

unjustly discriminate among and between consumers in the provision of local exchange telecommunications services within its operating area;

723-35-7.1.7 A statement of the names of other entities known to be providing similar services in areas contiguous to the operating area identified in the application;

723-35-7.1.8 A statement of the facts (not in the form of conclusory statements) relied upon by the applicant to show that a grant of operating authority is consistent with the statements of public policy contained in §§ 40-15-101, 40-15-501, and 40-15-502, C.R.S., and furthers the goal of provision of universal basic local exchange service to all consumers in the state at fair, just, reasonable, and affordable rates;

723-35-7.1.9 If the applicant is providing regulated telecommunications services, a statement that the applicant is in compliance with all applicable Commission rules, including quality of service rules;

723-35-7.1.10 A statement indicating, if the application is assigned for hearing, the town or city where the applicant prefers the hearing to be held and any alternative choice;

723-35-7.1.11 A statement that the applicant understands that the filing of the application does not, by itself, constitute authority to operate and that the applicant will not provide service unless and until all Commission-ordered requirements are satisfied;

723-35-7.1.12 A statement that if an operating authority is granted, the applicant understands that such operating authority is conditional upon the existence of

applicable effective tariffs or price lists for relevant services and upon compliance with statute, applicable Commission rules, and any conditions established by Commission order;

723-35-7.1.13 A statement that the applicant understands that if the contents of the application are found to be false or to contain misrepresentations, any operating authority granted may be, upon Commission order, null and void; and

723-35-7.1.14 An affidavit signed by an officer, a partner, an owner, or an employee, as appropriate, who is authorized to act on behalf of the applicant, stating that the contents of the application are true, accurate, and correct.

723-35-7.2 Service of application. A copy of the application shall be served contemporaneously by first class mail on all providers of local exchange telecommunications service providing service in the proposed operating area. At the time of filing the application, the applicant shall provide written verification of compliance with this rule.

723-35-7.3 Processing of application. An application for operating authority under this rule shall be processed pursuant to Rule 5.

**RULE 4 CCR 723-35-8. DEPOSITS REGARDING INTERCONNECTION AND RESALE.** In resale and interconnection rules, other applicable Commission rules, or applicable tariff, the Commission may require or allow facilities-based providers of local exchange telecommunications services who wholesale regulated telecommunications services to require deposits from persons reselling its facilities or services. Further, the Commission may require the facilities-based providers of local exchange

telecommunications services to assume the service obligation of the reseller under the terms, conditions, and rates of the facilities-based providers of local exchange telecommunications services, should the reseller be unable or unwilling to continue service provision. Such provisions may be specified in appropriate tariffs.

**RULE 4 CCR 723-35-9. SUSPENSION, RESTRICTION OR REVOCATION OF A CPCN OR OPERATING AUTHORITY.** In accordance with statute, the Commission may suspend, restrict, or revoke a certificate of public convenience and necessity, an operating authority, or a certificate to provide local exchange telecommunications services, or any combination of these, for reasons including, but not limited to, (a) violation of an applicable statute or rule; (b) violation of a Commission order or decision; or (c) failure of a provider to provide service to customers in its operating area within the following time after the grant of operating authority, unless the Commission orders otherwise: not more than three years if the entity is a reseller and not more than five years if the entity is a facilities-based carrier.

**RULE 4 CCR 723-35-10. COMBINED APPLICATIONS.** Applicants may file for a certificate to provide local exchange telecommunications services, for an operating authority, for a transfer of a certificate or operating authority, for price regulation, for a specific form of relaxed regulation, or for any combination of these, in a combined application. In a combined application, the applicant shall follow the application

process and must provide all information required for each separate component of the combined application.

**RULE 4 CCR 723-35-11. WAIVER OR VARIANCE.** The Commission may permit a waiver or variance from these rules, if not contrary to law, for good cause shown if it finds that compliance is impossible, impracticable, or unreasonable.

