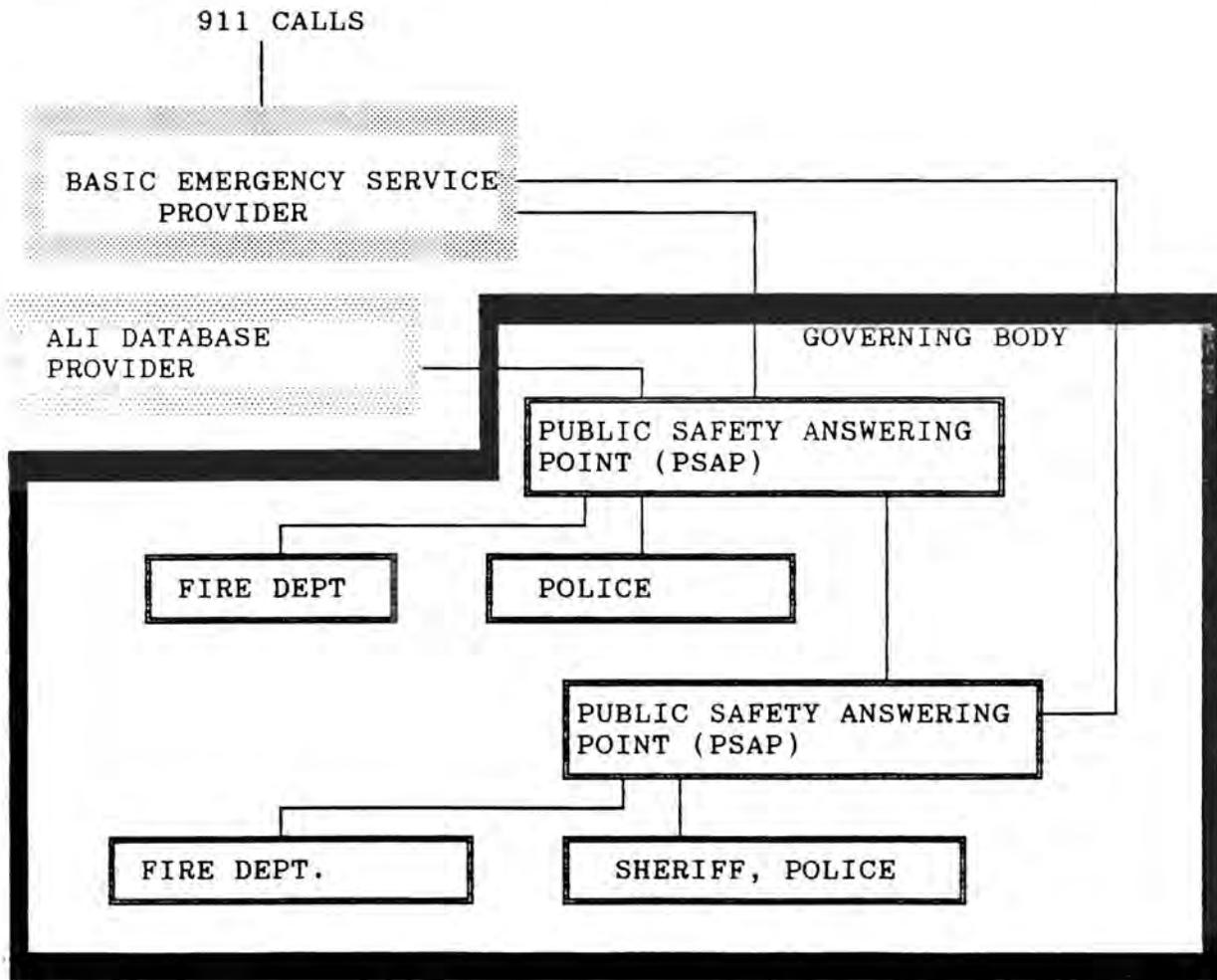
ALI DATABASE SERVICE: This service is "integral" to the provision of Enhanced 911 ("E911") services and requires the ALI Database provider to have access to non-published and non-listed telephone number lists. E911 service is distinguished from 911 service in the ability of the Basic Emergency Service provider to provide greater routing flexibility for 911 calls based on information ~~///other///than///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.///089+280,///Commission///Order///Adopting Interpretative///Rules///for///Article///15,///Title///40///Colorado///Revised Statutes,///~~ However, ~~///~~ 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

