

**State of California**  
**9-1-1 OPERATIONS MANUAL**  
**CHAPTER IX – COMPETITIVE LOCAL EXCHANGE CARRIER**

**Competitive Local Exchange Carrier (CLEC) Funding Policy**

A telecommunications carrier, including a Competitive Local Exchange Carrier (CLEC), offering local voice network service in California is required by the California Public Utilities Commission (CPUC) to provide access to 9-1-1. Therefore, with the authority granted by the State of California Government Code and Revenue and Taxation Code, it is the policy of the Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) to provide funding, in accordance with the conditional requirements of this Chapter, to a CLEC for delivery of 9-1-1 services in the State of California.

**Background**

In 1996, competition was introduced within the local telecommunications marketplace in California. The customer base in a "filed" territory, once the exclusive domain of a single wireline telephone company referred to as an Incumbent Local Exchange Carrier (ILEC), was opened to competition. This new local service competition attracted many telecommunications service providers to the State of California. A CLEC that can meet the requirements of the CPUC is permitted to provide local carrier service in California and they must provide their customer access to 9-1-1.

Contact information for the CA 9-1-1 Branch and the entire State of California 9-1-1 Operations Manual, including this Chapter, may be viewed and downloaded from the CA 9-1-1 Branch website, as follows:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-operations-manual>

The following link provides more information on 9-1-1 Systems and Services Master Purchase Agreements:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-services-contracts>

**Funding Qualifications**

In order to qualify for funding from the CA 9-1-1 Branch, CLECs must prepare and submit to the CA 9-1-1 Branch, a CLEC Network Services Plan (TD-280A) in accordance with the procedures provided in this Chapter. The TD-280A may be submitted to the appropriate 9-1-1 County Coordinator and CA 9-1-1 Branch via e-mail attachment (cannot be "read only") where available to, and at the discretion of, the 9-1-1 County Coordinator. Upon reaching this Chapter on our website (noted above), the following links will take you to the TD-280A CLEC Network Services Plan form and TD-280A Instructions.

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-forms>

NOTE: If the CLEC does not plan to seek reimbursement from the CA 9-1-1 Branch, the completion of the TD-280A ends **after** "Part One – Submitting A Plan".

In addition to adhering to the funding processes outlined in this Chapter, the following conditions must be met for CA 9-1-1 Branch funding approval.

## COMPETITIVE LOCAL EXCHANGE CARRIER

### 1. Requirement of a 24 Hour Toll Free Number

All CLECs providing network services shall maintain a telephone number that each public safety answering point (PSAP) can call to obtain subscriber information or location of a 9-1-1 caller. This number must be toll-free and be answered directly by a “live” person who has the ability to provide the requested subscriber information 24 hours a day, 7 days a week without the aid of an automated attendant. This toll free number must be listed on the TDe-280A.

Note: 9-1-1 County Coordinators may not issue the Default Emergency Service Number (DESN) until the CLEC complies with the toll free number requirement.

**2. Probability (P).O1 Grade of Service** - All 9-1-1 network access circuits/trunks shall be provisioned with a minimum of two (2) 9-1-1 network access circuits/trunks per trunk group. It is each CLEC’s responsibility to continually monitor 9-1-1 call-traffic over each of their 9-1-1 network access trunk groups to insure a P.O1 grade of service is maintained. CLECs shall use industry standard “call-traffic” engineering guidelines to determine the grade of service being provided. Call-traffic reviews shall be performed quarterly and shall include call-traffic data from the previous three calendar months.

**3. Active Service** - Funding can only be requested for periods where 9-1-1 circuits/trunks have actively provided service to customers. For clarification, invoicing for 9-1-1 network access circuits/trunks:

- a. cannot be effective until the month in which CLEC customers have active circuits in the NPA (area code) and NXX(s) that the 9-1-1 network access trunk group serves;
- b. must not include any time that the 9-1-1 trunks may have been “idle”, pending new subscriber service; and,
- c. cannot be submitted until “active service notification” has been received by the CA 9-1-1 Branch. (Refer to *Part Two* of the *TD-280A INSTRUCTIONS, NEW 9-1-1 CIRCUIT/TRUNK.*)

In the event that CLEC trunks become inactive, or the CLEC reduces the number of trunks in service, the CLEC must resubmit to the CA 9-1-1 Branch the existing TD-280A and identify the change in status.