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

\* \* \*

IN THE MATTER OF PROPOSED RULES )  
PRESCRIBING THE PROVISION OF EMER- )  
GENCY REPORTING SERVICES FOR EMER- )  
GENCY TELECOMMUNICATIONS SERVICE )  
PROVIDERS AND TELEPHONE UTILITIES, )  
4 CCR 723-29. )

DOCKET NO. 95R-553T

**DECISION ADOPTING RULES**

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Mailed Date: February 8, 1996  
Adopted Date: February 7, 1996  
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FILED  
FEB 15 1996  
P.O. BOX 1000  
DENVER, CO

**I. BY THE COMMISSION:**

**A. Background and procedural matters**

1. This matter comes before the Commission to consider adoption of amendments to the Rules Prescribing the Provision of Emergency Reporting Services for Emergency Telecommunications Service Providers and Telephone Utilities, 4 CCR 723-29, in accordance with the requirements of House Bill 95-1335 ("HB 1335"), codified at §§ 40-15-501 et seq., C.R.S.

2. In enacting HB 1335, the General Assembly determined that competition in the market for basic local exchange service is in the public interest. See § 40-15-501, C.R.S. Consistent with that policy goal, HB 1335 directs the Commission to encourage competition in the basic local exchange market by adoption and implementation of appropriate regulatory mechanisms to replace the existing regulatory framework. Specifically, the Commission must:

- a. establish standards for basic telephone service;

b. establish mechanisms to advance the goal of universal service, i.e., provision of basic telephone service to all at just and reasonable rates;

c. consider the necessity for specific mechanisms to advance goals relating to universal access to advanced telecommunications services; and

d. resolve other issues relating to implementation of competition in the local exchange market.

3. The Commission was also specifically charged with the responsibility of adopting rules governing access to emergency 911 service in the context of this competitive market. See § 40-15-503(2)(b)(VI), C.R.S.

4. The working group established pursuant to §§ 40-15-503 and 504, C.R.S., has recommended proposed rules for consideration by the Commission to implement HB 1335, in the form of the Report of the HB 1335 Telecommunications Working Group to the Colorado Public Utilities Commission, dated November 30, 1995, (the "Preliminary Report"), and the Supplemental Report of the HB 1335 Telecommunications Working Group to the Colorado Public Utilities Commission, dated December 20, 1995, (the "Supplemental Report").

5. As part of the Preliminary Report, the working group transmitted to the Commission proposed Rules Prescribing the Provision of Emergency Reporting Services for Emergency Telecommunications Service Providers and Telephone Utilities, 4 CCR 723-29. Those proposed rules were attached to our Notice of Proposed Rulemaking in this docket, Decision No. C95-1170, dated November 29, 1995.

6. In accordance with our Notice of Proposed Rulemaking, hearing on these proposed rules was held on January 11, 1996. A number of parties submitted written and oral comments for our consideration: Colorado Municipal League; TCI and Sprint; University of Colorado and Colorado State University ("Universities"); AT&T; ICG Access Services and Teleport Denver; Phil Davey, Adams County Communications Center ("Adcom"); US WEST Communications, Inc. ("USWC"); Colorado Independent Telephone Association; Staff of the Commission ("Staff"); Colorado Chapter of the National Emergency Number Association ("NENA Colorado"); AT&T Wireless Services; Office of Consumer Counsel ("OCC"); and Sandy Wicklund.

7. In addition to the comments filed with the Commission and the comments received at hearing, the Commission took administrative notice of the Preliminary Report, the Supplemental Report and the House Bill 1335 Public Outreach Meetings Report filed by Bruce N. Smith, all filed in Docket No. 95M-560T, the docket established by the Commission as the repository for these documents.

