

Decision No. C21-0490

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 21R-0376T

IN THE MATTER OF TEMPORARY RULES REGARDING THE PROCESS TO
IMPLEMENT HOUSE BILL 20-1293 TO ESTABLISH PROCESSES FOR THE
REMITTANCE AND DISTRIBUTION OF STATE 9-1-1 SURCHARGE FUNDS.

DECISION ADOPTING TEMPORARY RULES

Mailed Date: August 11, 2021
Adopted Date: August 4, 2021

I. BY THE COMMISSION

A. Statement

1. By this Decision, the Commission adopts temporary rules to comply with the additions of, or amendments to, §§ 24-33.5-2103, 25-3.5-903, 29-11-100 to -107, 39-21-113 and 119.5, and 40-2-131, C.R.S., pursuant to House Bill (HB) 20-1293. Among its requirements, § 29-11-100.2 through 102.5, C.R.S., include that: (1) the Commission, by January 1, 2021, be prepared to receive remittances from originating service providers from the state 9-1-1 surcharge, created by § 29-11-102.3, C.R.S.; (2) the Commission establish procedures for the distribution of those funds to the 9-1-1 governing bodies; and (3) the Commission promulgate rules concerning changes to the number of concurrent sessions for which a governing body is reimbursed.¹ In order to comply with these statutory requirements, thereby protecting the public health, welfare, and safety by continuing required 9-1-1 service provisions statewide, we find it imperatively necessary to adopt temporary rules.

¹ § 29-11-102.3(3)(c)(III), C.R.S.

2. These temporary rules set forth processes and procedures governing the continued remittances made to the Commission of state 9-1-1 surcharge funds, the continued distribution of such funds to 9-1-1 governing bodies, and applications for a 9-1-1 governing body to change the number of concurrent sessions for which it is reimbursed. These temporary rules are effective for 210 days from the effective date of this Decision, or until the Commission issues permanent rules to implement HB 20-1293. *See* § 40-2-108(2), C.R.S.

3. The Commission is currently addressing permanent rules to implement HB 20-1293, including permanent rules for the remittance and distribution of 9-1-1 surcharge funds and changes to the number of concurrent sessions, through the rulemaking in Proceeding No. 21R-0099T opened March 3, 2021.

4. The Commission previously issued temporary rules on the processes for remittance and distribution of state 9-1-1 surcharge funds, as well as the process governing an Application by a 9-1-1 governing body to increase the number of concurrent sessions to be considered in the distribution schedule for the state 9-1-1 funds.² However, those rules have now expired, thus necessitating a second set of temporary rules until the permanent rulemaking is complete.

B. Discussion, Findings, and Conclusions

5. On July 10, 2020, the Governor signed HB 20-1293, which, in addition to numerous other revisions related to the provision of emergency telephone service, required the Commission to set a new statewide 9-1-1 surcharge by October 1, 2020, to take effect on January 1, 2021. HB 20-1293 required that beginning on January 1, 2021, the 9-1-1 surcharge must be remitted to the Commission on a monthly basis in a manner established by the

² *See* Decision No. C20-0795, Proceeding No. 20R-0480T issued November 10, 2020.

Commission and distributed to 9-1-1 governing bodies according to a formula based on the number of concurrent sessions maintained by the public safety answering points of each governing body. Additionally, HB 20-1293 directed the Commission to promulgate rules concerning changes to the number of concurrent sessions for which a governing body is reimbursed.

6. In order to implement HB 20-1293 timely, temporary rules were implemented in Proceeding No. 20R-0335T to establish, by October 1, 2020, the process by which the Commission proposed and approved the threshold at which Applications are required for increasing Emergency Telephone Charges by a governing body; the rate of the state 9-1-1 surcharge; the wireless prepaid 9-1-1 charge; and a distribution schedule for the disbursement of state 9-1-1 surcharge funds to the 9-1-1 governing bodies.³ Temporary rules were implemented in Proceeding No. 20R-0480T to set forth the processes for remittance and distribution of state 9-1-1 surcharge funds, as well as the process governing an Application by a 9-1-1 governing body to increase the number of concurrent sessions to be considered in the distribution schedule for the state 9-1-1 funds.

7. Both sets of temporary rules expired. Through Proceeding No. 21R-0364T, the Commission adopted a second set of temporary rules to replace those initially adopted in Proceeding No. 20R-0335T. However, the Commission did not re-establish the remittance procedure, nor did it re-establish the procedure by which the Commission distributes those funds to the state's 9-1-1 governing bodies, nor the process by which 9-1-1 governing bodies may apply to change the number of concurrent sessions they have for the purposes of the distribution

³ See Decision Nos. C20-0599 issued on August 17, 2020 in Proceeding No. 20R-0335T and C20-0690 issued September 29, 2020 in Proceeding No. 20M-0337T.

schedule. For the continued implementation of HB 20-1293, these remittance and distribution processes must be in place. Through this proceeding, we adopt a second set of temporary rules to replace those initially adopted in Proceeding No. 20R-0480T. We recognize that statutory changes require further Commission action and additional rules, and these are being addressed through a concurrent permanent rulemaking.

8. The Commission may adopt a temporary rule without engaging in the processes required by the Administrative Procedure Act for a permanent rule “only if the agency finds that immediate adoption of the rule is imperatively necessary to comply with a state or federal law or federal regulation or for the preservation of public health, safety, or welfare and compliance with the requirements of [the section to complete a permanent rulemaking] would be contrary to the public interest and makes such a finding on the record.” § 24-4-103(6)(a), C.R.S. For the reasons stated below, we find that immediate adoption of these temporary rules is imperatively necessary to comply with state law and to provide for the health, safety, and welfare of the public.

9. Section 29-11-100.2(1), C.R.S., states that “dialing 911 is the most effective and familiar way the public has of seeking emergency assistance,” that “[b]asic emergency service... is fundamentally a government concern and the exercise of police powers for the protection and betterment of the health, safety, security, and welfare of the public,” and that HB 20-1293 “is intended to provide funding mechanisms for the continued technological advancement of emergency telephone service for all users of the system.” In § 19 of HB 20-1293, the General Assembly found that the act is “necessary for the immediate preservation of the public peace, health, or safety.”