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5 information, AS NEEDED TO MAINTAIN THE MSAG, that may be
6 required ~~be~~ FOR the ALI Database Provider to relate telephone
7 numbers to locations for listed as well and non-listed and
8 non-published telephone subscribers. PROVISION OF SUCH
9 INFORMATION SHALL NOT BE LIMITED TO A PER CALL BASIS. ~~The/ALI~~
10 ~~Database//provider///and//Basic/Emergency/Service/Providers/shall~~
11 ~~by//these//Rules//be//precluded//from//using//such//information~~
12 ~~furnished//by//the//Basic/Local/Exchange/providers/for/purposes~~
13 ~~other/than/the/provision/of/911/services/~~
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5 GOVERNING BODY: The Governing Body is responsible for receiving
6 the 911 calls from the Basic Emergency Provider and, if
7 applicable, ALI Database information. The Governing Body then
8 forwards the 911 call to the proper emergency agency such as the
9 Fire Department, Sheriff, Police, etc. An example OF such a
10 process is:



44 NOTE: A Governing Body is not considered to be a Basic Emergency
45 Provider as long as they are not directly aggregating 911 calls
46 from multiple local exchange areas for the purpose of performing
47 the routing function to distribute 911 calls to multiple PSAPs
48 within the same or multiple geographical areas, AS DEPICTED
49 ABOVE.
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5 RULE 1.2: GENERAL DEFINITIONS:

6 911: A three digit telephone number used to facilitate the
7 reporting of an incident or a situation requiring the response by
8 a public safety agency such as the Fire Department, Police, etc.

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

14
15 Automatic Location Identification (ALI): The automatic display
16 at the Governing Body or PSAP's location of the caller's
17 telephone number, the address for the telephone and other
18 supplemental information on the calling party's location.

19
20 ALI Database Provider: ANY PERSON ~~THE/ALI/database/provider~~
21 ~~is//that//city//municipality//township//association//person//firm//~~
22 ~~partnership///corporation///company///association//joint//stock~~
23 ~~association//or//other/legal/entity~~ that undertakes the provision
24 of the Automatic Location Information, whether it is for profit
25 or non-profit, to the ~~provider(s)//of//the~~ Basic Emergency
26 Services PROVIDER and the Governing Body for a specific
27 geographic area.

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

5 over the trunk that connects the calling party's central office
6 to other central office switches.
7

8 BASIC EMERGENCY SERVICE PROVIDER: ANY PERSON WHO UNDERTAKES TO
9 AGGREGATE AND TRANSPORT "911" CALLS TO A GOVERNING BODY.
10

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

17 E911 Tandem: The ~~is//the~~ switching system that receives E911
18 calls from local exchange central offices ~~located//in//a~~
19 ~~geographic//area~~. The E911 Tandem receives ~~and//forwards~~ the
20 ANI information from the originating central office, determines
21 the correct destination of the call, and forwards the call AND
22 THE ANI INFORMATION to that destination.
23

24 E911 Trunks: ~~These//are//the~~ facilities that connect from the
25 central office serving the individual telephone that originates a
26 911 call to the 911 Tandem AND CONNECT THE TANDEM TO THE PUBLIC
27 SAFETY ANSWERING POINT ("PSAP"). These may include, but are not
28 limited to point-to-point private line facilities. COMMON OR
29 SHARED FACILITIES MAY ALSO BE USED SUBJECT TO PROVISIONS OF RULE
30 6.2.2.
31

5 Emergency Telephone Service: ~~Means~~//A telephone system
6 utilizing the single three-digit number 911 for reporting police,
7 fire, medical or other emergency situations. (Source: §
8 29-11-102 (2), C.R.S.)
9

10 ENHANCED 911 (E911): A TELEPHONE SYSTEM WHICH INCLUDES ANI, ALI
11 (INCLUDING NON-LISTED AND NON-PUBLISHED NUMBERS AND ADDRESSES),
12 AND (OPTIONALLY) SELECTIVE ROUTING, TO FACILITATE PUBLIC SAFETY
13 RESPONSE.
14