## II. DISCUSSION

A. The rules proposed by the working group were not wholly "consensus" rules. Subsections 40-15-503(1) and (2)(a), C.R.S., require that we give "substantial deference" to the proposals submitted by the working group in regard to issues on which the working group reports it has reached consensus on or before January 1, 1996. Thus, we are required to defer substantially to the

working group pursuant to statute only in those areas of the proposed rules where the working group reached and reported consensus prior to January 1, 1996. We are of the opinion that we may make non-substantive changes to the proposed consensus rules where we deem it necessary, and that we may depart from the proposed consensus where we feel that it is necessary in the public interest.

B. Rules 1 through 10.

1. Proposal of the Universities. The Universities proposed a new option for Rule 1: Applicability. The University option would exclude from the application of the proposed rules institutions of higher education defined in §§ 24-113-102(2) and 104, C.R.S., who own or lease and operate telecommunications systems for the purpose of providing intercommunications within those systems and local exchange access services to administration, faculty, staff, government and/or university-affiliated non-profit corporation employees at their work locations, and to students resident in institution-affiliated housing. The Universities rely on this Commission's Decision No. R84-428 in support of their position. In that decision, the Commission determined that the CSU telephone system did not constitute public utility service.<sup>1</sup>

a. In the Discussion section of Decision No. R84-428, the ALJ stated:

CSU will not serve non-university entities such as the three private businesses located on campus or the Federal

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<sup>1</sup> Decision No. R84-428 is expressly limited in its applicability to the telephone system of CSU as described in that decision.

government agencies. Mountain Bell will continue to serve these businesses and agencies. CSU, by providing private service as above described, is not a public utility since it is not offering service to the general public indiscriminately.

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The next question presented in this case is whether CSU, by its proposed telephone system, is a reseller of telephone service.

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The Commission has ... in Decision No. C82-1928 and C82-1925 defined "resale" as an entity charging more or less than the certificated supplier of utility service. The proposed CSU service does not constitute resale under the above definitions since CSU will not increase or reduce the cost of service. Consequently, CSU will not be a reseller of intrastate telecommunications services.

Decision No. R84-428 at 5.

b. Clearly, with the advent of HB 1335, the local exchange telecommunications service market in Colorado has changed radically. The definition of resale that the Commission adopted in 1982 will probably be changed in the course of our rulemaking proceedings in Docket No. 95R-557T, *In the Matter of Proposed Rules Regarding Implementation of §§ 40-15-101, et seq. -- Resale of Regulated Telecommunications Services*. Further, HB 1335 speaks in terms of "multiple providers of local exchange service"<sup>2</sup>, and clearly contemplates that all local exchange service providers need not be designated by the Commission as providers of last resort<sup>3</sup>. The obligation of a local exchange service provider to serve all members of the public indiscriminately, and thus its status as a

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<sup>2</sup> § 40-15-501(3)(c), C.R.S.

<sup>3</sup> § 40-15-502(6), C.R.S.

public utility as defined in Decision No. R84-428, has been affected by the enactment of HB 1335.

c. For the purpose of this rulemaking proceeding, we reject the argument of the Universities that institutions of higher learning should be exempted from the application of these rules. In light of the evolving responsibilities of local exchange service providers under HB 1335<sup>4</sup>, of the broad statutory definition of "public utility" found at § 40-1-103, C.R.S.<sup>5</sup>, and of the inclusive definition of "person" found at § 40-1-102(5), C.R.S.<sup>6</sup>, we find that the record in this proceeding does not support the adoption of the Universities' proposed language. We also find that the Universities' proposed language may create an exemption from the application of these rules that is overly broad. We believe that the issue raised by the Universities is more properly considered in an adjudicatory proceeding where the specific facts pertaining to those entities can be addressed.

2. Comments of NENA Colorado. NENA Colorado requests that the Commission adopt the hyphenated "9-1-1" in its rules, instead of "911." Adcom states that the hyphenated version leads

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<sup>4</sup> "Wise public policy relating to the telecommunications industry and the other crucial services it provides is in the interest of Colorado and its citizens[.]" § 40-15-501(2)(a), C.R.S.