10. The portions of HB 20-1293 dealing with the implementation of the state 9-1-1 surcharge and the distribution of those funds, require that service suppliers remit state

9-1-1 surcharges to the 9-1-1 surcharge trust cash fund on a monthly basis, and that the Commission distribute those funds within 60 days of receipt of those funds. With the distribution of those funds, it is also necessary for the Commission to have a process in place by which a 9-1-1 governing body may request to change the number of concurrent sessions it is being credited for the purposes of the distribution schedule. Awaiting completion of a permanent rulemaking already underway under Title 24 would leave the Commission, service suppliers, and 9-1-1 governing bodies without effective rules to govern ongoing remittances and distributions and requests to change the number of concurrent sessions for which a governing body is reimbursed. This would prevent the continued implementation of a funding mechanism intended to support basic emergency services and the health, safety, security, and welfare of the public.

11. Through HB 20-1293, the General Assembly recognized that additional funds are needed to support the emergency telephone service beginning January 1, 2021, and among other remedies outlined in the bill, chose a statewide 9-1-1 surcharge as an appropriate funding mechanism. Adoption of temporary rules allows the Commission to continue to meet the deadlines imposed by the statute and timely address the need for additional funds to support the emergency telephone service for the benefit of all users of the system.

12. We find that these matters require our immediate and continuing attention to comply with state law and to protect the health, safety, and welfare of the public, which uses the emergency telephone system “as the most effective and familiar way... of seeking emergency assistance.” We also find that the time that will transpire before completing a permanent rulemaking on these issues would prevent fulfillment of HB 20-1293’s deadlines and would risk the health, safety, and welfare of the public which depends on an adequately-funded emergency telephone system. Thus, we immediately adopt temporary rules addressing the establishment of

certain funding mechanisms that are imperatively necessary for the continued compliance with state law and to preserve public health, safety, and welfare.

13. As we determined in Proceeding No. 20R-0480T, in implementing these provisions, we find modifications to the Commission's existing rules regarding the remittance of Telecommunications Relay Service surcharges are warranted in these temporary rules. The goal of these changes is to continue to permit originating service providers to register with the Commission for the remittance of both state 9-1-1 surcharge funds and TRS surcharge funds using combined forms for both surcharges.

14. By this Decision, we adopt temporary rules that accomplish the following:
- a. set forth the processes and procedures by which service suppliers, also referred to in the rules as originating service providers, will continue to remit state 9-1-1 surcharge funds to the 9-1-1 trust cash fund;⁴
 - b. set forth processes and procedures by which the Commission will continue to distribute funds remitted to the 9-1-1 trust cash fund, excepting funds retained for actual administrative costs of up to 4 percent, to the 9-1-1 governing bodies of the State of Colorado;⁵
 - c. set forth processes and procedures by which 9-1-1 governing bodies may continue to apply to increase the number of concurrent sessions for which they are credited as part of the distribution schedule for funds from the 9-1-1 trust cash fund;⁶ and
 - d. synchronizes and combines the processes for the remittance of state 9-1-1 surcharge funds and the telecommunications relay service surcharges.⁷

⁴ See § 29-11-102.3(3)(a), C.R.S.

⁵ See § 29-11-102.3(3)(c)(I), C.R.S.

⁶ See § 29-11-102.3(3)(c)(III), C.R.S.

⁷ With the adoption of temporary rules on November 10, 2020, requirements for TRS surcharge remittances were changed from quarterly to monthly beginning in January of 2021. These temporary rules continue this change. See Decision No. C20-0795, Proceeding No. 20R-0480T.

15. The temporary rules shall be effective on the mailed date of this Decision, and shall remain in effect until permanent rules become effective or for 210 days, whichever period is less.

16. The temporary rules in legislative (strikeout and underline) format, Attachment A, the temporary rules in final version format, Attachment B, and a copy of HB 20-1293 are available through the Commission's E-filing system⁸ at:

https://www.dora.state.co.us/pls/efi/EFI.Show_Docket?p_session_id=&p_docket_id=21R-0376T

II. ORDER

A. The Commission Orders That:

1. The rules in final version format available in this proceeding through the Commission's E-Filings system are hereby adopted as temporary rules consistent with the above discussion.

2. The temporary rules shall be effective on the mailed date of this Decision.

3. The 20-day period provided in § 40-6-114, C.R.S., within which to file applications for rehearing, reargument, or reconsideration, begins on the first day following the effective date of this Decision.

4. This Decision is effective upon its Mailed Date.

⁸ From the Electronic Filings (E-Filings) system page (<https://www.dora.state.co.us/pls/efi/EFI.homepage>), the rules can also be accessed by selecting "Search" and entering this proceeding number, 21R-0376T, in the "Proceeding Number" box and then selecting "Search."

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING
August 4, 2021.**

(S E A L)



ATTEST: A TRUE COPY

A handwritten signature in cursive script that reads "Doug Dean".

Doug Dean,
Director

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

ERIC BLANK

JOHN GAVAN

MEGAN M. GILMAN

Commissioners

COLORADO DEPARTMENT OF REGULATORY AGENCIES

Public Utilities Commission

4 CODE OF COLORADO REGULATIONS (CCR) 723-2

PART 2

RULES REGULATING TELECOMMUNICATIONS SERVICES AND PROVIDERS OF TELECOMMUNICATIONS SERVICES

* * * *

[indicates omission of unaffected rules]

Basic Emergency Service

Basis, Purpose, and Statutory Authority

The basis and purpose of these rules is to: (1) define and describe basic emergency service as regulated by § 40-15-201, C.R.S.; (2) prescribe multi-line telephone system (MLTS) operator requirements regarding disclosure to end users of the proper method for accessing 9-1-1 service, and regarding the capability of the MLTS to transmit end users' telephone numbers and location information; (3) prescribe the interconnection environment and relationships between basic emergency service providers (BESPs) and originating service providers and other BESPs; (4) permit use of 9-1-1 databases for outbound wide area notifications in times of emergency; (5) prescribe reporting times of 9-1-1 outages and interruptions; (6) explicitly recognize the potential for multiple BESPs in Colorado; ~~and~~ (7) prescribe the processes for the establishment of the annual threshold, surcharge, and charge amounts; and (8) prescribe the process for the collection and distribution of state 9-1-1 surcharge funds.

The statutory authority for the promulgation of these rules is found at §§ 29-11-101.5; 29-11-102; 29-11-102(2)(b); 29-11-102.3; 29-11-102.5 (2)(c); 29-11-102.7(2); 29-11-106(3); 40-2-108; 40-3-102; 40-3-103; 40-4-101(1) and (2); 40-15-201; 40-15-301; and 40-15-503(2)(g), C.R.S.