15 Geographic Area: The area such as a city, county, municipality,
16 MULTIPLE COUNTIES, or other areas defined by a Governing Body or
17 other governmental agency.
18

19 Governing Body: ~~Means~~//The board of county commissioners of
20 a county or the city council or other governing body of a city,
21 city and county, or town or the board of directors of a special
22 district. (Source: § 29-11-101 (4), C.R.S.)
23

24 Local Exchange Provider: ~~Means~~//Any person authorized by the
25 commission to provide basic local exchange service. (Source §
26 40-15-102 (18), C.R.S.)
27

28 NENA: NATIONAL EMERGENCY NUMBER ASSOCIATION, ("NENA").
29

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

8
9 Non-published service: Telephone numbers that are not published
10 in the telephone directory and are not otherwise available
11 through directory assistance.

12
13 Person: ~~Means~~////~~Any~~ individual, firm, partnership,
14 copartnership, joint venture, association, cooperative
15 organization, corporation (municipal or private and whether
16 organized for profit or not), governmental agency, state, county,
17 political subdivision, state department, commission, board, or
18 bureau, fraternal organization, nonprofit organization, estate,
19 trust, business or common law trust, receiver, assignee for the
20 benefit of creditors, trustee, or trustee in bankruptcy or any
21 other service user.

22
23 Public Safety Answering Point (PSAP): Is a facility equipped and
24 staffed to receive 911 calls from the Basic Emergency Service
25 Provider. ~~The~~ PSAPs operate under the direction of the
6 Governing Body and are responsible to direct the disposition of
7 911 calls.

9 Public utility: ~~Means~~////~~the~~////~~same~~////~~as~~////~~that~~////~~defined~~ in §
0 40-1-103, C.R.S., and for the purposes of these rules includes
1 Telecommunications Service Providers regulated under Title 40,
2 Article 15, Parts 2 and 3, C.R.S.

5 SELECTIVE ROUTING: THE CAPABILITY OF ROUTING A 911 CALL TO A
6 DESIGNATED PSAP BASED UPON THE SEVEN (7) DIGIT CALLING TELEPHONE
7 NUMBER OF THE SUBSCRIBER DIALING 911.
8

9 TDD: IS A TELECOMMUNICATIONS DEVICE FOR THE DEAF THAT EMPLOYS
10 GRAPHIC COMMUNICATION IN THE TRANSMISSION OF CODED SIGNALS
11 THROUGH A WIRE OR RADIO COMMUNICATION SYSTEM.
12

13 TDD EMERGENCY ACCESS: PROVIDES 911 ACCESS TO INDIVIDUALS THAT
14 USE TDD'S AND COMPUTER MODEMS.
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16 TELECOMMUNICATIONS RELAY SERVICES: PROVIDE THE ABILITY FOR AN
17 INDIVIDUAL WHO HAS A HEARING IMPAIRMENT OR SPEECH IMPAIRMENT TO
18 ENGAGE IN COMMUNICATION BY WIRE OR RADIO WITH A HEARING
19 INDIVIDUAL IN A MANNER FUNCTIONALLY EQUIVALENT TO AN INDIVIDUAL
20 WITHOUT A HEARING IMPAIRMENT OR SPEECH IMPAIRMENT. THIS INCLUDES
21 TELECOMMUNICATION RELAY SERVICES THAT ENABLE TWO-WAY
22 COMMUNICATIONS BETWEEN AN INDIVIDUAL WHO USES A TDD OR OTHER
23 NONVOICE TERMINAL DEVICE AND AN INDIVIDUAL WHO DOES NOT USE SUCH
24 A DEVICE.
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5 RULE 2: APPLICABILITY

