

**RULES RELATING TO THE PROVISION OF  
THE ABBREVIATED DIALING CODE 3-1-1 FOR NON-EMERGENCY  
POLICE AND OTHER GOVERNMENTAL SERVICE INFORMATION**

723-24-5 A governmental entity submitting a Petition for use of the 3-1-1 abbreviated dialing code established by the Commission, shall be granted use of that dialing code if it is found to meet the public benefit standards as delineated in this rule. Any government entity that is granted the authority to offer 3-1-1 access to non-emergency police and other governmental services information shall comply with this rule and any other provisions set out in the Commission's decision granting such authority.

723-24-5.1 Definitions. The following definitions apply to this rule:

723-24-5.1.1 "Affected area" means the geographic area within which a 3-1-1 abbreviated dialing code is sought to be used, will be used, or (after implementation) is used for the purpose of providing non-emergency police and other governmental service information to the public.

723-24-5.1.2 "Governmental entity" or "entity" when used in this section means a department or agency of the State of Colorado, any county, or any city, municipality or town as those terms are defined in Colorado Revised Statutes Section 31-1-101 as may be revised or amended from time to time; and any Ambulance District, Fire Protection District, Health Service District or Metropolitan District as those terms are defined in Colorado Revised Statutes Section 32-1-103 as may be revised or amended from time to time.

723-24-5.1.3 "Jurisdictional telecommunications service provider" or "provider" means a local exchange provider, as defined in § 40-15-101(18), C.R.S.

723-24-5.2 On and after the date established by the Commission for implementation within an affected area, an assigned 3-1-1 abbreviated dialing code shall be used within that affected area exclusively to deliver non-emergency police and other governmental service information to the public.

723-24-5.3 Process for Assignment of 3-1-1 Abbreviated Dialing Code. The Commission will consider assignment of the 3-1-1 abbreviated dialing code either upon the Commission's own motion or upon the filing of a petition by a governmental entity.

723-24-5.4 The Commission will assign a 3-1-1 abbreviated dialing code when, after taking into consideration the available information, the Commission finds that assignment of a 3-1-1 abbreviated dialing code in a specific affected area for the purpose of delivering non-emergency police and other governmental service information to the public is in the public interest. A governmental entity that is granted the authority to offer access to non-emergency police and other

governmental service information using a 3-1-1 abbreviated dialing code shall comply with this Rule 24.5 and with the provisions contained in the Commission's decision granting authority.

723-24-5.5 Petition for Assignment of a 3-1-1 Abbreviated Dialing Code. A governmental entity filing a petition must present evidence that a public benefit exists. The Commission will evaluate the petition based upon the evidence presented.

723-24-5.6 Contents of the Petition. A petition shall contain the following information and, as necessary, supporting documentation:

723-24-5.6.1 Specific information regarding the entity including:

- (a) The name and address of the governmental entity filing the petition;
- (b) The name, address and telephone number of the person filing the petition on behalf of the governmental entity;
- (c) The name, address, telephone number, facsimile number, and e-mail address of the entity's representative to whom all inquiries concerning the petition should be addressed;
- (d) The name, address, and telephone number of the person to contact with respect to the implementation and/or provisioning of the 3-1-1 abbreviated dialing service, if different from the person identified in (c) in the event the Commission grants the petition;
- (e) Information about the governmental entity, including the composition of any governing board or agency.

723-24-5.6.2 A statement that the entity agrees to answer all questions propounded by the Commission or its Staff concerning the petition.

723-24-5.6.3 A detailed plan for the use of the 3-1-1 abbreviated dialing code, including:

- (a) A description of the services to be offered;
- (b) Proposed hours of operation;
- (c) Proposed staffing;
- (d) A description of the staff training;
- (e) A detailed plan for community outreach with examples of notices and releases;
- (f) The proposed method for routing the 3-1-1 calls to the call center.