2130. Applicability.

- (a) Except as otherwise provided, rules 2130 through 2159 apply to BESPs.
- (b) Some of the provisions in these rules apply to MLTS operators whose systems do not have automatic number and automatic location identification capability, or whose systems require the dialing of an additional digit(s) to access the public switched network.
- (c) Rules 2147 through 2151 are applicable to 9-1-1 governing bodies and telecommunications service providers.

2131. Definitions.

The following definitions apply only in the context of rules 2130 through 2159:

- (a) "9-1-1" means a three-digit abbreviated dialing code used to report an emergency situation requiring a response by a public agency such as a fire department or police department.
- (b) "9-1-1 access connection" means any communications service including wireline, wireless cellular, interconnected voice-over-internet-protocol, or satellite in which connections are enabled, configured, or capable of making 9-1-1 calls. The term does not include facilities-based broadband services. The number of 9-1-1 access connections is determined by the configured capacity for simultaneous outbound calling.
- (c) "9-1-1 call" means a request for emergency assistance from the public by dialing 9-1-1 or addressing the ESInet regardless of the technology used, and may include voice, text, images, and video, whether originated by wireline, wireless, satellite, or other means.
- (bd) "9-1-1 facilities" means the facilities (e.g., trunks or transmission paths) that connect from the central office serving the individual telephone that originates a 9-1-1 call to the 9-1-1 selective router or functional equivalent and subsequently connects to a Public Safety Answering Point (PSAP). These may include, but are not limited to, point-to-point private line facilities owned, leased or otherwise acquired by a BESP. Common or shared facilities also may be used. These facilities may include private network facilities and governmental facilities (if available) obtained for alternative routing of E9-1-1 calls for temporary use during service interruptions.
- (ee) "9-1-1 outage" means a situation in which 9-1-1 calls cannot be transported from the end users to the PSAP responsible for answering the 9-1-1 emergency calls. 9-1-1 failures also include the inability to deliver location information to the PSAP from the 9-1-1 Automatic Location Identification (ALI) database or a loss of the 9-1-1 ALI functionality.
- (ef) "9-1-1 selective router" means the telecommunications switch or functional equivalent dedicated to aggregation of 9-1-1 call traffic from public networks and proper routing of 9-1-1 call traffic to PSAPs.
- (eg) "9-1-1 service" means the service by which a 9-1-1 call is routed and transported from the end user placing a 9-1-1 call to the PSAP serving the caller's location. 9-1-1 service also includes any related caller location information routed to the PSAP, if any.
- (h) "9-1-1 surcharge" or "state 9-1-1 surcharge" means the surcharge established by § 29-11-102.3, C.R.S.
- (fi) "Automatic Location Identification" (ALI) means the automatic display, on equipment at the PSAP, of the telephone number and location of the caller. ALI data includes non-listed and non-published numbers and addresses, and other information about the caller's location.
- (gj) "ALI provider" means any person or entity that, on a for-profit or not-for-profit basis, provides ALI to basic emergency service providers and the governing body for a specific geographic area.

- (~~h~~k) "ALI service" means all the services, features, and functionalities of elements and components used to provide ALI, including the applications, databases, management processes and services, selective routing, aggregation, and transport, without regard to the technology used, provided to the governing body or PSAP or a specific geographic area. ALI service does not include the provision of ALI by originating service providers, PSAPs, 9-1-1 governing bodies, or local governments.
- (~~i~~l) "Automatic Number Identification" (ANI) means the automatic display of the caller's telephone number at the PSAP.
- (~~j~~m) "Basic emergency service" means the aggregation and transportation of a 9-1-1 call directly to a point of interconnection with a governing body or PSAP, regardless of the technology used to provide the service. The aggregation of calls means the collection of 9-1-1 calls from one or more originating service providers or intermediary aggregation service providers for the purpose of selectively routing and transporting 9-1-1 calls directly to a point of interconnection with a governing body or PSAP. The offering or providing of ALI service or selective routing directly to a governing body or PSAP by any person is also a basic emergency service. Basic emergency service does not include:
- (I) the portion of a 9-1-1 call provided by an originating service provider;
 - (II) the services provided by an intermediary aggregation service provider;
 - (III) the delivery of a 9-1-1 call from the originating service provider or an intermediary aggregation service provider to a point of interconnection with the BESP;
 - (IV) the delivery of a 9-1-1 call from the point of interconnection between the BESP and a PSAP to the PSAP facility that receives and processes the 9-1-1 call; or
 - (V) the delivery of text-to-9-1-1 via interim methods.
- (~~k~~n) "Basic Emergency Service Provider" (BESP) means any person certificated by the Commission to provide basic emergency service.
- (o) "Concurrent session" means a channel for an inbound simultaneous 9-1-1 call.
- (~~p~~) "Demarcation point" means the physical point where the responsibility of a portion of a network changes from one party to another.
- (~~q~~g) "Emergency notification service" (ENS) means a service in which, upon activation by a public safety agency:
- (I) the 9-1-1 database or a database which may be derived in whole or in part from the 9-1-1 database is searched to identify all stations located within a geographic area;
 - (II) a call is placed to all such stations or all of a certain class of stations within the geographic area (e.g., to exclude calls to facsimile machines, Internet/data access lines, etc.); and

- (III) a recorded message is played upon answer to alert the public to a hazardous condition or emergency event in the area (e.g., flood, fire, hazardous material incident, etc.).
- (IV) ENS may also include the transmission of messages to individuals by other means, including text messages, e-mail, facsimile, or other mass alerting method or system.
- (~~af~~) "Emergency telephone charge" means a charge established by a governing body pursuant to § 29-11-102(2)(a), C.R.S., or established by § 29-11-102.5(2)(a), C.R.S., to pay for the expenses authorized in § 29-11-104, C.R.S.
- (~~es~~) "Enhanced 9-1-1" (E9-1-1) means 9-1-1 service that includes the association of ANI and ALI (including non-listed and non-published numbers and addresses), and selective routing.
- (~~pt~~) "Geographic area" means the area such as a city, municipality, county, multiple counties or other areas defined by a governing body or other governmental entity for the purpose of providing public agency response to 9-1-1 calls.
- (~~eu~~) "Governing body" means the organization responsible for establishing, collecting, and disbursing the emergency telephone charge in a specific geographic area, pursuant to §§ 29-11-102, 103, and 104, C.R.S.
- (~~fv~~) "Intermediary aggregation service provider" means a person that aggregates and transports 9-1-1 calls for one or more originating service providers for delivery to a BESP selective router or the functional equivalent of such a router.
- (~~sw~~) "Multi-line telephone system" (MLTS) means a system comprised of common control units, telephones, and control hardware and software providing local telephone service to multiple customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures. Multi-line telephone system includes:
 - (I) Network and premises-based systems such as Centrex, PBX, and hybrid-key telephone systems; and
 - (II) Systems owned or leased by governmental agencies, nonprofit entities, and for-profit businesses.
- (~~tx~~) "Multiple-line telephone system operator" means the person that operates an MLTS from which an end user may place a 9-1-1 call through the public switched network.
- (~~ty~~) "Originating service provider" (OSP) means a local exchange carrier, wireless carrier, Voice-over-Internet-Protocol service provider, or other provider of functionally equivalent services supplying the ability to place 9-1-1 calls.
- (~~vz~~) "Public Safety Answering Point" (PSAP) means a facility equipped and staffed to receive and process 9-1-1 calls from a BESP.
- (~~wa~~) "Selective routing" means the capability of routing a 9-1-1 call to a designated PSAP based upon the location of the end user, as indicated by the ten-digit telephone number of the fixed location