6 Rules 1 through 12 15 are applicable to all providers of
7 Basic Emergency Service PROVIDERS and the
8 provider(s) of the ALI Database PROVIDERS. The components of
9 basic emergency service include, but are not limited to,
10 connections between the central office switch, that provides
11 the local dial tone connection to a customer placing a 911
12 call, and the basic emergency service provider. The Basic
13 Emergency Provider then provides through their own facilities or
14 facilities obtained from a Local Exchange Provider (LEC) OR
15 OTHER NETWORK SERVICE PROVIDER, the facilities to deliver 911
16 calls to an Governing Body for distribution to the Fire
17 Department, Police, PSAP or other designated authority for
18 responding to 911 calls originated from a designated geographic
19 area. Basic Emergency Service may be provisioned PROVIDED
20 via features and functions within the same telephone company
21 switch that provides the dial tone switch. Basic Emergency
22 Service does not include components of the Basic Local Exchange
23 network and equipment furnished to and utilized at the Governing
24 Body's location. However, connections between the Basic Local
25 Exchange network and the Basic Emergency Service provider's
26 system may include common components utilized in the provision of
27 Basic Local Exchange service.

28 While these rules apply to the provider(s) of the ALI databases
29 with respect to the certification of such provider(s), for all of
30 the databases and the grades of service provided by the ALI
31 provider(s), nothing in these rules specifies the rates, rate
32 structures, equipment requirements, etc. for the ALI providers.

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5 RULE 3: CERTIFICATION PROCESS

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

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

17
18 (A) The name, address, and telephone number of the
19 applicant;

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

23
24 (C) If the application is a:
25 (1) Company or corporation:
26 (a) A statement of that fact, the state in
27 which it is incorporated, and, if an
28 out-of-state corporation, a copy of the
29 authority qualifying it to do business in
30 Colorado;

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

7 (c) A copy of its Articles of
8 Incorporation.

9
10 (2) Partnership or copartnership:

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

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

16
17 (3) City, State or county government, agency of
18 a city, state or county, or a political
19 subdivision, state department, commission,
20 board, bureau or governing body:

21 (a) Location of the principal office;

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

27
28 (4) An association or stock association:

29 (a) A statement of that fact

30 (b) The names, addresses and titles of
31 each of the members of the association or
32 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.

10 (d) Location of its principal office, if
11 any, in this state;
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13 (D) A detailed statement of the means by which the
14 applicant will provide the services. This includes the
15 technical specifications for the system that will be
16 utilized TO PROVIDE ~~in//the//provision//of~~ the Basic
17 Emergency Services. The technical specifications shall
18 provide information on emergency restoration of the
19 system;
20

21 (E) A current ~~audited~~ financial statement showing the
22 applicant's assets, liabilities, and net worth, ARE
23 SUFFICIENT TO PROVIDE BASIC EMERGENCY SERVICE AND/OR
24 ALL DATABASE SERVICE AS DEFINED BY THESE RULES;
25

26 (F) The name and address of the applicant's representative
27 or agent, if any, to whom all inquiries should be made;
28

Rule 3.2: Certificate Granted

6 Rule 3.2.1: Each applicant which has provided the information
7 required in Rule 3.1 to the Commission shall be granted a
8 certificate of public convenience and necessity for ~~the~~
9 ~~provision//of~~ PROVIDING ALI Database Service as defined in Rule
10 1 of these Rules or for Basic Emergency Services as defined in §§
11 40-15-201 and as clarified by Rule 1 of these Rules, for the
12 State of Colorado. Existing ~~providers//of~~ Basic Emergency
13 Service PROVIDERS or ALI Database Providers that had authority
14 lawfully to offer these services prior to the effective date of
15 this Rule shall continue to have such authority except that they
16 must make application to the Commission for a certificate of
17 public convenience and necessity to continue offering such
18 services within six (6) months time from the effective date of
19 these Rules.
20

21 Rule 3.2.2: While a certificate of public convenience and
22 necessity may be granted to one or more applicants for providing
23 Basic Emergency Service and/or ALI Database services in Colorado,
24 the holder of such certificate must make further application with
25 this Commission for authority to provide such services in each
26 geographic area in which they have a written request for such
27 service(s) by an authorized Governing Body.
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5 Rule 3.3: Certificate Required

6 Rule 3.3.1: No person shall engage in the provision of ALI
7 Database Service or Basic Emergency Services or construct any
8 facilities for the provision of these services without first
9 obtaining a certificate of public convenience and necessity for
10 the provision of these services.
11

