



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 15-2

May 4, 2015

Petition of the State 911 Department to Adjust the Enhanced 911 Surcharge

RECORD REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT

Pursuant to 220 C.M.R. § 1.06(6)(h), the Department of Telecommunications and Cable (“Department”) submits to the State 911 Department (“911 Department”) the following information requests:

Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. These requests shall be deemed continuing so as to require supplemental responses if the 911 Department or its witness(es) receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
3. The term “provide complete and detailed documentation” means:

Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.

4. The term “document” is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.
5. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
6. File an original and three copies of the responses with Sara Clark, Secretary of the Department, not later than the close of business on **May 8, 2015**.

Record Requests

- D.T.C. 1-1 The Enhanced 911 Surcharge Monthly Report (“Monthly Surcharge Report”) provided as part of Information Request D.T.C. 1-10 has a space for “Type of Service Provider”:
- a. State whether any carriers do not report their type of service provision in this space. If certain carriers do not report their type of service provision, describe how the 911 Department handles such responses in terms of compiling subscriber counts by service carrier type.
 - b. State whether any carriers report multiple categories of service provision in this space on a single Monthly Surcharge Report. If certain carriers do report multiple categories of service provision on a single Monthly Surcharge Report, describe how the 911 Department handles such responses in terms of compiling subscriber counts by service carrier type.
- D.T.C. 1-2 For Calendar Year 2013, FY2014, and FY2014, please provide the number of carriers that reported each type of service provision listed on the Monthly Surcharge Report (i.e., wireline, wireless, pre-paid wireless, and VoIP). Additionally, please provide an aggregate count of unique reporting carriers across all types of service provision (i.e., do not count a carrier twice if it reported service provision in more than one category).
- D.T.C. 1-3 220 C.M.R. § 16.00 outlines equivalency ratios for use in determining the number of end user accounts for 911 surcharge remittance.
- a. Please provide the number of reported wireline subscribers for FY2014, broken down by the number of connections directly counted and the number of connections calculated using equivalency ratios.
 - b. Please state whether any VoIP carriers use the equivalency ratios prescribed for wireline service in VoIP carriers’ reporting on the Monthly Surcharge Report.
 - c. If VoIP carriers use the equivalency ratios prescribed for wireline service, please provide the number of reported VoIP subscribers for FY2014, broken down by the number of connections directly counted and the number of connections calculated using equivalency ratios.
- D.T.C. 1-4 Please provide a copy of one of the letters the 911 Department sent to wireless carriers in 2008 regarding the 911 surcharge remittance.
- D.T.C. 1-5 State whether wireless end users with out-of-state area codes are assessed the Massachusetts 911 surcharge if the billing address for an account is in Massachusetts. Additionally, state whether methodologies for determining the number of end users assessed the Massachusetts 911 surcharge vary among wireless carriers, whether such variances related to area codes or otherwise.

- D.T.C. 1-6 Regarding remittance of the 911 surcharge by pre-paid wireless carriers via the Average Revenue Per User (“ARPU”) formula prescribed in 560 C.M.R. § 3.00:
- a. Please state whether pre-paid wireless carriers provide the inputs of the ARPU formula on the Monthly Surcharge Report or elsewhere.
 - b. Please state whether carriers update the inputs of the ARPU formula on a regular basis. If carriers do update the inputs of the ARPU formula on a regular basis, state how frequently.
- D.T.C. 1-7 State whether any carriers indicate “IP-enabled service” in response to “Type of Service Provider” on the Monthly Surcharge reports.
- D.T.C. 1-8 Please review the Local Telephone Competition report issued by the Federal Communications Commission (“FCC”) in October 2014 for data through December 31, 2013 (Exhibit 4), and the FCC’s filing instructions for Form 477 for the same period (Exhibit 5). Please compare and contrast the reporting requirements for the Form 477 with the 911 surcharge remittance requirements and explain why there may be differences between the total number of wireless subscribers reported by the FCC and the total number of wireless subscribers reported by the wireless carriers as reflected on the Monthly Surcharge Reports for the same period.
- D.T.C. 1-9 Please confirm that the following data are correct: (i) FY2014 Revenue (listed as \$74,685,294 on Exhibit A to the Petition) and (ii) FY2015 Incentive Grant (RECC) projected expenditures (listed as \$3,545,971 on Exhibit B to the Petition). If the data are correct, please state whether the State 911 Commission adjusted the percentage of total surcharge revenue to be allocated to the Incentive Grant (RECC) in FY2015, as well as the 911 Department’s position on whether it must seek Department approval for any such FY2015 adjustment.
- D.T.C. 1-10 Referring to Exhibit B of the Petition, please provide a breakdown of IT Services, Equipment (UU) projected expenditures for FY2015, specifically breaking out expenses towards equipment, staff augmentation, temporary staff, and contractors. Additionally, please provide complete and detailed documentation of the size and scope of the three largest projects—in terms of dollars spent or projected to be spent—the 911 Department is undertaking or is projected to undertake in FY2015 under this line item.
- D.T.C. 1-11 Please provide the total actual expenditures under the 911 Department’s Development Grant since the Development Grant’s inception.
- D.T.C. 1-12 Please provide all Monthly Surcharge Reports filed by carriers identifying their service provider type as “Wireless” and “Pre-Paid Wireless” for FY2014.

D.T.C. 1-13 With respect to the 911 Department's Training Grant, please provide the following information for FY2011, FY2012, FY2013, and FY2014:

- a. The actual number of person-weeks of training provided;
- b. The number of training courses, the typical duration of the courses, and the typical class size;
- c. The location(s) of the training courses;
- d. The conductor(s) of the trainings courses (e.g., internal staff, outside agencies, independent contractors, etc.);
- e. The cost of conducting each training course; and
- f. Whether the Training Grant funds anything other than these training courses.