subscriber dialing 9-1-1, the p-ANI (ESRK or ESQK), or otherwise permitted by FCC rule, regulation, or order.

* * * *

[indicates omission of unaffected rules]

2150. Administration of the 9-1-1 Surcharge Trust Cash Fund.

- (a) This rule does not apply to 9-1-1 access connections provided via prepaid wireless telecommunications services or emergency telephone charges remitted to governing bodies pursuant to § 29-11-102, C.R.S. The 9-1-1 surcharge is a statewide surcharge applied to all 9-1-1 access connections in the state of Colorado, and is separate from the local emergency telephone charges that originating service providers are required to collect and remit pursuant to 29-11-102, C.R.S., the wireless prepaid 9-1-1 charge imposed upon retail transactions of prepaid wireless service pursuant to 29-11-102.5 C.R.S. and 1 CCR 201-5, Special Rule 43, the Colorado Telecommunications Relay Service (TRS) charge imposed pursuant to § 40-17-101 C.R.S., et seq., and 4 CCR 723-2-2827(b), and the prepaid wireless TRS charge imposed pursuant to § 29-11-102.7, C.R.S., and 201-5, Special Rule 43.
- (b) The Commission shall determine, and by appropriate order, impose a uniform 9-1-1 surcharge on each 9-1-1 access connection per month in a uniform amount. The surcharge amount will be available on the Commission's website at least 60 days prior to its effective date.
- (c) All originating service providers must register and provide appropriate contact information to the Commission within 30 days of operating in the state of Colorado using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge registration form. This form is available from the Commission and on its website, and shall be filed through the Commission's E-Filing System. Originating service providers shall provide an updated form within 15 days of any change of the information previously provided to the Commission including for any discontinuance of service. All TRS and 9-1-1 registration forms, including any updates, shall be filed in the Commission proceeding opened annually for such purpose.
- (d) 9-1-1 surcharge.
 - (I) Effective January 1, 2021, all originating service providers shall collect and remit the 9-1-1 surcharge assessed upon each service user whose primary service address, if known, or billing address, if service address is unknown, is within the state of Colorado. The surcharge shall be assessed on each 9-1-1 access connection provided to that service user. Such surcharges shall be billed monthly and remitted as directed by the Commission using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form, as discussed in paragraph (e).
 - (II) With respect to multi line telephone systems, the number of 9-1-1 access connections is determined by the configured capacity for simultaneous outbound calling.

- (III) If the originating service provider lists fees separately on its bill to the customer, the 9-1-1 surcharge shall be listed separately as the "Colorado 911 Surcharge." The listing for this charge and the local emergency telephone charge authorized by § 29-11-102, C.R.S. may not be combined on the bill presented to the customer.
- (IV) The 9-1-1 surcharge is the liability of the service user and not of the originating service provider; except that the originating service provider is liable to remit all emergency service charges that the originating service provider collects from service users. An originating service provider is liable only for the 9-1-1 surcharge collected until it is remitted to the Commission. The amount remitted by the originating service provider must reflect the Colorado 9-1-1 surcharges actually collected on the number of 9-1-1 access connections provided in Colorado by the originating service provider.
- (V) Each originating service provider may retain from the total 9-1-1 surcharges collected and timely remitted, a vendor fee in the amount of one percent of the total monthly charges collected by such provider.
- (VI) Each originating service provider shall remit the amount the provider collects each month, less the applicable vendor fee, no later than the last day of the following month. If the last day of the month is a legal holiday, then the remittance shall be due the next business day.
- (VII) Remittances mailed through the United States Postal Service shall be deemed to be filed on the date of the postmark stamped on the envelope in which the remittance was mailed.
- (e) Combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form.
- (I) Each remittance shall be accompanied by a completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form that includes information for each month remitted. This form is available from the Commission or its website.

 - (A) The combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form must be signed and dated by a company representative authorized to do so. The name and telephone number of the most appropriate company representative to whom questions may be directed must also be included on the form.
 - (B) Regardless of the method of payment, the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall be filed with the Commission through its E-Filings System into the proceeding opened for that purpose. The Commission, for good cause shown, may grant a waiver of the E-Filings requirement.
 - (C) Originating service providers shall submit all surcharge remittances to the custodial receiver directly.

(D) If payments are made by physical check, the completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall also be enclosed with the check.

(f) All remittances of 9-1-1 surcharges received by the Commission pursuant to this section shall be deposited in the 9-1-1 surcharge trust cash fund established pursuant to § 29-11-102.3(3)(c)(I), C.R.S.

2151. Use and Distribution of 9-1-1 Surcharge Trust Cash Fund

(a) The Commission may withdraw from the 9-1-1 surcharge trust cash fund an amount up to four percent of the total amount of the fund necessary for direct and indirect costs of administering the collection and remittance of the 9-1-1 surcharge, including costs related to conducting audits of service suppliers. Any funds withdrawn by the Commission for this purpose must be returned to the 9-1-1 trust cash fund if the Commission determines that the funds are not necessary.

(b) Annually by October 1, the Commission shall calculate the percent of collected funds to be distributed to each governing body. This calculation shall be made by dividing the number of sessions to which a governing body subscribes by the total number of concurrent sessions statewide. The calculated percentages established on October 1 by the Commission shall be effective beginning on January 1 of the following calendar year.

(c) Commission staff shall obtain the number of concurrent sessions for each governing body used in the calculation referenced in paragraph (b) from the BESP. Reductions in the number of concurrent sessions shall be reflected in the calculation. Increases in the number of concurrent sessions shall only be reflected in the calculation following an application process as described in paragraph (f).