12 Rule 3.3.2: Any person that engages in the provision of ALI
13 Database Service or Basic Emergency Services or undertakes the
14 construction of facilities prior the grant of a certificate of
15 public convenience and necessity shall be subject to the
16 penalties provided under §§ 40-7-101 through 40-7.5-104, C.R.S.,
17 unless precluded from such penalties by other Colorado Statute.
18
19

20 RULE 4: UNIFORM SYSTEM OF ACCOUNTS AND COST SEGREGATION

21 Rule 4.1: All ~~providers~~ Basic Emergency Services and/or
22 ALI Database Services PROVIDERS, except for a Governing Body,
23 shall maintain their books and records and perform separation of
24 costs between state and interstate and perform cost segregations
25 as outlined in the Rules Prescribing Cost-Allocation Methods For
26 Segregation Of Investments And Expenses Of Telecommunications
27 Providers, found at 4 CCR 723-27.
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5 RULE 5: PROVIDER OF LAST RESORT

6 Rule 5.1: The Commission may, at the request of an Governing
7 Body, designate a Local Exchange Company, or a certified Basic
8 Emergency Service Provider and, if applicable, an ALI Database
9 Provider to provide service to a specific geographic area if no
10 such provider has requested to provide service in this area.
11

12 RULE 6: BASIC EMERGENCY SERVICE PROVIDERS

13 Rule 6.1: The certified Basic Emergency SERVICE Provider for a
14 geographic area shall arrange to obtain facilities ~~from all~~
15 ~~Local Exchange providers~~ from all Local Exchange providers that have customers in
16 ~~this~~ THE area DESIGNATED BY THE GOVERNING BODY for the
17 aggregation and transmission of 911 calls or E911 calls to the
18 Governing Body for this geographic area. The Basic Emergency
19 SERVICE Provider may obtain facilities from the Local Exchange
20 provider or other registered interexchange providers for all or
21 portions of the facilities to interconnect the Basic Emergency
22 Service provider to the Governing Body. If the Basic Emergency
23 Provider contemplates construction and ownership of exchange or
24 interexchange facilities to provide connections to the Local
25 Exchange Carriers and/or to the Governing Body, certification as
26 a § 40-15-301 C.R.S. Part 3 provider pursuant to the Rules
27 Regulating Emergency Competitive Telecommunications Service found
28 at 4 CCR 723-24 is required prior to construction or ~~provision~~
29 OPERATION of such facilities.
30

4 Rule 6.2: Facilities required to interconnect the Local Exchange
5 Service provider to the Basic Emergency Service provider shall be
6 provided as follows:
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9 Rule 6.2.1: Dedicated Facilities MINIMUM requirements for
10 connecting each Local Exchange telephone switch to the Basic
11 Emergency Service provider, based on the telephone lines within
12 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

13
14 Rule 6.2.2: Where shared or common facility groups are utilized
15 to transport calls from the Local Exchange Provider to the Basic
16 Emergency Service Provider, the shared or common facility groups
17 shall be sized to carry the additional CCS requirements defined
18 in Rule 6.2.1.. In addition, common or shared groups shall be so
19 arranged to provide carry 911 calls on a priority basis WHERE
20 ECONOMICALLY AND TECHNICALLY FEASIBLE.
21

22 RULE 6.2.3: DEDICATED FACILITIES FOR CONNECTING THE BASIC
23 EMERGENCY SERVICE PROVIDER TO THE GOVERNING BODY SHALL BE
24 ENGINEERED TO PROVIDE, AT A MINIMUM, NO GREATER THAT ONE (1)
25 PERCENT BLOCKING.
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5 Rule 6.3: The Basic Emergency Service Provider shall develop and
6 file tariffs with this Commission that establish cost based rates
7 for the services provided for each geographic area that service
8 is provided. The costs of such services shall include the costs
9 of facilities furnished to it by all Local Exchange Providers in
10 the geographic area as well as the costs of the facilities
11 provided by the Basic Emergency Service provider. For those
12 Basic Emergency Service Providers that are also Local Exchange
13 ~~Service~~ Providers, the cost of the Basic Emergency Services
14 shall ~~have~~ included the imputed cost of tariffed services
15 that would have been required if provided to another company
16 offering such service.
17

