

**BEFORE THE WASHINGTON STATE  
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Petition of	)	DOCKET NO. UT-030455
VERIZON NORTHWEST INC.,	)	ORDER NO. 01
Petitioner,	)	ORDER GRANTING EXEMPTION
For a Waiver of WAC 480-120-450	)	FROM WAC 480-120-450 (2)(a) and
(2)(a) and (2)(b).	)	(2)(b) THROUGH DECEMBER 31,
.....	)	2004

**BACKGROUND**

1 On April 3, 2003, Verizon Northwest Inc. (Verizon) petitioned for a waiver<sup>1</sup> of certain provisions of WAC 480-120-450(2)(a) and (2)(b). Verizon is one of three local exchange companies (LECs) that provide E911 data base management. An essential element of the enhanced data base is the inclusion of location information that is used by emergency personnel to locate callers. Subsection (2)(a) requires Verizon to make available an internet-based method and (2)(b) permits it to make available a secure dial-up method for maintaining customer records in the E911 data base. PBX and LECs have used dial-up methods for maintaining records for some time, but internet methods are relatively new.

2 The rule was adopted in large part at the request of the Emergency Management Division (EMD) of the Washington Military Department. At the time the rule was adopted, the Commission was asked by Verizon to alter the rule and permit companies to offer either an Internet method or a secure dial up method. The Order of Adoption<sup>2</sup> stated:

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<sup>1</sup> WAC 480-120-015 permits exemptions rather than waivers; accordingly, we regard the request as one for an exemption.

<sup>2</sup> See General Order No. R-507, Order Amending, Adopting And Repealing Rules Permanently, Docket No. UT-990146 (December 12, 2002).

Companies suggest that a secure, internet-based method for maintaining customer records (of telephone locations) not be required, that companies that provide data base management be permitted to offer only a secure dial up method for access to the data base to maintain records. This issue is very important to emergency management personnel because out-of-date records can literally mean the difference between life and death.

Unfortunately, in large buildings and building complexes when personnel are moved, the records are not always updated and the location of the telephone in an emergency may be reported to be on a different floor, or even in a different building, than is really the case. Many large employers would like to contract with vendors that will maintain accurate records and this rule is intended to accommodate that activity. We remain convinced that the secure, internet-based method will result in records being kept more up-to-date than is the case today. We permit companies to provide the dial-up method as well.

3 Order of Adoption at ¶ 161.

4 In its petition, Verizon states it is creating an internet-based method to serve the needs of all the former GTE operating units, including Washington. *Petition at 2.* The new system is under going testing, but Verizon does not expect the internet-based method to be available until December 31, 2004. *Id.* Secure dial-up access is available at this time to both PBX owners and LECs.

## DISCUSSION

5 Subsection (2)(a) would assist PBX owners by permitting them to use a simple, internet-based method for maintaining records. EMD has informed the Commission that it would not be problematic if the exemption were granted.

6 Subsection (2)(b) is intended to address the needs of LECs with their higher  
volume of record changes. LECs have used secure dial-up systems for many  
years and EMD did not identify that as an area of concern. EMD has informed  
the Commission that an exemption of (2)(b) until December 31, 2004, is  
acceptable to it.

7 As our statement at adoption indicated, E911 is a very important service. We  
have been guided in this matter largely by EMD and appreciate their assistance.  
As indicated, it is the opinion of EMD that Verizon is working on the type of  
system that is required by the rule and it is reasonable to provide Verizon with  
time to develop the system. At the same time, EMD has requested that the  
Commission direct Verizon to consult with EMD on the system under  
development and to file quarterly reports to EMD reporting its progress.

#### FINDINGS AND CONCLUSIONS

8 From the foregoing , the Commission makes the following summary findings  
and conclusions:

- 9 (1) The Commission has jurisdiction over the subject matter of this  
proceeding and Verizon Northwest Inc. *RCW 80.01.040(3)*.
- 10 (2) Verizon Northwest Inc. is a telecommunications company authorized to  
conduct business in the state of Washington.
- 11 (3) The Commission may grant exemptions of rules when it is in the public  
interests, consistent with the purpose of regulation, and consistent with  
state statutes. *WAC 480-120-015*.
- 12 (4) Exemptions of *WAC 480-120-450(2)(a)* and (b) are consistent with public  
interest, the purpose of the regulation, and state statutes because Verizon

is developing and testing a system that will meet the requirements of the rule.

**ORDER**

- 13 (1) Exemptions of WAC 480-120-450(2)(a) and (b) are granted until  
December 31, 2004.
- 14 (1) The request of the Emergency Management Division for consultation and  
reports from Verizon Northwest Inc. is reasonable and Verizon Northwest  
Inc. is directed to consult with, and report to, the Emergency Management  
Division consistent with this Order.

The Commissioners, having determined this Order to be consistent with the public interest, enter this Order.

DATED at Olympia, Washington, and effective this 11th day of June, 2003.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

MARILYN SHOWALTER, Chairwoman

PATRICK J. OSHIE, Commissioner