

## **Guidance for Communications Service Providers who are now providing or plan to offer Next Generation 9-1-1 Services in California.**

### **911 Service Providers Must be CPCN Holders**

Service providers/carriers who provide 9-1-1 network services, regardless of whether or not those services are IP-based, must be CPCN holders. Providing access to emergency services to end users is a required component of basic service for landline providers. Wireless carriers and VoIP providers are also required to provide their end users with the ability to access and complete 9-1-1 calls.

- Additional information regarding CPCN authority can be found here: <http://www.cpuc.ca.gov/General.aspx?id=1019>
- **D. 12-12-038** - The current definition of basic service requires that customers be provided free and unlimited access to emergency 911/E911 services. Having access to emergency services is essential for all consumers. Accordingly, the existing standards for basic service standards and requirements for access to 911/E911 services shall continue to apply.
- **D.06-03-013** - In revising General Order (G.O.) 168, the Commission extended the 9-1-1 requirements to wireless carriers, as well as unequivocally recommitted to public safety and recognized the importance of our 9-1-1 system to public safety.

### **CPCN Holders Must Tariff 911 Services**

9-1-1 network services and next generation 911 delivery to PSAPs must be tarified in California. For filing tariffs, carriers should use Telecommunications Industry Rule 8.3 for new services or Telecommunications Industry Rule 8.4 for changes to tarified rates, charges, terms, or conditions. These 9-1-1 network services filings are appropriate for a Tier 1 Advice Letter.

- **D.07-09-018** - The Commission specifically excluded 9-1-1 services from de-tariffing. Additionally, the 9-1-1 system should not be de-tariffed because it provides an important public service that must be available to all phone customers.
- **D. 13-07-019** – The Commission reaffirmed its policy that 9-1-1 and other emergency services should remain tarified. Further, the Commission stated that related rates and charges should remain cost-based, as previously stated in Resolution T-14043.
- **G.O. 96B, General Rule 5.** - The primary use of the advice letter process is to review a utility's request to either change its tariffs in a manner previously authorized by statute or Commission order, to conform their tariffs to the requirements of a current statute or Commission order, or to get Commission authorization to deviate from its tariffs.

**CPCN Authority Must Include Service Type and Area.** Carriers who provide network services require inter-carrier exchange service authority, while those carriers who provide network services to PSAPs require local exchange authority. Carriers who wish to file tariffs in these two areas may need to file an application for modification of their authority.

### **9-1-1 Network Service Tariffs Must Include Pricing Information**

Carriers who currently provide 9-1-1 network services and have published tariffs without pricing information are instructed to file Tier 1 advice letters with the updated information on their service offerings, which include pricing. 9-1-1 tariffs should be cost-based.