A provider that offers basic local exchange service through use of its own facilities or on a resale basis may be qualified as a provider of last resort, and resale shall be made available on a nondiscriminatory basis. § 40-15-502(5)(b), C.R.S.

<sup>5</sup> A public utility includes any person operating for the purpose of supplying the public for public uses, or person declared by law to be affected with a public interest.

<sup>6</sup> "Person" means any individual, firm, partnership, corporation, company, association, joint stock association, and other legal entity.

to better consumer information and less consumer confusion in emergency situations. We agree.

3. Comments of CITA. CITA expressed concern that Rule 3.1 should only require the "availability" of basic emergency service within each local exchange area, rather than the "provision" of such service. Since the local government entities which would be purchasing such service are not required by law to do so, we agree that the term "availability" is appropriate. Similarly, Rule 5.2 should be modified to require the certified BESP to "arrange for" service, rather than "provide the necessary service."

4. Comments of ICG and Teleport Denver Ltd. ICG and Teleport Denver argue that the Commission need not make a finding of inadequacy of service by a current provider of emergency service in order for another provider to be certificated. In Rule 13, the Commission charges the Advisory Task Force to be created in accordance with these rules with the duty, among others, of reporting to the Commission on the issue of how or whether multiple providers of 9-1-1 service should be allowed. After the Advisory Task Force reports to the Commission, the Commission will determine whether multiple providers of 9-1-1 service should be certificated. Rule 3 has been rewritten to reflect that prior to the report of the Advisory Task Force, the Commission will consider each application for certification on a case-by-case basis.

a. ICG and Teleport Denver also argue that the Commission should ascertain whether an ALI database provider has

sufficient facilities and should ensure compliance with Commission rules. However, no authority has been cited for the imposition of regulation on ALI database providers by this Commission. We are unaware of any authority which would enable this Commission to regulate these entities. Therefore, we reject ICG's and Teleport Denver's argument.

b. With respect to Rule 8, ICG and Teleport Denver object to the imposition on resellers of the responsibility to ensure that the underlying facilities-based carrier's facilities are sufficient to transport emergency calls. However, we agree with NENA that the importance of 9-1-1 service to the public health, safety and welfare outweighs the cost and the potential for adverse impacts on competition. We adopt the rule as proposed.

c. We also reject their argument concerning the local exchange carrier's obligation not to interconnect with a coin(less) phone provider unless the coin(less) phone provider meets certain obligations. Rule 9 does not impose impermissible indirect regulation on the coin(less) phone providers, and is not unreasonably burdensome on the local exchange carrier.

C. Rule 11.

Rule 11 was a consensus rule, except with respect to certain time limits proposed in Rule 11.5 and 11.8.

D. Rule 11.5 deals with implementation of a contingency plan in the event of an outage or failure of 9-1-1 service. In Option 1, if a 9-1-1 failure or outage exceeds or is expected to exceed

fifteen minutes from the time the basic emergency service provider becomes aware of the outage, the basic emergency service provider must implement the contingency plan or take other action to implement a temporary solution until restoration of 9-1-1 service. Option 2 allows a thirty minute time period prior to implementation of a temporary solution. Only CITA and USWC supported Option 2.

Because of the need to protect public safety, and because the fifteen minute option does not impose any additional burden on the emergency service provider to correct the outage or failure in a shorter time frame, but simply to implement a contingency plan, we believe that fifteen minutes is the appropriate time period. We adopt Option 1.

E. Rule 11.8 requires a basic emergency service provider to report to the Commission verbally concerning any 9-1-1 outage or failure that exceeds a certain time period. Option 1 sets that time period at fifteen minutes; Option 2 sets that time period at one hour. We agree with the parties supporting Option 1 that reporting only outages exceeding one hour is inadequate for the monitoring of quality of 9-1-1 service and for protection of the public safety. However, we intend to issue a policy statement in accordance with this rule that will provide the emergency service providers with a 24 hour a day contact at the Commission for such verbal reporting. The Commission will then be in a position to fulfill a public information function, to ensure that there is redundancy in notifying PSAPs and governing bodies of outages and

failures in 9-1-1 service, and to monitor compliance with Rule 11.5. The attached Rule 11.8 accomplishes these objectives.

