

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554**

In the Matter of)	
)	
Improving 9-1-1 Reliability)	PS Docket No. 13-75
)	
)	

COLORADO PUBLIC UTILITIES COMMISSION REPLY COMMENTS

Introduction

These reply comments are respectfully submitted by the Colorado Public Utilities Commission (COPUC) to the Federal Communications Commission (Commission) in response to comments filed by various parties following a request for comments issued by the Commission on June 13, 2018, regarding 9-1-1 network reliability rules, PS Docket 13-75.

Responses

COPUC commends the commenters and agrees with many of the comments submitted, particularly affirms the emerging consensus in several topic areas. One such topic area is the general consensus that the 9-1-1 outage notification template developed by the Alliance for Telecommunications Industry Solutions (ATIS) Network Reliability Steering Committee (NRSC) is a step in the right direction, and that the work of the NRSC should continue¹.

Regarding outage notifications to Public Safety Answering Points (PSAPs), however, COPUC strongly objects to the suggestion that PSAPs be able to opt out of outage notifications². The solution to “over-alerting” isn’t to eliminate notifications for PSAPs or allow PSAPs to opt out, but to better target notifications to affected PSAPs and to provide PSAPs useful information in the notifications they receive.

Similarly, COPUC strongly objects to the suggestion that the Commission should consider requiring on-premises outage reporting from PSAPs³. The Commission has never attempted and should never attempt to exert reporting authority over state or local Public Safety Answering Points. The answering of 9-1-1 calls is, and should remain, a local service with state oversight, not federal.

¹ Comments from ATIS, p. 5; INdigital, p. 6; Texas, p. 2; and West, p. 7.

² Comments from ATIS, p. 6.

³ Comments from West, p. 8.

We also agree with most of the commenters that the Commission's 9-1-1 network reliability certification requirement is valuable and should be continued. We disagree with some of the commenters that suggest that certifications should occur less frequently (i.e. every 3 or 5 years instead of annually), or that there should no longer be a requirement for a corporate officer to attest to the certification⁴. Updating certifications annually should allow the providers to make more incremental changes to their certifications rather than having to make major changes every three to five years. Furthermore, the requirement for a corporate officer to attest to the notifications helps ensure that the highest importance is being put on the accuracy of the certifications.

We agree with commenters that suggest that there does not need to be a separate set of reliability requirements for NG9-1-1 deployments⁵, and that any requirements should remain technologically neutral. We also agree with the commenters that assert that the definition of "Covered 911 Service Provider" should encompass any service or network component that could potentially impact 9-1-1 call delivery to the PSAPs, even if that service or network component is not directly contracted to deliver 9-1-1 calls and location information to the Public Safety Answering Point (PSAP)⁶.

COPUC agrees with the commenters who believe that the current certification requirements are already sufficiently flexible⁷, and that adopting a "general reasonableness" or "best practices" requirement would be inappropriate⁸. COPUC disagrees with the suggestion that there be a waiver process for "good actors,"⁹ noting that part of the benefit of the annual certification process is that providers will have an ongoing, up-to-date record of their own internal network reliability measures. Being a "good actor" does not negate the benefit that such an ongoing self-diagnostic brings to both the provider and the public.

Conclusion

The COPUC appreciates the opportunity to provide the Commission with replies to comments on this crucial topic, and looks forward to participating in future proceedings regarding 9-1-1 network reliability.

Respectfully submitted,

⁴ Comments from USTelecom, p. 3 and p. 4; ATIS, p. 4; and Alaska, p. 5.

⁵ Comments from ATIS, p. 3.

⁶ Comments from APCP, p. 2 and NENA, p. 1.

⁷ Comments from Motorola, p.2.

⁸ Comments from ATIS, p. 4.

⁹ Comments from West, p. 5.

/s/ Jeffrey P. Ackermann

Chairman

Colorado Public Utilities Commission

1560 Broadway Ste 250

Denver, CO 80202

/s/ Frances A. Koncilja

Commissioner

Colorado Public Utilities Commission

1560 Broadway Ste 250

Denver, CO 80202

/s/ Wendy M. Moser

Commissioner

Colorado Public Utilities Commission

1560 Broadway Ste 250

Denver, CO 80202