18 Rule 6.4: The Basic Emergency Service Provider shall render a
19 single monthly bill to the Governing Body for service in the
20 requested geographic area. Unless the Local Exchange ~~Company~~
21 PROVIDER and the Basic Emergency Service Provider are the same
22 company, there will be no direct billing by the Local Exchange
23 ~~Company~~ PROVIDER(s) that provide service within this area to
24 the Governing Body.
25

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

5 RULE 7: ALI DATABASE PROVIDERS

6 Rule 7.1: As a standard for the ALI database, this Commission
7 adopts the recommendations of the NENA Data Standards
8 Subcommittee for the formats for the E911 ALI data exchange, the
9 Master Street Address Guide (MSAG), Header and Trailer data file
10 formats and Street Suffix abbreviations.
11

12 Rule 7.2: The ALI DATABASE provider shall provide sufficient
13 facilities to interconnect their Database to PSAP's to meet the
14 criteria established by the NENA Data Standards Subcommittee.
15

16 Rule 7.3: The ALI DATABASE provider shall provide to the Basic
17 Emergency SERVICE Provider, for the geographic area for which
18 service is provided, all such information that is required by the
19 Basic Emergency Provider to correctly route calls to the correct
20 Governing Body where service is provided to multiple Governing
21 Bodies by a single Basic Emergency Service Provider.
22

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

30
31 RULE 7.5: EACH ALI DATABASE SERVICE PROVIDER SHALL AVERAGE
32 THEIR RATES ON A STATEWIDE BASIS.

5 RULE 8: LOCAL EXCHANGE PROVIDERS

6 Rule 8.1: All Local Exchange Providers, in a geographic area for
7 which a Governing Body has requested the provision of 911
8 service, shall provide the certified Basic Emergency Provider
9 facilities at regular tariffed rates for transporting 911 calls
10 from the Local Exchange switch to the Basic Emergency provider
11 and for transporting the calls from the Basic Emergency provider
12 to the Governing Body.
13

14 Rule 8.1.1: Until such time as the Local Exchange provider files
15 and has approved a tariff that "unbundles" ANI as a service, ANI
16 shall be forwarded to certified Basic Emergency service
17 providers, ALI providers and/or ~~Emergency~~ ~~Authorities~~
18 GOVERNING BODY at a rate of \$0.00 per call.
19

20 Rule 8.1.2: Until such time as the Local Exchange provider files
21 and has approved a tariff for provision of dedicated voice grade
22 circuits from the Local Exchange switch to the Basic Emergency
23 provider, the Local Exchange provider shall apply their approved
24 voice grade private line rates for these connections to their
25 switch and from the Basic Emergency Provider switch to the
26 Governing Body.
27

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

5 shall apply their approved intrastate switched access service
6 rates on a per ~~per~~ MINUTE basis.
7

8 Rule 8.1.4: The Local Exchange providers shall develop and file
9 cost based rates for ~~the//expense//of~~ sending the name, address
10 and telephone number information to the Basic Emergency SERVICE
11 provider, the ALI DATABASE provider and the Governing Body.
12 Until such time as there is an approved rate, this information
13 shall be furnished to the Basic Emergency Service provider, the
14 ALI provider and/or Governing Body at no charge.
15

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

5 RULE 9: COIN PHONE PROVIDERS

6 Rule 9.1: All coin phone providers, including providers of
7 coinless pay telephones, shall arrange the instruments such that
8 911 calls may be placed without the necessity for depositing a
9 coin or the application of other charge. This rule applies to
10 coin instruments provided by the local exchange providers as well
11 as customer owned and operated coin telephone instruments.
12
13

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

15 Rule 10.1: Pursuant to the Privacy Rules found at 4 CCR 723-7,
16 no Local Exchange provider shall disclose personal information of
17 any telephone to any Basic Emergency Service Provider, ALI
18 DATABASE provider or Governing Body unless the potential
19 recipients certify to the Local Exchange Provider they have
20 ~~Commission//Approved~~ procedures for non-disclosure of personal
21 information.
22

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

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

5 (B) ~~Provide~~//a definition of authorized and unauthorized
6 disclosure of personal information;

7 (C) ~~Define~~//The training procedure to inform employees
8 that are the recipient of this information on non-disclosure
9 requirements;