(d) On a monthly basis, the Commission shall distribute to each governing body the total funds received into the 9-1-1 surcharge trust cash fund, less the administrative retention fee authorized in paragraph (a), as percentages as determined by the method described in paragraph (b). These distributions shall be made via ACH bank transfer to each governing body.

(e) For the purposes of paragraph (b), the number of concurrent sessions at each governing body may only be adjusted annually at the time that the Commission establishes the formula for distribution for the following calendar year.

(f) A 9-1-1 governing body may file an application to adjust its number of concurrent sessions for the purposes of the distribution of funds under this section no more than once per year.

(I) Applications for adjustment of the number of concurrent sessions must be approved by the Commission by September 1 in order to be considered for in the distribution formula to be set on October 1. Applications approved after September 1 will be considered for the next distribution to be established in the following year.

(II) Applications for this purpose shall be filed with this Commission and processed in accordance with the Commission's Rules of Practice and Procedure and in accordance with rule 1204. The Commission may provide a form for this purpose, consistent with

these rules. In addition to the information required by paragraph (b) of rule 2002, applications must contain the following information:

- (A) the current number of concurrent sessions at each of the PSAP(s) associated with the governing body;
- (B) the total volume of calls delivered to the PSAP(s) associated with the governing body via the existing concurrent sessions over the previous 12 months of operation;
- (C) peak volume statistics relevant to the governing body's request to change its number of concurrent sessions; and
- (D) any other information that the governing body deems relevant to its request to change its number of concurrent sessions.

(III) No public notice shall be required in conjunction with this application.

* * * *

[indicates omission of unaffected rules]

2827. Administration of the Colorado Telephone Users with Disabilities Fund.

- (a) Fund administration. The Commission shall determine, and by appropriate order, impose a uniform charge on each commercial and residential access line in a uniform amount. In order to adjust the uniform charge the Commission requires certain information.
 - (I) In compliance with annual state budget cycle timelines and requirements, the Commission shall estimate its administrative expenses incurred under §§ 40-17-101 through 104, C.R.S.
 - (II) The monthly uniform charge, per telephone access line, as determined by the Commission, shall not exceed 15 cents.
 - (III) All voice service providers must register and provide appropriate contact information to the Commission within 30 days of operating in the state of Colorado using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge registration form. This form is available from the Commission or on its website, and shall be filed through the Commission's E-Filing System. Voice service providers shall provide an updated form within 15 days of any change in the information previously provided to the Commission including for any discontinuance of service. All TRS registration forms, including any updates, shall be filed in the Commission proceeding opened annually for such purpose.
- (b) Uniform charge.

- (I) All voice service providers shall collect and remit the TRS charge assessed on each telephone access line for which the primary service address, if known or billing address, if service address is unknown, is within the state of Colorado. Such charges shall be billed monthly and remitted as directed to the Commission using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form, as discussed in paragraph (c).
 - (II) The uniform charge imposed pursuant to § 40-17-103(3)(a), C.R.S., shall be billed monthly to each access line provided by each voice service provider. Each multiline voice communication service that is capable of simultaneous outbound calling shall constitute a separate telephone access line; however, the number of telephone access lines for which a customer may be assessed a monthly charge cannot exceed the number of outbound voice calls that the voice service provider has enabled and activated to be made simultaneously.
 - (III) A seller of prepaid wireless service shall collect a prepaid wireless TRS charge from a consumer, pursuant to § 29-11-102.7, C.R.S. and remit the charge to the Department of Revenue. The Department of Revenue shall transmit the money collected to the State Treasurer for deposit into the Colorado Telephone Users with Disabilities Fund, created in § 40-17-104(1), C.R.S.
 - (IV) The TRS charge shall not be assessed or collected on any federally supported Lifeline service or customer. Each provider exempt from collecting the uniform charge on a Lifeline customer shall maintain complete documentation and shall make such documentation available to the Commission upon request.
 - (V) The uniform charge shall be listed as a separate item appearing on each customer's monthly billing statement as rendered by each voice service provider. The charge shall be listed as the "Colorado Telecommunications Relay Service Surcharge."
 - (VI) Each voice service provider may retain, from the total charges collected, a vendor fee in the amount of three-fourths of one percent of the amount of total monthly uniform charges collected by such local exchange provider. ~~The vendor fee is intended to reimburse voice service providers for administrative costs in imposing and collecting the uniform charge.~~
 - (VII) ~~Prior to~~Effective January 1, ~~2017~~2021, each voice service provider shall remit no later than the last day of the following month and as directed by the Commission, the amount the provider collected for the previous month, less the applicable vendor fee.
 - (VIII) ~~Beginning~~Prior to January 1, ~~2017~~2021, each voice service provider shall remit no later than 30 days after the end of each quarter and as directed by the Commission, the amount collected for the three months in the prior quarter, less the applicable vendor fee.
 - (IX) Remittances mailed through the United States Postal Service shall be deemed to be filed on the date of the postmark stamped on the envelope in which the remittance was mailed.
- (c) Combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form.

- (I) Each remittance shall be accompanied by a completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form that includes information for each month remitted. This form is available from the Commission or its website.
- (A) The combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form must be signed and dated by a company representative authorized to do so. The name and telephone number of the most appropriate company representative to whom questions may be directed must also be included on the form.
- (B) Regardless of the method of payment, The combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall be filed with the Commission through its E-Filings System into the proceeding opened for that purpose. The Commission, for good cause shown, may grant a waiver of the E-Filings requirement.
- (C) Voice service providers shall submit all surcharge remittances along with the Relay Service Surcharge form to the TRS custodial receiver directly. ~~The Colorado Relay Service sSurcharge form shall also be filed with the Commission through the E-Filings System.~~
- (D) If payments are made by physical check, the completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall also be enclosed with the check.

COLORADO DEPARTMENT OF REGULATORY AGENCIES

Public Utilities Commission

4 CODE OF COLORADO REGULATIONS (CCR) 723-2

PART 2

RULES REGULATING TELECOMMUNICATIONS SERVICES AND PROVIDERS OF TELECOMMUNICATIONS SERVICES

* * * *

[indicates omission of unaffected rules]

Basic Emergency Service

Basis, Purpose, and Statutory Authority

The basis and purpose of these rules is to: (1) define and describe basic emergency service as regulated by § 40-15-201, C.R.S.; (2) prescribe multi-line telephone system (MLTS) operator requirements regarding disclosure to end users of the proper method for accessing 9-1-1 service, and regarding the capability of the MLTS to transmit end users' telephone numbers and location information; (3) prescribe the interconnection environment and relationships between basic emergency service providers (BESPs) and originating service providers and other BESPs; (4) permit use of 9-1-1 databases for outbound wide area notifications in times of emergency; (5) prescribe reporting times of 9-1-1 outages and interruptions; (6) explicitly recognize the potential for multiple BESPs in Colorado; (7) prescribe the processes for the establishment of the annual threshold, surcharge, and charge amounts; and (8) prescribe the process for the collection and distribution of state 9-1-1 surcharge funds.

