

## COLORADO DEPARTMENT OF REGULATORY AGENCIES

### Public Utilities Commission

#### 4 CODE OF COLORADO REGULATIONS (CCR) 723-2

#### PART 2

### RULES REGULATING TELECOMMUNICATIONS PROVIDERS, SERVICES, AND PRODUCTS

#### BASIS, PURPOSE, AND STATUTORY AUTHORITY

The basis and purpose of these rules is generally to: regulate jurisdictional telecommunications providers, services, and products; administer and enforce the telecommunications provisions of Title 40 of the Colorado Revised Statutes; and regulate telecommunications proceedings before the Commission. These rules address a wide variety of subject areas. Therefore, specific statements of Basis, Purpose, and Statutory Authority are found at the beginning of each subchapter of these rules.

The statutory authority for the promulgation of these rules is found at §§ 29-11-106(3); 39-32-104; 40-2-108; 40-3-101; 40-3-102; 40-3-103; 40-3-107; 40-3-110; 40-3.4-106; 40-4-101; [40-7-113.5\(2\)\(a\)](#); 40-15-101; 40-15-108(2); 40-15-109(3); 40-15-201; 40-15-203.5; 40-15-208(2)(a); 40-15-301; 40-15-302(1)(a) and (2); 40-15-302.5; 40-15-305; 40-15-404; 40-15-502(1), (3)(a), and (5)(b); 40-15-503; 40-17-103(2) and (3), C.R.S.

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[indicates omission of unaffected rules]

[new rule follows]

#### **CIVIL PENALTIES**

##### **2009. Definitions.**

The following definitions apply to rules 2009, 2010, and 2895, unless a specific statute or rule provides otherwise. In the event of a conflict between these definitions and a statutory definition, the statutory definition shall apply.

(a) "Civil penalty" means any monetary penalty levied against a public utility because of violations of statutes, regulations, rules, or Commission decisions.

(b) "Civil penalty assessment" means the act of imposing a civil penalty against a public utility.

(c) "Civil penalty assessment notice" means the written document by which a public utility is notified of a violation and proposed civil penalty.

(d) "Public utility" means those public utilities defined in § 40-7-113.5-(1)(a), C.R.S.

**2010. Regulated Telecommunications Utility Violations, Civil Enforcement, and Enhancement of Civil Penalties.**

- (a) The Commission may impose a civil penalty in accordance with the requirements and contents contained in § 40-7-113.5, C.R.S., § 40-7-116.5, C.R.S., and paragraph 1302(b), 4 Code of Colorado Regulations 723-1, for finable offenses as specified in these rules.
- (b) Notwithstanding any provision in these rules to the contrary, the Commission may assess doubled or tripled civil penalties against any public utility, as provided by statute and this rule.
- (c) The Commission may assess any public utility a civil penalty containing doubled penalties if:
- (I) the public utility engaged in prior conduct that resulted in the issuance of a prior civil penalty assessment notice;
  - (II) the conduct for which doubled civil penalties are sought violates the same statute, rule, or order as conduct that was cited in a prior civil penalty assessment notice;
  - (III) the conduct for which doubled civil penalties are sought occurred within one year after conduct that resulted in the issuance of a civil penalty assessment notice;
  - (IV) the conduct for which doubled civil penalties are sought occurred after the public utility's receipt of a prior civil penalty assessment notice; and
  - (V) a prior civil penalty assessment notice resulted in the public utility's admission to the prior conduct or in a finding of liability related to the prior conduct.
- (d) The Commission may assess any public utility a civil penalty containing tripled penalties if:
- (I) the public utility engaged in prior conduct that resulted in the issuance of two or more prior civil penalty assessment notices;
  - (II) the conduct for which tripled civil penalties are sought violates the same statute, rule, or order as conduct that was cited in prior civil penalty assessment notices;
  - (III) the conduct for which tripled civil penalties are sought occurred within one year after the two most recent prior instances of conduct cited in prior civil penalty assessment notices;
  - (IV) the conduct for which tripled civil penalties are sought occurred after the public utility's receipt of two or more prior civil penalty assessment notices; and
  - (V) the prior civil penalty assessment notices resulted in the public utility's admission to at least two instances of the prior conduct or in a finding of liability related to at least two instances of the prior conduct.
- (e) When more than two instances of prior conduct exist, the Commission shall only consider those instances occurring within one year prior to the conduct for which tripled civil penalties are sought.
- (f) Nothing in this rule shall preclude the assessment of tripled penalties when doubled and tripled penalties are sought on the same civil penalty assessment notice.
- (g) The Commission shall not issue a decision on doubled or tripled penalties until after the effective date of the Commission decision upon which the single penalty was based.