10 (D) Define the safeguards TO BE placed on all computer
11 DATABASES, written documents, lists, etc., containing
12 personal data from accidental disclosure to third parties.
13 By way of example, computers should be protected from
14 unauthorized entry by third parties through passwords, data
15 disks should be completely erased, printed records should be
16 shredded prior to disposal in trash receptacle, etc.;

17 (E) ~~Define~~///The procedure for informing the Local
18 Exchange Provider that an unauthorized disclosure of personal
19 information for other than emergency purposes has occurred;

20
21 While the manuals do not need to be filed and approved by the
22 Commission, each recipient of personal information, must certify
23 in writing to the Commission they have a manual and that the
24 manual must be made available to the Commission upon request.

3
4
5 RULE 11: PRIORITY SERVICE RESTORATION/DIVERSE ROUTING:

6 RULE 11.1: 911 FACILITIES SHOULD BE DIVERSELY ROUTED, USING
7 DIFFERENT CIRCUIT ROUTES WHEREVER FEASIBLE. WHEN DIVERSE ROUTING
8 IS REQUESTED BY THE GOVERNING BODY, THE LOCAL EXCHANGE PROVIDER,
9 BASIC EMERGENCY SERVICE PROVIDER AND/OR ALI DATABASE PROVIDER
10 SHALL DEVELOP COST BASED TARIFFED RATES FOR DIVERSE ROUTING OF
11 911 CIRCUITS. LOCAL EXCHANGE PROVIDERS SHOULD ENSURE CURRENT 911
12 CIRCUIT ROUTING PROFILES ARE MAINTAINED AND CIRCUITS ARE
13 INDIVIDUALLY TAGGED WHERE POSSIBLE TO PREVENT INADVERTENT
14 DISRUPTION.

15
16 RULE 11.2: LOCAL EXCHANGE PROVIDERS, BASIC EMERGENCY SERVICE
17 PROVIDERS AND ALI DATABASE PROVIDERS SHALL DEVELOP COST BASED
18 TARIFFED RATES FOR PRIORITY SERVICE RESTORATION OF 911 SERVICES
19 PROVIDED UPON REQUEST BY THE GOVERNING BODY.

20
21 RULE 11.3: ALL GOVERNING BODY(S) SHALL DESIGNATE A PERSON,
22 AGENCY OR RESPONSIBLE PARTY THAT SHALL BE NOTIFIED OF A PRESENT
23 OR POTENTIAL FAILURE OF ANY OF THE 911 FACILITIES. SUCH DESIGNEE
24 SHALL BE IMMEDIATELY NOTIFIED OF THE NATURE, EXTENT AND
25 CORRECTIVE ACTIONS BEING TAKEN CORRECT THE PRESENT OR POTENTIAL
26 FAILURE OF 911 SERVICES. IN THE EVENT AN OUTAGE OF 911 SERVICE
27 PROVIDED BY LOCAL EXCHANGE PROVIDER, BASIC EMERGENCY SERVICE
28 PROVIDER AND/OR ALI DATABASE PROVIDER EXCEEDS 4 HOURS, A WRITTEN
29 REPORT SHALL BE MADE TO THE COMMISSION THAT OUTLINES THE NATURE,
30 EXTENT AND CORRECTIVE ACTION TAKEN. THIS REPORT SHALL BE FILED
31 WITHIN THREE (3) BUSINESS DAYS OF SUCH OUTAGE.

5 RULE 12: WAIVERS

6 The Commission may permit variance from these rules for good
7 cause shown if it finds compliance to be impossible,
8 impracticable, or unreasonable, if not otherwise contrary to law.
9

10
11 RULE 13: INCORPORATION BY REFERENCE

12 References in these rules to NENA Data Standards are the
13 standards set forth by the NENA Data Standards Subcommittee dated
14 May 1, 1991, and have been incorporated by reference in these
15 rules. A certified copy of these standards are maintained at the
16 Public Utilities Commission, 1580 Logan Street, OL-2, Denver,
17 Colorado 80203 and may be obtained through the Executive
18 Secretary during normal business hours. Certified copies shall
19 be provided at cost upon request.
20
21

