

Agenda Date: December 19, 2019  
Item Number: A1

**Docket:** UT-190745  
Company Name: TeleCommunication Systems Inc.

Staff: Rebecca Beaton, Infrastructure Analyst

### **Recommendation**

Dismiss the Complaint and Order Suspending Tariff Revisions, take no action and thereby allow the Tariff Revisions in Docket UT-190745, to become effective December 20, 2019.

### **Background**

The Washington State Military Department, State Emergency Coordination Office (SECO) is in charge of statewide E-911 contract and awarded that contract to TeleCommunication Systems Inc. (TSYS or company) in 2016. The transition of the statewide 911 services from CenturyLink to TSYS is ongoing. TSYS is subject to the Washington Utilities and Transportation Commission (commission) jurisdiction and the provisions of Title 80 RCW and Title 480 WAC governing telecommunications companies and services. Specifically, RCW 80.36.080 requires such services to be modern, adequate, sufficient, and efficient. WAC 480-120-450 requires companies that choose to provide E-911 services file tariffs with the commission.

On September 5, 2019, TSYS filed a tariff containing descriptions, regulations, and rates applicable to TSYS's provision of regulated E-911 services. The TSYS' tariff included only the automatic line identification (ALI) database management services. The tariff had an effective date of October 4, 2019.

On September 26, 2019 the commission staff (staff) recommended the TSYS' tariff be suspended. The recommendation was based on staff's analysis that the Private Switch/ALI (PS/ALI) database management service was not included in the proposed tariff provisions. Staff determined, the company agreed, that the proposed tariff must include necessary components for the company's provision of E-911 service related to Private Branch Exchange (PBX) management service. Staff also had other concerns with some of the language describing the definitions, liability, and indemnification provisions of the proposed tariff.

On September 26, 2019, the commission entered an order suspending the company tariff.

### **Discussion**

Staff continued to work with the company after the commission's order to suspend the proposed tariff filing. On September 17, 2019, TSYS executed an agreement with AirOne Solutions Group, LLC (AirOne) for Private Switch/ALI database management service as the TSYS' "preferred" provider of such services in Washington. On October 23, 2019, staff examined the TSYS' switching system network and operations center at the company's Seattle headquarters. On November 4, 2019, AirOne completed internal testing for PS/ALI management services and

interconnection with the TSYS' network. On November 10, 2019, AirOne initiated order-taking status for Private Switch/ALI services in Washington.

On November 25, 2019, TSYS filed a replacement tariff with the commission that includes comprehensive provisions governing PS/ALI services. Among those provisions is Individual Case Basis (ICB) pricing for services that AirOne provides. The replacement tariff also contains industry standard definitions and addressed staff concerns related to liability and indemnification. The replacement tariff has an effective date of December 20, 2019.

Staff reviewed the replacement tariff and believes that the company has addressed the concerns that resulted in the commission's suspension of the initial tariff filing. The replacement tariff is also consistent with and comparable<sup>1</sup> to other industry providers. Staff has received no comments from the public or stakeholders regarding the replacement tariff.

### **Conclusion**

Staff recommends that the commission dismiss the Complaint and Order Suspending Tariff Revisions and take no action on the replacement tariff, thereby allowing the Tariff Revisions in Docket UT-190745 to become effective by operation of law on December 20, 2019.

---

<sup>1</sup>Comparable to PS/ALI service offers in the Washington market, including rates, terms and conditions.