F. Rules 12 through 16.

Rules 12 through 15 are consensus proposals. Nothing in the record of this proceeding supports substantive modifications to proposed Rules 12 through 15.

G. Rule 16 has been added to comply with the requirements of the Administrative Procedure Act, § 24-4-103(12.5), C.R.S., for incorporation by reference of the NENA Data Standards identified in Rule 14.

H. Cost Recovery and State-wide Averaging.

ICG and Teleport Denver argue that the Commission should address cost recovery and state-wide averaging in this proceeding. We disagree. We have previously promulgated Rules Prescribing Principles for Costing and Pricing of Regulated Services of Telecommunications Service Providers, 4 CCR 723-30. As has been our practice in the past, we will apply those rules on a case-by-case basis in considering tariff filings of providers.

I. Adoption of Rules.

In general, we are convinced that 911 service is essential to the public health, safety, and welfare. We determine that the amendments adopted here will advance the goal of continued access to emergency 9-1-1 service while implementing competition in the local exchange service market in Colorado. The rules attached as Attachment A are appropriate for adoption.

III. ORDER

A. **The Commission Orders That:**

1. The rules set forth in Attachment A are adopted.

a. This Order adopting the attached rules shall become final 20 days following the Mailed Date of this Decision in the absence of filing of any applications for rehearing, reargument, or reconsideration. In the event any application for rehearing, reargument, or reconsideration to this Decision is timely filed, this Order of Adoption shall become final upon a Commission ruling denying any such application, in the absence of further order of the Commission.

b. Within 20 days of final Commission action on the attached rules, the adopted rules shall be filed with the Secretary of State for publication in the next issue of the *Colorado Register* along with the opinion of the Attorney General regarding the legality of the rules.

c. The finally adopted rules shall also be filed with the Office of Legislative Legal Services within 20 days following the above-referenced opinion by the Attorney General.

d. The 20-day period provided for in § 40-6-114(1), C.R.S., within which to file applications for rehearing, reargument, or reconsideration begins on the first day following the effective date of this Order

2. This Order is effective on its Mailed Date.

B. ADOPTED IN OPEN MEETING February 7, 1996.

( S E A L )



THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

ROBERT J. HIX

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CHRISTINE E. M. ALVAREZ

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VINCENT MAJKOWSKI

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Commissioners

ATTEST: A TRUE COPY

A handwritten signature in cursive script, appearing to read "Bruce N. Smith".

Bruce N. Smith  
Director

THE  
 PUBLIC  
 UTILITIES COMMISSION  
 OF THE  
 STATE OF COLORADO  
 (COPUC)

RULES PRESCRIBING THE PROVISION OF  
 EMERGENCY 9-1-1 SERVICES FOR  
 EMERGENCY TELECOMMUNICATIONS SERVICE PROVIDERS,  
 BASIC LOCAL EXCHANGE CARRIERS

4 CCR 723-29

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**THE  
PUBLIC  
UTILITIES COMMISSION  
OF THE  
STATE OF COLORADO  
(COPUC)**

**RULES PRESCRIBING THE PROVISION OF  
EMERGENCY 9-1-1 SERVICES FOR  
EMERGENCY TELECOMMUNICATIONS SERVICE PROVIDERS,  
BASIC LOCAL EXCHANGE CARRIERS**

**4 CCR 723-29**

**BASIS, PURPOSE, AND STATUTORY AUTHORITY**

The basis and purpose of these rules is to provide regulations governing the provision of basic emergency service in Colorado. Basic emergency service allows citizens to use the basic local exchange telecommunications network to dial the three-digit number 9-1-1 to report emergency situations to the police department, fire department, medical personnel, or other authority.