### **Reimbursable CLEC 9-1-1 Network Costs**

In accordance with tariff rates on file with the CPUC and the procedures outlined in this Chapter, CLECs may seek cost recovery for 9-1-1 related ILEC costs and invoice the CA 9-1-1 Branch for the following items.

#### **1. Individual 9-1-1 Network Access Circuits/Trunks**

The CLEC may be reimbursed for individual 9-1-1 Network access circuits/trunks, including non-recurring (installation) charges for new CLEC interconnectivity to the ILEC Selective Router (S/R); and, recurring (monthly) charges for ILEC network access.

#### **2. Airline Miles**

The CLEC may be reimbursed for airline miles from their switching facility (“A” termination Common Language Location Identification (CLLI), for the originating circuit) to the nearest S/R (“Z” termination CLLI). The CA 9-1-1 Branch will fund a maximum of 25 miles. The airline miles are based on the vertical and horizontal geographic coordinates, the dial tone serving switch, and the nearest 9-1-1 S/R listed in the Bellcore Local Exchange Routing Guide (LERG).

## COMPETITIVE LOCAL EXCHANGE CARRIER

The CA 9-1-1 Branch reimbursement does not include the construction cost to establish a multi-channel facility link to a 9-1-1 S/R or to some “meet point” between the dial tone serving switch and the 9-1-1 S/R.

### **NOTE: CLEC “Active Service Notification” Is Key to Funding Eligibility Timeframes**

The CA 9-1-1 Branch funding for reimbursable CLEC 9-1-1 Network costs, as identified in this section, may only be authorized for a maximum of three months retroactive from the date the CA 9-1-1 Branch was notified of “live” or active service, referred to as the “active service notification” date. In support of retroactive funding, CLECs must provide documentation in the form of ILEC customer service records to confirm the active 9-1-1 circuit/trunk dates. This process is outlined in *Part Two* of the *TD-280A INSTRUCTIONS, NEW 9-1-1 CIRCUIT/TRUNK*.

### **CLEC Invoicing Process**

CLECs may invoice the CA 9-1-1 Branch for recovery of costs associated with providing active 9-1-1 circuit/trunk service in the State of California (as noted in this Chapter), upon accurate completion of the TD-280A process (as outlined in the links provided), and with adherence to the following invoicing process.

1. Each CLEC must provide the CA 9-1-1 Branch a completed Vendor Data Record (STD.204) for each company name that may appear on an invoice. This form is required to remit payment. It is required only once for each company name and must be on file with the Governor’s Office of Emergency Services, Fiscal Services.
2. Each invoice to the CA 9-1-1 Branch must include:
  - a. the CLEC’s original company letterhead;
  - b. the complete CLEC company name for payment remittance (as it appears on the STD.204);
  - c. the CA 9-1-1 Branch tracking number, trunk ID, and service ID (assigned for billing identification by the CA 9-1-1 Branch and provided on the “returned” TD-280A) with associated service dates (must be specific month/day) for all recurring/nonrecurring costs; and,
  - d. the total amount of the invoice.
3. In addition to the information noted above, the initial invoice for each CA 9-1-1 Branch tracking number must include the associated ILEC service record detailing service activation dates and costs. Subsequent invoices require a copy of the service record only when the amount is modified. However, the CLEC is required to provide a copy of the service record, upon request by the CA 9-1-1 Branch, for auditing purposes.
4. The CLEC invoice may be submitted to the CA 9-1-1 Branch by US Mail to:

Governor’s Office of Emergency Services, Public Safety Communications  
California 9-1-1 Emergency Communications Branch  
601 Sequoia Pacific Boulevard, MS-911  
Sacramento, CA 95811-0231
5. Upon receipt of CLEC invoice, the CA 9-1-1 Branch CLEC administrator will compare the invoice to the previously approved funding estimate on the TD-280A; confirm the information requested above is accurate and complete; then, upon approval, the CA 9-1-1 Branch will forward the approved invoice to the Governor’s Office of Emergency Services, Office of Fiscal Services, for

### **COMPETITIVE LOCAL EXCHANGE CARRIER**

final approval of payment. Be advised that, from this point, payment processing averages from six to eight weeks for an approved payment to be delivered to the CLEC.

REMINDER: As noted in the previous section of this Chapter, CLECs seeking reimbursement for 9-1-1 circuits/trunks that have been in service prior to “active service notification” to the CA 9-1-1 Branch may only be reimbursed for three months prior to the date of notification.