

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

* * *

THE APPLICATION OF U S WEST)
COMMUNICATIONS, INC. FOR)
PERMISSION TO CHANGE E-911)
TARIFFS ON LESS THAN THIRTY)
(30) DAYS' NOTICE.)

DOCKET NO. 92A-691T
COMMISSION ORDER
GRANTING APPLICATION

Mailed Date: November 30, 1992
Adopted Date: November 25, 1992

STATEMENT, FINDINGS AND CONCLUSIONS

BY THE COMMISSION:

On November 20, 1992, U S WEST Communications, Inc. (USWC), filed the instant application requesting authority to amend its existing E-911 tariff on less than statutory notice, to be effective on December 1, 1992.

On June 30, 1992, USWC filed an Application for Declaratory Order, or in the Alternative, For Waiver from Emergency Services Rules. It was assigned Docket No. 92A-349T, and was filed for the purpose of clarifying certain provisions of the rules concerning Emergency Reporting Services for Telecommunications Service Providers and Telephone Utilities. A hearing was held on November 5 and 6, 1992. A Stipulation was submitted for consideration by the Commission in accordance with Rule 83 of the Commission's Rules of Practice and Procedure (4 CCR 723-1). Decision No. R92-1421 was entered November 6, 1992, approving the Stipulation, with some modifications.

USWC states that the proposed tariff changes contained in the instant application are consistent with and filed pursuant to Decision No. R92-1421.

On November 25, 1992, USWC filed an amendment to its application to correct errors in the terms and conditions section

of the proposed tariff pages, and to correct rates which had been based on an erroneous cost study.

The Commission has reviewed the application and its amendment and find that the tariff sheets, as amended, are in the public interest and should be allowed to become effective on less than statutory notice, in this case on December 1, 1992.

THEREFORE THE COMMISSION ORDERS THAT:

1. The application filed by U S West Communications, Inc., and amended on November 25, 1992, is granted.

2. U S WEST Communications, Inc., shall file an advice letter and tariff sheets, as appended to this decision and order, on not less than one day's notice, to become effective December 1, 1992.

This Decision is effective on its Mailed Date.

ADOPTED IN OPEN MEETING November 25, 1992.

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO





Commissioners

COMMISSIONER GARY L. NAKARADO ABSENT

U S WEST COMMUNICATIONS

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SECTION 9
First Revised Sheet 9
Cancels Original Sheet 9

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

22. The E911 customer must furnish the Company its agreement to the following terms and conditions: (T)
- a. That all E911 calls will be answered on a 24-hour day, seven-day week basis. (T)
 - b. That the E911 customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such service are reasonably available. (T)
 - c. That the E911 customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties. (T)
 - d. That the E911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls. (T)
 - e. That the E911 customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed. (T)

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By J. P. Scully, Vice President
1005 Seventeenth Street, Denver, Colorado

Advice No. 2324

Decision No. R92-1421

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

23. When the Selective Routing feature is provided, the E911 customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The E911 customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible of handling of calls from each telephone in the E911 serving area. The following terms define the E911 customer's responsibility in providing this information. (T)
- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the E911 customer to the Company prior to the effective date of service. (T)
- b. After establishment of service, it is the E911 customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP. (T)
- c. The Company will provide to the E911 customer on request a complete written copy of the master address file to permit the E911 customer to verify accuracy of the police, fire, and ambulance PSAP routing designations. (T)
- d. Changes, deletions and additions which the E911 customer desires to have made in the master address file should be submitted on an "as occurred" basis. (T)
- e. The Company will furnish a written copy to the E911 customer for verification showing each change, deletion and addition to the master address file. (T)

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9. CENTRAL OFFICE SERVICES

9.2. EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

(N)

24. All E911 facilities will be engineered, installed, and maintained by the Company at sufficient levels to provide a minimum of P.01 Grade of Service.
25. A minimum of two circuits will also be required to connect the Serving Central Office(s) to the PSAP(s).
26. Where facilities permit, the E911 customer can request diversification and redundancy of any or all inter-office and/or local facility routes. Additional charges for such facilities, or the construction and provisioning thereof, will be the responsibility of the E911 customer and will be assessed on an individual case basis.
27. When the ALI service feature is provided, two data facilities will be required to connect each PSAP in the E911 Service Area to the Node.
28. The minimum number of circuits to a PSAP will be determined by the Company based upon the number of access lines to be served by the system. Secondary PSAPs that are not equipped to display ANI on compatible CPE will receive calls on a transfer basis over the exchange network or the E911 customer may subscribe to additional E911 Transport Service.