The statutory authority for the promulgation of these rules is found at §§ 29-11-101.5; 29-11-102; 29-11-102(2)(b); 29-11-102.3; 29-11-102.5 (2)(c); 29-11-102.7(2); 29-11-106(3); 40-2-108; 40-3-102; 40-3-103; 40-4-101(1) and (2); 40-15-201; 40-15-301; and 40-15-503(2)(g), C.R.S.

2130. Applicability.

- (a) Except as otherwise provided, rules 2130 through 2159 apply to BESPs.
- (b) Some of the provisions in these rules apply to MLTS operators whose systems do not have automatic number and automatic location identification capability, or whose systems require the dialing of an additional digit(s) to access the public switched network.
- (c) Rules 2147 through 2151 are applicable to 9-1-1 governing bodies and telecommunications service providers.

2131. Definitions.

The following definitions apply only in the context of rules 2130 through 2159:

- (a) "9-1-1" means a three-digit abbreviated dialing code used to report an emergency situation requiring a response by a public agency such as a fire department or police department.
- (b) "9-1-1 access connection" means any communications service including wireline, wireless cellular, interconnected voice-over-internet-protocol, or satellite in which connections are enabled, configured, or capable of making 9-1-1 calls. The term does not include facilities-based broadband services. The number of 9-1-1 access connections is determined by the configured capacity for simultaneous outbound calling.
- (c) "9-1-1 call" means a request for emergency assistance from the public by dialing 9-1-1 or addressing the E911 regardless of the technology used, and may include voice, text, images, and video, whether originated by wireline, wireless, satellite, or other means.
- (d) "9-1-1 facilities" means the facilities (e.g., trunks or transmission paths) that connect from the central office serving the individual telephone that originates a 9-1-1 call to the 9-1-1 selective router or functional equivalent and subsequently connects to a Public Safety Answering Point (PSAP). These may include, but are not limited to, point-to-point private line facilities owned, leased or otherwise acquired by a BESP. Common or shared facilities also may be used. These facilities may include private network facilities and governmental facilities (if available) obtained for alternative routing of E9-1-1 calls for temporary use during service interruptions.
- (e) "9-1-1 outage" means a situation in which 9-1-1 calls cannot be transported from the end users to the PSAP responsible for answering the 9-1-1 emergency calls. 9-1-1 failures also include the inability to deliver location information to the PSAP from the 9-1-1 Automatic Location Identification (ALI) database or a loss of the 9-1-1 ALI functionality.
- (f) "9-1-1 selective router" means the telecommunications switch or functional equivalent dedicated to aggregation of 9-1-1 call traffic from public networks and proper routing of 9-1-1 call traffic to PSAPs.
- (g) "9-1-1 service" means the service by which a 9-1-1 call is routed and transported from the end user placing a 9-1-1 call to the PSAP serving the caller's location. 9-1-1 service also includes any related caller location information routed to the PSAP, if any.
- (h) "9-1-1 surcharge" or "state 9-1-1 surcharge" means the surcharge established by § 29-11-102.3, C.R.S.
- (i) "Automatic Location Identification" (ALI) means the automatic display, on equipment at the PSAP, of the telephone number and location of the caller. ALI data includes non-listed and non-published numbers and addresses, and other information about the caller's location.
- (j) "ALI provider" means any person or entity that, on a for-profit or not-for-profit basis, provides ALI to basic emergency service providers and the governing body for a specific geographic area.

- (k) “ALI service” means all the services, features, and functionalities of elements and components used to provide ALI, including the applications, databases, management processes and services, selective routing, aggregation, and transport, without regard to the technology used, provided to the governing body or PSAP or a specific geographic area. ALI service does not include the provision of ALI by originating service providers, PSAPs, 9-1-1 governing bodies, or local governments.
- (l) "Automatic Number Identification" (ANI) means the automatic display of the caller’s telephone number at the PSAP.
- (m) "Basic emergency service" means the aggregation and transportation of a 9-1-1 call directly to a point of interconnection with a governing body or PSAP, regardless of the technology used to provide the service. The aggregation of calls means the collection of 9-1-1 calls from one or more originating service providers or intermediary aggregation service providers for the purpose of selectively routing and transporting 9-1-1 calls directly to a point of interconnection with a governing body or PSAP. The offering or providing of ALI service or selective routing directly to a governing body or PSAP by any person is also a basic emergency service. Basic emergency service does not include:
 - (I) the portion of a 9-1-1 call provided by an originating service provider;
 - (II) the services provided by an intermediary aggregation service provider;
 - (III) the delivery of a 9-1-1 call from the originating service provider or an intermediary aggregation service provider to a point of interconnection with the BESP;
 - (IV) the delivery of a 9-1-1 call from the point of interconnection between the BESP and a PSAP to the PSAP facility that receives and processes the 9-1-1 call; or
 - (V) the delivery of text-to-9-1-1 via interim methods.
- (n) "Basic Emergency Service Provider" (BESP) means any person certificated by the Commission to provide basic emergency service.
- (o) “Concurrent session” means a channel for an inbound simultaneous 9-1-1 call.
- (p) “Demarcation point” means the physical point where the responsibility of a portion of a network changes from one party to another.
- (q) "Emergency notification service" (ENS) means a service in which, upon activation by a public safety agency:
 - (I) the 9-1-1 database or a database which may be derived in whole or in part from the 9-1-1 database is searched to identify all stations located within a geographic area;
 - (II) a call is placed to all such stations or all of a certain class of stations within the geographic area (e.g., to exclude calls to facsimile machines, Internet/data access lines, etc.); and