- (h) If the respondent pays the doubled or tripled civil penalties prior to the effective date of the Commission decision upon which the doubled or tripled civil penalties are based, and such Commission decision finds the respondent not liable for the violation(s), on its own motion the Commission shall refund the appropriate amount of any overpayment. By way of example, if the respondent pays a doubled civil penalty and is later found to be not liable for the first violation upon which the doubled penalty is based, the Commission shall retain one half of the doubled civil penalty amount and refund the other half to the respondent. Likewise, for payment of the reduced amount provided in paragraph (i) of this rule, the Commission shall make an appropriate proportional refund.
- (i) The civil penalty assessment notice shall contain the maximum penalty amount provided by rule for each individual violation noted, with a separate provision for a reduced penalty of 50 percent of the maximum penalty amount if paid within ten days of receipt of the civil penalty assessment notice.
- (j) The civil penalty assessment notice shall contain the maximum penalty amount provided by the rule for each individual violation noted, and the amount of the penalty surcharge pursuant to § 24-34-108(2), C.R.S.
- (k) A penalty surcharge referred to in paragraph (j) of this rule shall equal to the percentage set by the Department of Regulatory Agencies on an annual basis. The surcharge shall not be included in the calculation of the statutory limits set in § 40-7-113.5(5), C.R.S.
- (l) Nothing in these rules shall affect the Commission's ability to pursue other remedies in lieu of issuing civil penalties.

**200911. – 2099. [Reserved].**

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[indicates omission of unaffected rules]

[new rule follows]

**2895. Regulated Telecommunications Utility Rule Violations, Civil Enforcement, and Civil Penalties.**

A violation of the following rules may result in the assessment of a civil penalty of up to \$2,000.00 per offense. Fines shall accumulate up to, but shall not exceed, the applicable statutory limit set in § 40-7-113.5, C.R.S.

<b>Citation</b>	<b>Failure to Comply with Commission Rules Regarding:</b>
	Failure to Follow a Commission Decision
<u>Rule 1301(c) and 2004</u>	<u>Disputes and Informal Complaints</u>
<u>Rule 2005</u>	<u>Records and Record Retention</u>

<a href="#">Rule 2006</a>	<a href="#">Annual Reporting Requirements</a>
<a href="#">Rule 2103</a>	<a href="#">Obtaining a Certificate of Public Convenience and Necessity or Letter of Registration to Operate in a Service Territory</a>
<a href="#">Rule 2104</a>	<a href="#">Amending a Certificate of Public Necessity for Changes in Service Territory or Facilities</a>
<a href="#">Rule 2105</a>	<a href="#">Applications to Change Exchange Area Boundaries</a>
<a href="#">Rule 2106</a>	<a href="#">Declarations of Intent to Serve Within the Territory of a Rural Telecommunications Provider</a>
<a href="#">Rule 2108</a>	<a href="#">Discontinuance of Regulated Services</a>
<a href="#">Rule 2109</a>	<a href="#">Applications to Transfer or Encumber</a>
<a href="#">Rule 2110</a>	<a href="#">Toll Reseller Restrictions and Obligations</a>
<a href="#">Rule 2122</a>	<a href="#">Keeping a Current Tariff on File with the Commission</a>
<a href="#">Rule 2122(b)</a>	<a href="#">Filing a New or Changed Tariff with the Commission</a>
<a href="#">Rule 2122(b)(X)(D)</a>	<a href="#">Filing an Advice Letter to Implement a Tariff Change</a>
<a href="#">Rule 2123</a>	<a href="#">Price Lists and Transmittal Letters</a>
<a href="#">Rule 2133(a) and (b)</a>	<a href="#">Service Components and Requirements</a>
<a href="#">Rule 2134</a>	<a href="#">Process for Certification of Basic Emergency Service Providers</a>
<a href="#">Rule 2135</a>	<a href="#">Uniform System of Accounts, Cost Segregation and Collection</a>
<a href="#">Rule 2136</a>	<a href="#">Obligations of Basic Emergency Service Providers</a>
<a href="#">Rule 2137</a>	<a href="#">Obligations of ALI Database Providers</a>
<a href="#">Rule 2138</a>	<a href="#">Obligations of Basic Local Exchange Carriers</a>
<a href="#">Rule 2139</a>	<a href="#">Obligations of Resellers of Basic Local Exchange Service</a>
<a href="#">Rule 2140</a>	<a href="#">Obligations of Wireless Providers</a>
<a href="#">Rule 2141</a>	<a href="#">Obligations of Multi-line Telephone Systems</a>
<a href="#">Rule 2142</a>	<a href="#">Nondisclosure of Name/Number/Address Information</a>
<a href="#">Rule 2143</a>	<a href="#">Diverse Routing and Priority Service Restoration</a>

