

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950693-TL
tariff filing to provide) ORDER NO. PSC-95-0923-FOF-TL
enhancements to Enhanced) ISSUED: July 31, 1995
Universal Emergency Service)
(E911) Public Safety Answering)
Point (PSAP) equipment with)
Automatic Call Distribution)
(ACD) capacity by GTE Florida)
Incorporated. (T-95-317 filed)
5/30/95)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF

BY THE COMMISSION:

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the subscriber may receive telephone calls dialed to the telephone number 911. PSAP refers to an answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities. E911 Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911.

The 911 subscriber may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated. The subscriber must be legally authorized to subscribe to the service and have public

DOCUMENT NUMBER-DATE

07213 JUL 31 95

FPSC-RECORDS/REPORTING

safety responsibility by law to respond to telephone calls from the public or emergency police, fire, and other emergency services within the telephone central office areas arranged for 911 calling.

In Order No. 14340, issued May 2, 1985, the Commission exempted 911 equipment from deregulation. The GTE Florida Incorporated (GTEFL or the Company) currently tariffed Enhanced 911 Service allows for the provision of PSAP equipment either by the Company or the E911 subscriber.

GTEFL now seeks approval of this tariff filing to offer enhancements to its E911 PSAP Equipment with Automatic Call Distribution (ACD) capacity. The new terminal equipment and features are in response to customer demand for new technology and will allow 911 calls to be handled more efficiently.

The proposed E911 changes will provide PSAP customers with additional options for PSAP Equipment with ACD capacity. The new terminal equipment will provide many standard and optionally priced integrated features in one Personal Computer (PC)-based answering terminal. All currently tariffed terminal equipment will continue to be available.

Technical Description

The new terminal equipment is a PC-based system that allows PSAP attendants to receive and process 911 calls using the PC, a color (VGA) monitor, and keyboard rather than a console. All normal agent functions are accomplished by using the regular keyboard keys and the function keys.

Proposed Rate Structure

The rate structure consists of a one time Installation Charge and a Monthly Maintenance (Recurring) Charge for each type of equipment provided

Cost Information

The Company provided cost support for the proposed rate structure and also filed a Request for Confidential Classification and Motion for Permanent Protective Order. The single payment charges (Installation) and monthly recurring charges (maintenance) were developed using the following assumptions:

- Equipment costs obtained from current vendor quotations.
- Labor hours for installation, engineering and software

development are estimates of GTEFL's engineering staff.

- GTEFL's Levelized Annuity Pricing Program (LAPP) was utilized, and the following significant financial parameters:

Cost of Money	9.89%
Federal Income Tax Rate	35.00%
State Income Tax Rate	5.50%
Gross Receipts Tax Rate	2.50%

- Incremental costs for each service element were determined for a 60 month period.
- Monthly Recurring Charges (MRCs) cover the incremental costs developed through the application of these assumptions and GTEFL's LAPP.

We have reviewed the confidential data and believe it to be appropriate. The level of contribution for each type of equipment is within the range previously authorized for 911 type services.

We believe GTEFL's tariff filing to offer enhanced E911 Public Safety Answering Point (PSAP) Equipment with Automatic Call Distribution (ACD) Capability should be approved. Potential and existing customers will benefit from having another option available. Therefore, we find that GTEFL's tariff filing to provide enhancements to its E911 PSAP Equipment with ACD capacity is approved, effective July 24, 1995.

Based on the foregoing, it is


ORDERED by the Florida Public Service Commission that GTEFL's tariff filing to provide enhancements to its E911 PSAP Equipment with ACD capacity is approved, effective July 24, 1995. It is further

ORDERED that if a protest is filed in accordance with the requirements set forth below, the tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. It is further

ORDERED that if no protest is filed in accordance with the requirements set forth below, this docket shall be closed.

ORDER NO. PSC-95-0923-FOF-TL
DOCKET NO. 950693-TL
PAGE 4

By ORDER of the Florida Public Service Commission, this 31st
day of July, 1995.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

RVE

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 21, 1995.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it

ORDER NO. PSC-95-0923-FOF-TL
DOCKET NO. 950693-TL
PAGE 5

satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.