

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION T-14104
Date July 18, 1990

R E S O L U T I O N

RESOLUTION T-14104. PACIFIC BELL. ORDER AUTHORIZING A CUSTOMER SPECIFIC CONTRACT COVERING THE PROVISION OF ENHANCED 911 CUSTOMER PREMISE EQUIPMENT TO LOS ANGELES COUNTY FIRE DEPARTMENT.

BY ADVICE LETTER 15761, FILED ON June 21, 1990.

SUMMARY

Pacific Bell (Pacific), by Advice Letter No. 15761, filed June 21, 1990, requests authority under provisions of General Order No. 96-A (G.O. 96-A) and Decision 88-09-059 to deviate from filed tariff schedules in order to provide Enhanced 911 (E-911) customer premise equipment (CPE) to the Los Angeles County Fire Department (LACFD) under contract. Pacific offers CPE associated with E-911 service on a regulated basis pursuant to waivers granted by the FCC.¹ Pacific supports its use of a special contract in this situation because the CPE required to provide E-911 service to the L.A. County Fire Department is not covered by Pacific's E-911 tariff. This resolution authorizes a contract which Pacific estimates will result in an increase of \$210,118 in annual revenue for the first year. No protests to this Advice Letter have been filed.

BACKGROUND

In D.88-09-059 the Commission adopted a modified Phase 1 Settlement (Settlement) which authorized and specified the used of contracts between LECs and customers for certain services. Appendix A of D. 88-09-059 sets forth a process and requirements for the filing of advice letters requesting authorization of

¹ The permission may be found in a letter from Gary M. Epstein, Chief, Common Carrier Bureau, to Alfred A. Green, Esq., dated 12/30/82 and Southwestern Bell Telephone Company Petition for Waiver of Certain Second Computer Inquiry and CC Docket Nos 83-115 Rules Regarding Customer Premise Equipment Used in Conjunction with E911 Service, ENF 84-44, slip op., released 1/8/85.

customer specific contracts. The settlement provides that such contracts become effective upon authorization by the Commission.

Enhanced 911 (E-911) allows 911 calls to be routed to the appropriate Public [Service] Safety Answering Point (PSAP) by the LEC's telephone switch, as well as the display of the originating phone number and location of the caller to the PSAP. The latter is obviously critical to timely and effective emergency response. The former is important, since the LEC's central office boundaries usually do not match political boundaries, and the direct "hard-wired" hookup of Basic 911 often results in calls being manually transferred by the 911 attendant and taking up precious time.

Pacific Bell was authorized to offer E-911 services on a provisional basis in Commission resolution T-14043, January 9, 1990. Tariffed E-911 services provide selective routing, Automatic Number Identification (ANI), and Automatic Location Identification (ALI) through customer premise equipment. The equipment configurations offered under the E-911 tariff can support a maximum of 32 position and 64 trunks whereas the Los Angeles County Fire Department requires a larger maximum capacity -- 28 positions and 80 trunks. Given that the E-911 CPE which is currently tariffed would not provide the capacity needed by LACFD, Pacific and LACFD decided to enter into a contract which would cover the the provision of the required CPE.

Under the terms of this contract, Pacific will provide LACFD all the customer premise equipment necessary for the provision of E-911 service at a contract rate of \$3766 per month with an initial payment of \$164,926. It is a five year contract. E-911 trunks will be provided to LACFD at tariffed rates. The installed controller will have a maximum capacity of eighty incoming E-911 trunks and thirty-two agent display positions.

PROTESTS

No protests have been filed on Pacific's Advice Letter No. 15761.

DISCUSSIONS

In reviewing Advice Letter No. 15761, we note the following:

a. A special contract is required because:

- 1) Pacific could not provide the services requested by the customer under existing tariff.
- 2) While E-911 service is a monopoly service, the market for CPE associated with the service is competitive. Such equipment can be provided to the customer by several different vendors.

- b. The contract contains the necessary language which conditions its effectiveness upon Commission authorization.
- c. The Advice Letter and the Los Angeles County Fire Department contract are public documents.
- d. Pacific requests in the Advice Letter that the workpapers and supporting cost documentation associated with the contract be treated as confidential.
- e. Pacific has offered the parties to the Phase I Settlement in I. 87-11-033 the opportunity to receive and review the work papers and supporting documentation associated with the contract if such a party (except DRA) first enters into a protective agreement.
- f. The contract provides for the provision of E-911 customer premise equipment which is an appropriate item for offering under a contractual agreement given that it is not covered by Pacific Bell's tariff.
- g. The rates and charges set forth in the contract cover the cost of providing E-911 customer premise equipment.
- h. Pacific uses a direct embedded cost method which includes a bottoms-up view using customer specific serving arrangements to develop the costs of providing E-911 CPE under the contract.
- i. The Advice Letter indicates that the costs and revenues associated with the LACFD contract will be tracked.

With these findings, we conclude that the Advice Letter meets the requirements set forth in the previously mentioned Commission order and G.O. 96-A and should be approved. However, we must emphasize that our approval is based on the specifics of the Advice Letter and the associated contract, and does not establish precedents for the contents or for Commission approval of similar requests.

FINDINGS

1. Pacific Bell filed advice Letter No. 15761 on June 21, 1990 requesting Commission authorization to provide Enhanced 911 Customer Premises Equipment to Los Angeles County Fire Department under a customer specific contract.
2. Our review indicates that the Advice Letter conforms to the requirements of Appendix A of D. 88-09-059 and G.O. 96-A.
3. Authorization of the Los Angeles County Fire Department contract will result in an increase of \$210,118 in annual revenue for the first year.

Resolution T-14104

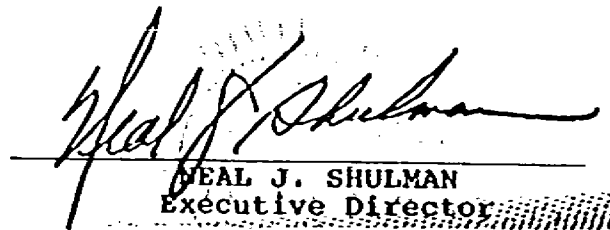
THEREFORE, IT IS ORDERED that:

- (1) Authority is granted to make the above Advice Letter and contract effective on July 19, 1990.
- (2) The Advice Letter and contract authorized herein shall be marked to show that the Advice Letter and associated tariff sheets are authorized under Resolution of the Public Utilities Commission of the State of California No. T-14104.

The effective date of this Resolution is today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on July 18, 1990. following Commissioners approved it:

G. MITCHELL WILK
President
FREDERICK R. DUDA
STANLEY W. HULETT
JOHN B. OHANIAN
PATRICIA M. ECKERT
Commissioners


NEAL J. SHULMAN
Executive Director