<a href="#">Rule 2144</a>	<a href="#">Reports</a>
<a href="#">Rule 2146</a>	<a href="#">National Emergency Number Association (NENA) Data Standards</a>
<a href="#">Rule 2164</a>	<a href="#">Regulation of Non-optional Operator Services</a>
<a href="#">Rule 2165</a>	<a href="#">Requirements for Non-optional Operator Service Providers</a>
<a href="#">Rule 2168</a>	<a href="#">Access Codes of Non-Optional Operator Service Providers</a>
<a href="#">Rule 2169</a>	<a href="#">Access From Registered Equipment and Access to Common Carriers</a>
<a href="#">Rule 2185</a>	<a href="#">Obligations of Providers of Last Resort</a>
<a href="#">Rule 2186</a>	<a href="#">Relinquishment of Designation as Provider of Last Resort</a>
<a href="#">Rule 2187</a>	<a href="#">Eligible Telecommunications Carrier Designation</a>
<a href="#">Rule 2202</a>	<a href="#">Default Form of Regulation for ILECs</a>
<a href="#">Rule 2203</a>	<a href="#">Default Forms of Regulation for CLECs</a>
<a href="#">Rule 2204</a>	<a href="#">General Requirements</a>
<a href="#">Rule 2205</a>	<a href="#">Application for Alternative Form of Regulation</a>
<a href="#">Rule 2206</a>	<a href="#">Simplified Regulatory Treatment for Rural ILECs</a>
<a href="#">Rule 2208(d)</a>	<a href="#">Reclassification of a Part II Service to a Part III Service</a>
<a href="#">Rule 2209(d) and (e)</a>	<a href="#">Deregulation of Part III Emerging Competitive Services</a>
<a href="#">Rule 2210</a>	<a href="#">Deregulation of IntraLATA Interexchange Telecommunications Services</a>
<a href="#">Rule 2212</a>	<a href="#">Combined Applications</a>
<a href="#">Rule 2302</a>	<a href="#">Applications for Service, Customer Deposits, and Third Party Guarantees</a>
<a href="#">Rule 2303(a-c)</a>	<a href="#">Availability of Installation Payments to Customers</a>
<a href="#">Rule 2303(a)</a>	<a href="#">Discontinuance of Service</a>
<a href="#">Rule 2303(b) and (d)</a>	<a href="#">Notice of Discontinuation of Service</a>
<a href="#">Rule 2303(e)</a>	<a href="#">Restoration of Service</a>
<a href="#">Rule 2304</a>	<a href="#">Billing Information, Procedures, and Requirements</a>
<a href="#">Rule 2304(b)</a>	<a href="#">Meter and Billing Error Adjustments</a>

<a href="#">Rule 2306</a>	<a href="#">Public Information</a>
<a href="#">Rule 2307</a>	<a href="#">Directories for Basic Local Exchange Service</a>
<a href="#">Rule 2308</a>	<a href="#">Local Exchange Service Standards</a>
<a href="#">Rule 2310</a>	<a href="#">Line Extensions</a>
<a href="#">Rule 2311</a>	<a href="#">Changing Providers and Carrier Presubscription</a>
<a href="#">§ 40-15-113, C.R.S.</a>	<a href="#">Unauthorized Charge for Services</a>
<a href="#">Rule 2312</a>	<a href="#">IntraLATA Equal Access</a>
<a href="#">Rule 2334</a>	<a href="#">Construction and Maintenance Practices for Telecommunications Facilities</a>
<a href="#">Rule 2335</a>	<a href="#">Provision of Service During Maintenance or Emergencies</a>
<a href="#">Rule 2336</a>	<a href="#">Adequacy of Service</a>
<a href="#">Rule 2337</a>	<a href="#">Standard Performance Characteristics for Customer Access Lines</a>
<a href="#">Rule 2338</a>	<a href="#">Interexchange Trunk Connections</a>
<a href="#">Rule 2339</a>	<a href="#">PBX and Multiline Channels</a>
<a href="#">Rule 2340</a>	<a href="#">Network Call Completion Requirements</a>
<a href="#">Rule 2341</a>	<a href="#">Trouble Report Response, Interruptions and Curtailments of Service</a>
<a href="#">Rule 2404</a>	<a href="#">Uniform System of Accounts</a>
<a href="#">Rule 2405</a>	<a href="#">State-Interstate Separation of Costs</a>
<a href="#">Rule 2406</a>	<a href="#">Cost Segregation Standards</a>
<a href="#">Rule 2407</a>	<a href="#">Specific Cost Segregation Standards and Guidelines</a>
<a href="#">Rule 2410</a>	<a href="#">Reporting and Record Keeping</a>
<a href="#">Rule 2411</a>	<a href="#">Auditing</a>
<a href="#">Rule 2413</a>	<a href="#">Affiliate Transactions for Local Exchange Providers</a>
<a href="#">Rule 2414</a>	<a href="#">Affiliate Transactions for Interexchange Providers</a>
<a href="#">Rule 2415</a>	<a href="#">Separation of Colorado Intrastate Access Costs</a>
<a href="#">Rule 2416</a>	<a href="#">Intrastate Access Charge Elements</a>

