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03-18-10

04:59 PM

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Petition to Adopt, Amend, or Repeal a Regulation Pursuant to Pub. Util. Code § 1708.5, to Designate Lead Entity and to Enable Emergency Access to 211 Services in Counties and Localities Without Existing 211 Centers.

Petition 10-02-002

**REPLY OF PACIFIC BELL TELEPHONE COMPANY
D/B/A AT&T CALIFORNIA (U 1001 C) TO RESPONSES
TO PETITION OF 2-1-1 CALIFORNIA**

Pursuant to Rule 6.3(d) of the Commission's Rules of Practice and Procedure, Pacific Bell Telephone Company d/b/a AT&T California ("AT&T") replies to the responses filed on March 8, 2010 by Verizon California Inc. and Verizon West Coast Inc. ("Verizon"), Verizon Wireless, and California Cable and Telecommunications Association ("CCTA") to the Petition of 2-1-1 California to Designate Lead Entity and to Enable Emergency Access to 211 services in Counties and Localities Without Existing 211 Centers ("Petition").

I. INTRODUCTION

As AT&T has previously stated, it does not oppose the general concept of expanding 211 coverage to areas not currently receiving 211 service. However, AT&T agrees with the sentiment expressed by Verizon and CCTA that information beyond that provided in the Petition is needed in order to reasonably assess 2-1-1 California's proposal. While AT&T appreciates that 2-1-1 California provided additional information regarding its Petition in its

March 5, 2010, Response of 2-1-1 California To Inquiries of the Assigned Administrative Law Judge (“Response to ALJ’s Ruling”), 2-1-1 California’s proposal still lacks clarity.

A technical workshop, as suggested by CCTA, may be the best course to help the parties better understand 2-1-1 California’s proposal.

AT&T also believes that clarification is needed concerning 211 California’s proposal with respect to wireless providers. Wireless providers are not subject to the Commission’s 211 regulations, and 211 California did not indicate that its proposal would require a change in the Commission’s adopted 211 policies and rules with respect to wireless providers.

AT&T agrees with Verizon Wireless that wireless carriers should have the flexibility to continue to work cooperatively with 211 providers without the need for Commission-mandated requirements.

II. ADDITIONAL INFORMATION IS NEEDED IN ORDER TO BETTER UNDERSTAND 2-1-1 CALIFORNIA’S PROPOSAL.

As an initial matter, it is not clear whether 2-1-1 California proposes a service that would be available in both emergency and non-emergency situations or only on an emergency basis. The description of 2-1-1 California’s proposal in its Petition appears to contemplate 211 service that is available in both emergency and non-emergency situations, much like existing 211 service, except that in non-emergencies the callers would reach a recorded message informing them how to access information about critical State-sponsored programs and giving them “the opportunity to speak with a live person who could direct them to the most appropriate social service resource”¹ In the Response to the ALJ’s Ruling, however, 2-1-1 California repeatedly describes its proposal as a “disaster-only” service.² As a result, further clarification on the nature of the proposed service is needed.

¹ Petition, p. 7.

² Response to ALJ’s Ruling, pp. 4-5.

Additional information is also needed to understand whether 2-1-1 California is proposing any changes to existing carrier obligations. For example, as both Verizon and CCTA point out, it is unclear whether 2-1-1 California is proposing to change existing routing protocols.³ Like Verizon, AT&T provides routing to the designated 211 center, and how the calls are handled from there is the role of the 211 provider.⁴ Clarification is needed as to whether 2-1-1 California is seeking to change this routing protocol.

To the extent 2-1-1 California wants to change routing protocols, there may be technical requirements and/or limitations that will need to be examined. Moreover, as CCTA points out, what constitutes an “emergency” under 2-1-1 California’s proposal and what actions are required by carriers in the event of an emergency are important questions in need of clear, specific answers.⁵

2-1-1 California’s proposal is also unclear with respect to wireless carriers. While the Petition requests that the Commission “require providers of local, pay phone and **cell-phone** telecommunications services to provide call origination services at reasonable rates for such areas,”⁶ in D.03-02-029 the Commission determined that its 211 policies and regulations would not apply to wireless carriers.⁷ In its Response to the ALJ’s Ruling, 2-1-1 California states that it “is not seeking to change the existing policies and rules for 211 providers established in D.03-02-029, and therefore does not necessarily seek changes to that decision.”⁸ As a result, 2-1-1 California’s intent with respect to wireless providers needs clarification. AT&T agrees with Verizon Wireless that wireless carriers should have the

³ Verizon, pp. 2-3; CCTA, p. 4.

⁴ Verizon, p. 3.

⁵ CCTA, p. 4.

⁶ Petition, p. 3 (emphasis added).

⁷ D.03-02-029, p. 45 (Conclusion of Law 14).

⁸ Response to ALJ’s Ruling, p. 4.

flexibility to continue to work cooperatively with 211 providers to implement 211 service without the need for Commission-mandated requirements.⁹

III. 2-1-1 CALIFORNIA SHOULD MORE FULLY EXPLAIN ITS REQUEST THAT THE COMMISSION OFFICIALLY RECOGNIZE 2-1-1 CALIFORNIA AS LEAD ENTITY.

2-1-1 California's Petition asks the Commission to "officially recognize" 2-1-1 California as the lead entity for implementing and overseeing the provision of 211 services in California.¹⁰ However, neither the Petition nor 2-1-1 California's Response to the ALJ's Ruling provides an explanation of how the Commission's regulatory oversight activities and responsibilities would be affected if the Commission were to grant this request. As just one example, the Petition states that as lead entity, 2-1-1 California would be responsible for "[o]versight for adherence to Commission-mandated service standards of 211 network providers."¹¹ It is unclear how 2-1-1 California's assumption of these and other responsibilities described in its Petition would affect the Commission's current role overseeing and ensuring compliance with 211 requirements. As a result, 2-1-1 California should more fully explain its request for "lead entity" recognition.

In its Response to the ALJ's Ruling, 2-1-1 California states that its designation as "lead entity" would prepare the state network of 211 providers to move quickly in accessing federal funding in the event that certain bills (H.R. 211 and S. 211) currently pending before Congress are passed into law.¹² However, 2-1-1 California did not discuss recently introduced state legislation (AB 2737), which references the pending federal legislation and would authorize the Commission to designate a lead agency. AT&T agrees with Verizon and

⁹ Verizon Wireless, p. 4.

¹⁰ Petition, pp. 3, 7-9.

¹¹ Petition, p. 8.

¹² Response to ALJ's Ruling, p. 6.

CERTIFICATE OF SERVICE

I hereby certify that I have this day caused a copy of the foregoing document, **“REPLY OF PACIFIC BELL TELEPHONE COMPANY d/b/a AT&T CALIFORNIA (U 1001 C) TO RESPONSES TO PETITION OF 2-1-1 CALIFORNIA.”** by electronic mail and/or hand delivery, to all persons on the current Service List in P.10-02-002.

Executed at San Francisco, California, on the 18th day of March 2010.

/s/

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