The 9-1-1 and enhanced 9-1-1 (E 9-1-1) emergency reporting system is an important public service. Competitive basic local exchange providers, resellers, and basic emergency service providers must provide access to E 9-1-1 service at affordable rates and ensure that the quality of E 9-1-1 service is

maintained. These rules describe the components required to provide emergency 9-1-1 and E 9-1-1 service, establish procedures to certify basic emergency service providers, and promote availability of 9-1-1 service to local governments at affordable rates throughout Colorado.

The statutory authority for these rules is found at Sections 40-2-108, 40-15-201, and 40-15-503(2)(b)(IV). Specifically, §40-2-108, C.R.S. provides that, "The Commission shall promulgate such rules and regulations as are necessary for the proper administration and enforcement of this title..." Further, §40-15-201, C.R.S. provides that, "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 a part 2 service. (See § 40-15-201(2)(b), C.R.S.)

Finally, §40-15-503(2)(b)(IV), C.R.S. requires the Commission to adopt rules that govern, and establish methods of paying for, without limitation, access to emergency 9-1-1 service once basic local exchange telecommunications markets are open to competition.

**RULE 4 CCR 723-29-1. APPLICABILITY.** Rules 1 through 16 apply to all basic local exchange carriers and basic emergency service providers. The components of basic emergency service include, but are not limited to, connections between the central office switch that provides the local dial tone connection to a subscriber placing a 9-1-1 call, and the basic emergency service provider. The basic emergency service provider then provides, through its own facilities, through facilities obtained from a

basic local exchange carrier or other network service provider, the facilities to deliver 9-1-1 calls to a governing body for distribution to the PSAP, public agency, or other designated authority for responding to 9-1-1 calls originated from a designated geographic area. Basic emergency service may be provided via features and functions within the same telephone company switch that provides the dial tone. Basic emergency service does not include components for the provision of basic local exchange services and equipment furnished to and utilized at the governing body's location. Connections between the basic local exchange carrier network and the basic emergency service provider's system may include common components utilized in the provision of Basic Local Exchange service.

**RULE 4 CCR 723-29-2. DEFINITIONS AND SERVICE DESCRIPTIONS.**

723-29-2.1 General Definitions - Terms used within these rules shall be considered as they are generally understood and used in the telecommunications industry unless specifically defined under this Rule 2.

723-29-2.1.1 9-1-1 - A three-digit telephone number used to report an emergency situation requiring a response by a public agency such as a fire department or police department.

723-29-2.1.2 9-1-1 Failure or Outage - A situation in which 9-1-1 calls cannot be transported from the end user to the Public Safety Answering Point ("PSAP") responsible for answering the 9-1-1 emergency calls.

723-29-2.1.3 Automatic Location Identification ("ALI") - The automatic display, on equipment at the PSAP, of the location of the caller's telephone number, the address for

the telephone, including non-listed and non-published numbers and addresses, and other information about the caller's location.

723-29-2.1.4 ALI Database Provider - Any person who, on a for-profit or not-for-profit basis, provides ALI to the basic emergency services provider and the governing body for a specific geographic area.

723-29-2.1.5 Automatic Number Identification ("ANI") - The process used on customer-dialed calls to automatically identify the calling station.

723-29-2.1.6 Basic Emergency Service - A Part 2 telecommunications service (§ 40-15-201(2)(b), C.R.S.) permitting the use of the basic local exchange network and the three-digit number 9-1-1 for reporting police, fire, medical, or other emergency situations to a PSAP and referral to a public agency. Basic emergency service does not include discretionary equipment purchased by, or contracted for, governing bodies but not essential to the provision of 9-1-1 or E 9-1-1 service.

723-29-2.1.7 Basic Emergency Service Provider ("BESP") - Any person certificated by the Commission pursuant to Rule 3 of this Rule, to aggregate and transport 9-1-1 calls from the basic local exchange carrier to a governing body.

