

Number: 4.20

Replaces:

Date Issued: April 01,1995

Revised: March 28, 2000

Date Effective: March 28, 2000

Subject: Failure of Remote Telephone Offices

In certain areas, franchise telephone companies provide service via remote telephone offices. The remote is controlled by the central office to which it is attached via direct cable. If the remote loses the link to the control central office, 9-1-1 calls will not be processed. When the control link is lost the remote office will go into a default mode. In the default mode an incoming 9-1-1 call can be transferred to a seven digit telephone number located within the service area of the remote office, unless that remote office serves a 9-1-1 PSAP. In that case, the US West tandem control office will default to a pre-designated PSAP. In some locations the 9-1-1 call may be forwarded to locations which are not routinely staffed or prepared to answer 9-1-1 calls.

Revised rule 4 CCR 723-29-11.4, requires- “The basic local exchange carrier and the basic emergency service provider, with the governing body, shall develop a 9-1-1 Contingency Plan. This plan shall detail the actions to be taken in the event of a 9-1-1 failure or outage. The basic emergency service provider shall maintain a copy of each of these plans. As a courtesy, the basic emergency service provider is encouraged to provide a copy of the plan to the Commission.”

Attached and made a part of policy Number 4.20, is the El Paso – Teller County Enhanced 9-1-1 Authority Board Contingency Plan. This plan was adopted by the Authority Board September, 25, 1996.

Default routing is programmed as a part of the US West Communications function.