- 723-24-5.6.4 A precise description of the affected area, including a map of the affected area.
- 723-24-5.6.5 Historic volume of calls seeking non-emergency police and other governmental services information.
- 723-24-5.6.6 Demonstration of public need, including letters of support.
- 723-24-5.6.7 Estimated cost of implementation and the on-going provisioning of the 3-1-1 abbreviated dialing code.
- 723-24-5.6.8 Proposed cost recovery mechanism, including funding mechanisms.
- 723-24-5.6.9 Acknowledgement that by signing the petition the entity understands that:
  - 723-24-5.6.9.1 The filing of the petition does not, by itself, constitute approval of the petition.
  - 723-24-5.6.9.2 If the petition is granted, the entity shall not commence the requested action until the entity has complied with applicable Commission rules and with any conditions established by the Commission order granting the petition.
- 723-24-5.7 In the event two or more requests for 3-1-1 are made to the Commission that cover the same geographic area or overlap the same geographic area, the governmental entities making the conflicting requests shall negotiate a settlement as to which entity shall provide the service in conflict. In the event the entities are not able to resolve a conflicting request for 3-1-1 service, the Commission shall have the final authority to determine which entity shall provide 3-1-1 service, taking into account the nature of the services to be provided, the number of residents the entity serves and the potential frequency of access to entities wishing to implement the 3-1-1 service.
- 723-24-5.8 The Commission shall mail its order granting the petition to all jurisdictional providers that offer service in the affected area.
- 723-24-5.9 When a jurisdictional telecommunications service provider receives notice of a Commission order assigning the 3-1-1 abbreviated dialing code for providing non-emergency police and other governmental service information to the public:
  - 723-24-5.9.1 If the jurisdictional telecommunications service provider is using a 3-1-1 abbreviated dialing code for purposes other than providing the public with access to non-emergency police and other governmental service information, that provider shall discontinue use for that non-compliant purpose within 30 days or such other time as the Commission shall order.

- 723-24-5.9.2 If the jurisdictional telecommunications service provider plans to seek recovery of its costs associated with implementation using the 3-1-1 abbreviated dialing code associated with non-emergency police and other governmental service information, the provider shall perform all analyses required to quantify its costs for the necessary translations and/or facilities work associated with implementation of the 3-1-1 abbreviated dialing code.
- 723-24-5.9.3 The jurisdictional telecommunications service provider shall estimate the time required to perform the necessary translation and/or facilities work to allow 3-1-1 call completion for its subscribers as requested in the Petition, keeping in mind that the Federal Communications Commission has determined that a request for 3-1-1 service shall initiate a 6 month deadline to take any necessary steps to complete 3-1-1 calls.
- 723-24-5.9.4 Not less than 30 days prior to the Commission-ordered implementation date, each jurisdictional telecommunications service provider that offers service within the affected geographic area shall file, on not less than 30 days' notice, an advice letter and accompanying tariff that describes the availability of the 3-1-1 abbreviated dialing code; that contains the terms and conditions of the 3-1-1 abbreviated dialing code service; and, if the provider desires to recover its costs, the rates for the 3-1-1 abbreviated dialing code service.
- 723-24-5.9.5 All jurisdictional telecommunications service providers serving customers in the affected area shall comply with the Commission-established schedule unless a waiver is sought and granted.
- 723-24-5.10 Upon a showing that it is in the public interest to assign the 3-1-1 abbreviated dialing code for providing non-emergency police and other governmental service information to the public, and considering the jurisdictional providers' filed information pursuant to Rule 24-5.9, the Commission will establish a schedule for assignment and implementation of the 3-1-1 abbreviated dialing code in the affected area.
- 723-24-5.11 Discontinuance of offering of 3-1-1 access.
- 723-24-5.11.1.1 Any governmental entity that has been granted the authority to offer 3-1-1 access and wishes to discontinue providing the 3-1-1 service shall file a notification with the Commission not less than 45 days prior to the effective date of the proposed discontinuance.

- 723-24-5.11.1.2      Contents of the notification. The notification shall contain the following information:
- (a) The entity's name, complete mailed address (street, city and zip code), telephone number, and e-mail address;
  - (b) Name, mailing address, telephone number and e-mail address of the person to contact for questions regarding the discontinuance;
  - (c) The proposed effective date, which shall not be sooner than 45 days after the date on which the notification is filed with the Commission;
  - (d) The reason(s) for the discontinuance;
  - (e) A detailed description of the affected area, including a map of the affected area;
  - (f) A copy of the notice to the affected users of the discontinuance of 311 service and a list of all the newspapers of general circulation in which the notice of discontinuance will be published;
  - (g) A detailed description of the other means to be utilized to inform and educate the affected users of the discontinuance of 311 service; Acknowledgment that by signing the notification, it is understood and agreed that:
    - i. Filing of the notification does not, by itself, constitute authority to discontinue the offering of the service, and
    - ii. If the discontinuance is granted, it is conditional upon fulfillment of any conditions established by Commission Order.
  - (h) An affidavit signed by a person who is authorized to act on behalf of the provider, stating that the contents of the notification are true, accurate and correct.