- (III) a recorded message is played upon answer to alert the public to a hazardous condition or emergency event in the area (e.g., flood, fire, hazardous material incident, etc.).
- (IV) ENS may also include the transmission of messages to individuals by other means, including text messages, e-mail, facsimile, or other mass alerting method or system.
- (r) "Emergency telephone charge" means a charge established by a governing body pursuant to § 29-11-102(2)(a), C.R.S., or established by § 29-11-102.5(2)(a), C.R.S., to pay for the expenses authorized in § 29-11-104, C.R.S.
- (s) "Enhanced 9-1-1" (E9-1-1) means 9-1-1 service that includes the association of ANI and ALI (including non-listed and non-published numbers and addresses), and selective routing.
- (t) "Geographic area" means the area such as a city, municipality, county, multiple counties or other areas defined by a governing body or other governmental entity for the purpose of providing public agency response to 9-1-1 calls.
- (u) "Governing body" means the organization responsible for establishing, collecting, and disbursing the emergency telephone charge in a specific geographic area, pursuant to §§ 29-11-102, 103, and 104, C.R.S.
- (v) "Intermediary aggregation service provider" means a person that aggregates and transports 9-1-1 calls for one or more originating service providers for delivery to a BESP selective router or the functional equivalent of such a router.
- (w) "Multi-line telephone system" (MLTS) means a system comprised of common control units, telephones, and control hardware and software providing local telephone service to multiple customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures. Multi-line telephone system includes:
 - (I) Network and premises-based systems such as Centrex, PBX, and hybrid-key telephone systems; and
 - (II) Systems owned or leased by governmental agencies, nonprofit entities, and for-profit businesses.
- (x) "Multiple-line telephone system operator" means the person that operates an MLTS from which an end user may place a 9-1-1 call through the public switched network.
- (y) "Originating service provider" (OSP) means a local exchange carrier, wireless carrier, Voice-over-Internet-Protocol service provider, or other provider of functionally equivalent services supplying the ability to place 9-1-1 calls.
- (z) "Public Safety Answering Point" (PSAP) means a facility equipped and staffed to receive and process 9-1-1 calls from a BESP.
- (aa) "Selective routing" means the capability of routing a 9-1-1 call to a designated PSAP based upon the location of the end user, as indicated by the ten-digit telephone number of the fixed location

subscriber dialing 9-1-1, the p-ANI (ESRK or ESQK), or otherwise permitted by FCC rule, regulation, or order.

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[indicates omission of unaffected rules]

2150. Administration of the 9-1-1 Surcharge Trust Cash Fund.

- (a) This rule does not apply to 9-1-1 access connections provided via prepaid wireless telecommunications services or emergency telephone charges remitted to governing bodies pursuant to § 29-11-102, C.R.S. The 9-1-1 surcharge is a statewide surcharge applied to all 9-1-1 access connections in the state of Colorado, and is separate from the local emergency telephone charges that originating service providers are required to collect and remit pursuant to 29-11-102, C.R.S., the wireless prepaid 9-1-1 charge imposed upon retail transactions of prepaid wireless service pursuant to 29-11-102.5 C.R.S. and 1 CCR 201-5, Special Rule 43, the Colorado Telecommunications Relay Service (TRS) charge imposed pursuant to § 40-17-101 C.R.S., et seq., and 4 CCR 723-2-2827(b), and the prepaid wireless TRS charge imposed pursuant to § 29-11-102.7, C.R.S., and 201-5, Special Rule 43.
- (b) The Commission shall determine, and by appropriate order, impose a uniform 9-1-1 surcharge on each 9-1-1 access connection per month in a uniform amount. The surcharge amount will be available on the Commission's website at least 60 days prior to its effective date.
- (c) All originating service providers must register and provide appropriate contact information to the Commission within 30 days of operating in the state of Colorado using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge registration form. This form is available from the Commission and on its website, and shall be filed through the Commission's E-Filing System. Originating service providers shall provide an updated form within 15 days of any change of the information previously provided to the Commission including for any discontinuance of service. All TRS and 9-1-1 registration forms, including any updates, shall be filed in the Commission proceeding opened annually for such purpose.
- (d) 9-1-1 surcharge.
 - (I) Effective January 1, 2021, all originating service providers shall collect and remit the 9-1-1 surcharge assessed upon each service user whose primary service address, if known, or billing address, if service address is unknown, is within the state of Colorado. The surcharge shall be assessed on each 9-1-1 access connection provided to that service user. Such surcharges shall be billed monthly and remitted as directed by the Commission using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form, as discussed in paragraph (e).
 - (II) With respect to multi line telephone systems, the number of 9-1-1 access connections is determined by the configured capacity for simultaneous outbound calling.

- (III) If the originating service provider lists fees separately on its bill to the customer, the 9-1-1 surcharge shall be listed separately as the "Colorado 911 Surcharge." The listing for this charge and the local emergency telephone charge authorized by § 29-11-102, C.R.S. may not be combined on the bill presented to the customer.
 - (IV) The 9-1-1 surcharge is the liability of the service user and not of the originating service provider; except that the originating service provider is liable to remit all emergency service charges that the originating service provider collects from service users. An originating service provider is liable only for the 9-1-1 surcharge collected until it is remitted to the Commission. The amount remitted by the originating service provider must reflect the Colorado 9-1-1 surcharges actually collected on the number of 9-1-1 access connections provided in Colorado by the originating service provider.
 - (V) Each originating service provider may retain from the total 9-1-1 surcharges collected and timely remitted, a vendor fee in the amount of one percent of the total monthly charges collected by such provider.
 - (VI) Each originating service provider shall remit the amount the provider collects each month, less the applicable vendor fee, no later than the last day of the following month. If the last day of the month is a legal holiday, then the remittance shall be due the next business day.
 - (VII) Remittances mailed through the United States Postal Service shall be deemed to be filed on the date of the postmark stamped on the envelope in which the remittance was mailed.
- (e) Combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form.
- (I) Each remittance shall be accompanied by a completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form that includes information for each month remitted. This form is available from the Commission or its website.
 - (A) The combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form must be signed and dated by a company representative authorized to do so. The name and telephone number of the most appropriate company representative to whom questions may be directed must also be included on the form.
 - (B) Regardless of the method of payment, the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall be filed with the Commission through its E-Filings System into the proceeding opened for that purpose. The Commission, for good cause shown, may grant a waiver of the E-Filings requirement.
 - (C) Originating service providers shall submit all surcharge remittances to the custodial receiver directly.

(D) If payments are made by physical check, the completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall also be enclosed with the check.

(f) All remittances of 9-1-1 surcharges received by the Commission pursuant to this section shall be deposited in the 9-1-1 surcharge trust cash fund established pursuant to § 29-11-102.3(3)(c)(I), C.R.S.