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APPENDIX A

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Cancels First Revised Sheet 11

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

30. Service Features

(T)

a. The service features offered for E911 service are:

- Automatic Number Identification (ANI)
- Selective Routing (SR)
- Automatic Number Identification and Selective Routing
- Automatic Number Identification and Automatic Location Identification (ALI)
- Automatic Number and Location Identification and Selective Routing

b. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe for an additional E911 exchange line.

c. The following standard features are included with each of the service offerings:

- Forced Disconnect
- Default Routing
- Alternate Routing (Night Service)
- Speed Calling
- CO Transfer Arrangements

d. Where two jurisdictions are served by a local switching office, each jurisdiction may select a different feature combination as long as SR is one of the features.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

31. Rates and Charges

- a. Calling party is not charged for calls placed to the 911 number.
- b. Charges for calls transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.
- c. Rates and charges for service features are dependent upon the number of main stations, PBX trunks and Centrex CO or ESSX-1 main station lines served in the E911 area. This number will be based upon the previous twelve months' data with an annual review to update the E911 customer's billing.
- d. The ANI and ANI Transport rates as listed in this tariff reflect the combined ANI and ANI Transport rates of both USWC and independent 911 customers.
- e. The rates established for ANI and ANI Transport are to be applied for ANI and ANI Transport single-bill purposes only.

(T)

(T)

(N)

(N)

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A.31. (Cont'd)

(N)

- f. The E911 Transport rates as listed in this tariff reflect the combined E911 Transport rates and the ANI Feature rate. These rates apply to all USWC and Independent Telephone Company Access Lines.
- g. USWC will not be responsible or liable for those portions of the system over which we have no control, such as any network services or components provided by other Exchange Carriers. Each Local Exchange Carrier will still retain responsibility for their own maintenance, repair and E911 customer training as required.
- h. The rate for ALI/SR features and transport will apply to both USWC and Independent access lines; however, these rates do not include any charges of providing name, telephone number and address information to the ALI provider for data base services provided by other Local Exchange Carriers.
- i. Any other Local Exchange Carrier charges for E911 services will be the responsibility of the E911 customer and will be paid by the E911 customer directly to the Local Exchange Carrier.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A.31. (Cont'd)

j. Service Features{2}

(T)

(T)

	<u>Service & Equipment Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
- Automatic Number Identification - per 1000 main stations served{1}	\$ 4.25	\$ 218.03	\$ 10.69	E8X
- Selective Routing - per 1000 main stations served{1}	4.25	1,379.20	54.85	E8R
- Automatic Number Identification and Selective Routing - per 1000 main stations served{1}	4.25	1,381.41	54.85	E8T
- Automatic Number Identification and Automatic Location Identification - per 1000 main stations served{1}	4.25	1,689.08	60.30	E8V
- Automatic Number Identification, Automatic Location Identification and Selective Routing - per 1000 main stations served{1}	4.25	2,801.86	111.30	E8Z

NOTE 1: Main stations also include private branch exchange trunks, Centrex CO main station lines and ESSX-1 main station lines.

NOTE 2: Charges do not include E911 Transport. See sheet 13.1 for E911 Transport Service charges.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A.31. (Cont'd)

k. E911 Transport

	Service & Equipment Charge	Installation Charge	Monthly Rate	USOC	
- Automatic Number Identification Transport	\$ 4.25	\$ 259.06	\$ 27.84	C9B	(I)
- per 1000 main stations served{1}					
- Selective Routing Transport	4.25	259.06	27.84	C9G	
- per 1000 main stations served{1}					
- Automatic Number Identification and Selective Routing Transport	4.25	259.06	27.84	C9O	(I)
- per 1000 main stations served{1}					
- Automatic Number Identification and Automatic Location Identification Transport	4.25	284.32	31.84	C9Q	
- per 1000 main stations served{1}					
- Automatic Number Identification, Automatic Location Identification and Selective Routing Transport	4.25	284.32	31.84	C9T	(I)
- per 1000 main stations served{1}					
- Additional (optional) E911 Exchange Line terminating at PSAP	4.25	487.12	72.08	E8K	
- each					

NOTE 1: Main stations also include private branch exchange trunks, Centrex CO main station lines and ESSX-1 main station lines.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E911

1. E911 is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the switching of public emergency telephone calls originated by persons within the serving area who dial 911. Rates and charges include touch-tone. (T)
2. E911 Service is offered subject to availability of facilities and equipment. (T)
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The E911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone CO areas arranged for 911 calling. (T)
4. This service is limited to the use of telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
5. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided elsewhere.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E911

1. E911 is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the switching of public emergency telephone calls originated by persons within the serving area who dial 911. Rates and charges include touch-tone. (T)
2. E911 Service is offered subject to availability of facilities and equipment. (T)
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The E911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone CO areas arranged for 911 calling. (T)
4. This service is limited to the use of telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
5. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided elsewhere.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

- 6. The service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
- 7. E911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
- 8. E911 Service is provided solely for the benefit of the E911 customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the E911 customer. (T)

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE (Cont'd)

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

A. (Cont'd)

17. Each E911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the E911 customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the E911 customer or others. (T)
18. The E911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them. (T)
19. The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where E911 Service is offered.
20. It is the obligation of the E911 customer to make arrangements to handle all E911 calls that originate from telephone served by a CO in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the E911 customer's public safety jurisdiction. (T)
21. Application for E911 Service must be executed in writing by each E911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the E911 customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering. (T)

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