22 RULE 14: ADVISORY TASK FORCE

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

5 STAFF SHALL BE RESPONSIBLE FOR ADMINISTERING THE TASK FORCE AND
6 FACILITATING ITS MEETINGS AND AGENDA. THE ADVISORY TASK FORCE
7 SHALL EVALUATE ALTERNATE TECHNOLOGIES, SERVICE AND PRICING ISSUES
8 RELATED TO IMPLEMENTING 911 SERVICES STATEWIDE IN A COST
9 EFFECTIVE FASHION. THE COMMISSION STAFF SHALL PROVIDE PERIODIC
10 REPORTS TO THE COMMISSION ON THE IMPLEMENTATION OF 911 SERVICES
11 STATEWIDE.
12
13

5 *****
6 NOTE: THE FOLLOWING RULE NEEDS ENABLING LEGISLATION PRIOR TO
7 IMPLEMENTATION

8 *****
9 RULE 15: EMERGENCY SERVICE HIGH COST SUPPORT

10
11 § 29-11-102, C.R.S., ALLOWS FOR THE IMPOSITION OF A CHARGE ON
12 EXCHANGE ACCESS FACILITIES OR THEIR EQUIVALENT, FOR THE PROVISION
13 OF EMERGENCY TELEPHONE SERVICES. IN THE EVENT THE GOVERNING BODY
14 DETERMINES THAT A CHARGE IN EXCESS OF THE AMOUNT SPECIFIED IN
15 § 29-11-102 IS NECESSARY FOR THE PROVISION OF EMERGENCY SERVICES,
16 THE GOVERNING BODY SHALL OBTAIN FROM THE PUBLIC UTILITIES
17 COMMISSION APPROVAL OF SUCH HIGHER CHARGE BEFORE THE IMPOSITION
18 THEREOF. IN ORDER TO INSURE THE UNIVERSAL AVAILABILITY OF
19 EMERGENCY "911" REPORTING AT AFFORDABLE RATES, THIS RULE DEFINES
20 A "CAP" FOR THE CHARGES DETERMINED BY THE GOVERNING BODY THAT IS
21 EQUAL TO THREE (3) TIME THE PRESENT AMOUNT SET FORTH BY
22 § 29-11-102. THE REASONABLE MONTHLY REQUIRMENTS OF A GOVERNING
23 BODY THAT EXCEED THE CAP MAY BE RECOVERED THROUGH THE ASSESSMENT
24 OF AN ADDITIONAL SURCHARGE ON ALL EXCHANGE ACCESS LINES SUBJECT
25 TO THE § 29-11-102 CHARGE THAT ARE BELOW THE CAP.

26
27 RULE 15.1: ON JANUARY 1, APRIL 1, JULY 1 AND OCTOBER 1, EACH
28 LOCAL EXCHANGE PROVIDER SHALL REPORT TO THE COMMISSION THE NUMBER
29 OF EXCHANGE ACCESS FACILITIES DEFINED BY § 29-11-102 AND THE
30 MONTHLY CHARGE PER EXCHANGE ACCESS FACILITY THAT THEY ARE
31 ASSESSING FOR EACH GOVERNING BODY FOR THE PROCEEDING 3 MONTH
32 PERIOD.

6 RULE 15.2: UPON APPLICATION BY A GOVERNING BODY TO THIS
7 COMMISSION AND A FINDING BY THIS COMMISSION THAT A GOVERNING
8 BODY'S REASONABLE MONTHLY REQUIREMENTS FOR THE OPERATION OF THEIR
9 EMERGENCY REPORTING SYSTEM EXCEED THE CAP ESTABLISHED BY THIS
10 RULE, THE COMMISSION MAY ORDER A SURCHARGE TO BE PLACED ON ALL
11 OTHER EXCHANGE ACCESS LINES THAT ARE BELOW THE CAP. THE
12 COMMISSION SHALL ADMINISTER THE 911 HIGH COST FUND AND THE
13 PAYMENTS FROM THIS FUND TO GOVERNING BODIES THAT REQUIRE SUCH
14 SUPPORT.
15

16 RULE 15.3: REMITTANCE OF SURCHARGE AMOUNTS TO THE COMMISSION
17 SHALL BE MADE IN ACCORDANCE WITH THE TIME PERIODS SPECIFIED IN
18 § 29-11-103, C.R.S.
19