<a href="#">Rule 2502</a>	<a href="#">Interconnection</a>
<a href="#">Rule 2503</a>	<a href="#">Compensation for Terminating Local Traffic</a>
<a href="#">Rule 2504</a>	<a href="#">Other Intercompany Arrangements</a>
<a href="#">Rule 2505</a>	<a href="#">Unbundling</a>
<a href="#">Rule 2506</a>	<a href="#">Process and Imputation</a>
<a href="#">Rule 2507</a>	<a href="#">Exemption for Rural Telephone Companies</a>
<a href="#">Rule 2533</a>	<a href="#">Submission of Agreement and Amendments for Approval</a>
<a href="#">Rule 2534</a>	<a href="#">Approval of Interconnection Agreements and Amendments to Interconnection Agreements</a>
<a href="#">Rule 2582</a>	<a href="#">Regulation of Facilities-Based Telecommunications Providers</a>
<a href="#">Rule 2583</a>	<a href="#">Service Quality</a>
<a href="#">Rule 2584</a>	<a href="#">Confidentiality</a>
<a href="#">Rule 2585</a>	<a href="#">Tariff Filings</a>
<a href="#">Rule 2586</a>	<a href="#">Negotiation, Mediation and Arbitration</a>
<a href="#">Rule 2587</a>	<a href="#">Regulation of Resellers</a>
<a href="#">Rule 2702</a>	<a href="#">Assignment of Telephone Numbers in Colorado</a>
<a href="#">Rule 2703</a>	<a href="#">Variance of the Rules Regarding Assignments of Telephone Numbers in Colorado</a>
<a href="#">Rule 2723</a>	<a href="#">Local Number Portability</a>
<a href="#">Rule 2724</a>	<a href="#">Long-Term Service Provider Number Portability</a>
<a href="#">Rule 2741</a>	<a href="#">Abbreviated Dialing Codes</a>
<a href="#">Rule 2803</a>	<a href="#">LITAP Plan Implementation</a>
<a href="#">Rule 2804(b)</a>	<a href="#">LITAP Fund Administration</a>
<a href="#">Rule 2805</a>	<a href="#">Timely or Completely Filing or Making Appropriate Payments to the LITAP Fund</a>
<a href="#">Rule 2806</a>	<a href="#">Prohibition of Disconnection of LITAP Customers</a>
<a href="#">Rule 2807</a>	<a href="#">Offering of Toll Limitation for LITAP</a>

<a href="#">Rule 2808</a>	<a href="#">LITAP Service Deposit</a>
<a href="#">Rule 2809</a>	<a href="#">LITAP Federal Reporting Requirements</a>
<a href="#">Rule 2823</a>	<a href="#">Conformity with the Federal Americans with Disabilities Act of 1990</a>
<a href="#">Rule 2824</a>	<a href="#">Conformity with the Commission's Quality of Service Rules</a>
<a href="#">Rule 2827</a>	<a href="#">Timely or Completely Filing or Making Appropriate Payments to the TRS Fund</a>
<a href="#">Rule 2846</a>	<a href="#">Timely or Completely Filing or Making Appropriate Payments to the CHCSM Fund</a>
<a href="#">Rule 2894</a>	<a href="#">Local Exchange Carriers' Responsibilities – Notification of Designated Agent</a>

~~2895~~[2896](#). – 2899. [Reserved].

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[indicates omission of unaffected rules]