723-29-2.1.8 Basic Local Exchange Carrier - Any person holding a Certificate of Public Convenience and Necessity issued pursuant to the Rules Regulating the Authority to Offer Local Exchange Telecommunications Services of the Commission to provide basic local exchange service whether as a facility-based carrier or as a reseller.

723-29-2.1.9 Basic Local Exchange Service or Basic Service - The telecommunications service that provides a local dial tone line and local usage necessary to place or receive a call within an exchange area and any other services or features that may be added by the Commission under § 40-15-502(2), C.R.S., and as defined in the Commission's Rules Regulating Telecommunications Service Providers and Telephone Utilities found at 4 CCR 723-2.

723-29-2.1.10 E 9-1-1 Features - The ANI, ALI database and selective routing capabilities and all other components of an E 9-1-1 system, not including the transport and switching facilities.

723-29-2.1.11 E 9-1-1 Facilities - The facilities provided by the basic emergency service provider that interconnect to the certificated basic local exchange carriers, that are used to transport 9-1-1 calls to the PSAP. The facilities may include the use of 9-1-1 tandem switches or direct trunking of 9-1-1 calls to the PSAPs.

723-29-2.1.12 E 9-1-1 Tandem - The switch that receives E 9-1-1 calls from the originating local exchange central offices, employs the ANI information associated with such calls from the originating central office, determines the correct destination of the call, and forwards the call and the ANI information to that destination.

723-29-2.1.13 E 9-1-1 Trunks - The facilities that connect from the central office serving the individual telephone that originates a 9-1-1 call to the E 9-1-1 tandem and connect the tandem to the PSAP. These may include, but are not limited to point-to-point private line facilities. Common or shared

facilities also may be used subject to the provisions of these rules.

723-29-2.1.14 Emergency Telephone Service - A telephone system using the three-digit number 9-1-1 to report police, fire, medical or other emergency situations.

723-29-2.1.15 Enhanced 9-1-1 ("E 9-1-1") - An emergency telephone service that includes ANI, ALI (including non-listed and non-published numbers and addresses), and (optionally) selective routing, to facilitate public safety response.

723-29-2.1.16 Geographic Area - The area such as a city, county, municipality, multiple counties, or other areas defined by a governing body or other governmental entity for the purpose of providing public agency response to 9-1-1 calls.

723-29-2.1.17 Governing Body - A board of county commissioners of a county or the city council or other governing body of a city, city and county, or town or the board of directors of a special district.

723-29-2.1.18 Master Street Address Guide ("MSAG") - The file of street names and ranges defining emergency service agencies particular to a telephone number.

723-29-2.1.19 National Emergency Number Association ("NENA") - An international not-for-profit organization whose purpose is to lead, assist, and provide for the development, availability, implementation and enhancement of a universal emergency telephone number or system common to all jurisdictions through research, planning, publications, training and education.

723-29-2.1.20 Non-listed service - Telephone numbers that are not published in the telephone directory but are available through directory assistance.

723-29-2.1.21 Non-published service - Telephone numbers that are neither published in the telephone directory nor available through directory assistance.

723-29-2.1.22 Person - Any individual, firm, partnership, copartnership, limited partnership, joint venture, association, cooperative organization, limited liability corporation, corporation (municipal or private and whether organized for profit or not), governmental agency, state, county, political subdivision, state department, commission, board, or bureau, fraternal organization, nonprofit organization, estate, trust, business or common law trust, receiver, assignee for the benefit of creditors, trustee, or trustee in bankruptcy or any other service user.

723-29-2.1.23 Public Agency - Any city, city and county, town, county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has the authority to provide fire fighting, law enforcement, ambulance, emergency medical, or other emergency services.

723-29-2.1.24 Public Safety Answering Point ("PSAP") - A facility equipped and staffed to receive 9-1-1 calls from the basic emergency service provider. PSAPs operate under the direction of the governing body and are responsible to direct the disposition of 9-1-1 calls.

723-29-2.1.25 Reseller of Basic Local Exchange Service ("Resellers") - For the purpose of this Rule, resellers