2151. Use and Distribution of 9-1-1 Surcharge Trust Cash Fund

(a) The Commission may withdraw from the 9-1-1 surcharge trust cash fund an amount up to four percent of the total amount of the fund necessary for direct and indirect costs of administering the collection and remittance of the 9-1-1 surcharge, including costs related to conducting audits of service suppliers. Any funds withdrawn by the Commission for this purpose must be returned to the 9-1-1 trust cash fund if the Commission determines that the funds are not necessary.

(b) Annually by October 1, the Commission shall calculate the percent of collected funds to be distributed to each governing body. This calculation shall be made by dividing the number of sessions to which a governing body subscribes by the total number of concurrent sessions statewide. The calculated percentages established on October 1 by the Commission shall be effective beginning on January 1 of the following calendar year.

(c) Commission staff shall obtain the number of concurrent sessions for each governing body used in the calculation referenced in paragraph (b) from the BESP. Reductions in the number of concurrent sessions shall be reflected in the calculation. Increases in the number of concurrent sessions shall only be reflected in the calculation following an application process as described in paragraph (f).

(d) On a monthly basis, the Commission shall distribute to each governing body the total funds received into the 9-1-1 surcharge trust cash fund, less the administrative retention fee authorized in paragraph (a), as percentages as determined by the method described in paragraph (b). These distributions shall be made via ACH bank transfer to each governing body.

(e) For the purposes of paragraph (b), the number of concurrent sessions at each governing body may only be adjusted annually at the time that the Commission establishes the formula for distribution for the following calendar year.

(f) A 9-1-1 governing body may file an application to adjust its number of concurrent sessions for the purposes of the distribution of funds under this section no more than once per year.

(I) Applications for adjustment of the number of concurrent sessions must be approved by the Commission by September 1 in order to be considered for in the distribution formula to be set on October 1. Applications approved after September 1 will be considered for the next distribution to be established in the following year.

(II) Applications for this purpose shall be filed with this Commission and processed in accordance with the Commission's Rules of Practice and Procedure and in accordance with rule 1204. The Commission may provide a form for this purpose, consistent with

these rules. In addition to the information required by paragraph (b) of rule 2002, applications must contain the following information:

- (A) the current number of concurrent sessions at each of the PSAP(s) associated with the governing body;
 - (B) the total volume of calls delivered to the PSAP(s) associated with the governing body via the existing concurrent sessions over the previous 12 months of operation;
 - (C) peak volume statistics relevant to the governing body's request to change its number of concurrent sessions; and
 - (D) any other information that the governing body deems relevant to its request to change its number of concurrent sessions.
- (III) No public notice shall be required in conjunction with this application.

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[indicates omission of unaffected rules]

2827. Administration of the Colorado Telephone Users with Disabilities Fund.

- (a) Fund administration. The Commission shall determine, and by appropriate order, impose a uniform charge on each commercial and residential access line in a uniform amount. In order to adjust the uniform charge the Commission requires certain information.
 - (I) In compliance with annual state budget cycle timelines and requirements, the Commission shall estimate its administrative expenses incurred under §§ 40-17-101 through 104, C.R.S.
 - (II) The monthly uniform charge, per telephone access line, as determined by the Commission, shall not exceed 15 cents.
 - (III) All voice service providers must register and provide appropriate contact information to the Commission within 30 days of operating in the state of Colorado using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge registration form. This form is available from the Commission or on its website, and shall be filed through the Commission's E-Filing System. Voice service providers shall provide an updated form within 15 days of any change in the information previously provided to the Commission including for any discontinuance of service. All TRS registration forms, including any updates, shall be filed in the Commission proceeding opened annually for such purpose.
- (b) Uniform charge.

- (I) All voice service providers shall collect and remit the TRS charge assessed on each telephone access line for which the primary service address, if known or billing address, if service address is unknown, is within the state of Colorado. Such charges shall be billed monthly and remitted as directed to the Commission using the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form, as discussed in paragraph (c).
 - (II) The uniform charge imposed pursuant to § 40-17-103(3)(a), C.R.S., shall be billed monthly to each access line provided by each voice service provider. Each multiline voice communication service that is capable of simultaneous outbound calling shall constitute a separate telephone access line; however, the number of telephone access lines for which a customer may be assessed a monthly charge cannot exceed the number of outbound voice calls that the voice service provider has enabled and activated to be made simultaneously.
 - (III) A seller of prepaid wireless service shall collect a prepaid wireless TRS charge from a consumer, pursuant to § 29-11-102.7, C.R.S. and remit the charge to the Department of Revenue. The Department of Revenue shall transmit the money collected to the State Treasurer for deposit into the Colorado Telephone Users with Disabilities Fund, created in § 40-17-104(1), C.R.S.
 - (IV) The TRS charge shall not be assessed or collected on any federally supported Lifeline service or customer. Each provider exempt from collecting the uniform charge on a Lifeline customer shall maintain complete documentation and shall make such documentation available to the Commission upon request.
 - (V) The uniform charge shall be listed as a separate item appearing on each customer's monthly billing statement as rendered by each voice service provider. The charge shall be listed as the "Colorado Telecommunications Relay Service Surcharge."
 - (VI) Each voice service provider may retain, from the total charges collected, a vendor fee in the amount of three-fourths of one percent of the amount of total monthly uniform charges collected by such local exchange provider.
 - (VII) Effective January 1, 2021, each voice service provider shall remit no later than the last day of the following month and as directed by the Commission, the amount the provider collected for the previous month, less the applicable vendor fee.
 - (VIII) Prior to January 1, 2021, each voice service provider shall remit no later than 30 days after the end of each quarter and as directed by the Commission, the amount collected for the three months in the prior quarter, less the applicable vendor fee.
 - (IX) Remittances mailed through the United States Postal Service shall be deemed to be filed on the date of the postmark stamped on the envelope in which the remittance was mailed.
- (c) Combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form.

- (I) Each remittance shall be accompanied by a completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form that includes information for each month remitted. This form is available from the Commission or its website.
 - (A) The combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form must be signed and dated by a company representative authorized to do so. The name and telephone number of the most appropriate company representative to whom questions may be directed must also be included on the form.
 - (B) Regardless of the method of payment, the combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall be filed with the Commission through its E-Filings System into the proceeding opened for that purpose. The Commission, for good cause shown, may grant a waiver of the E-Filings requirement.
 - (C) Voice service providers shall submit all surcharge remittances to the TRS custodial receiver directly.
 - (D) If payments are made by physical check, the completed combined Colorado Telecommunications Relay Service and 9-1-1 surcharge remittance form shall also be enclosed with the check.