

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE CITY OF ALBANY, KENTUCKY)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2000-091
)	
GTE SOUTH INCORPORATED)	
)	
DEFENDANT)	

O R D E R

On June 5, 2000, GTE South Incorporated ("GTE") submitted its supplemental response to the Complaint filed in this matter by the city of Albany ("Albany") objecting to GTE's refusal to provide Albany's basic 911 system with caller identification. Based on review of that response and the clarifications and explanations provided herein, the Commission finds that no hearing herein is necessary for the protection of substantial rights and that this case should be dismissed for the reasons described below.

The material facts of this matter are not in dispute. First, GTE does not, and may not, provide service in contravention of its tariffs. KRS 278.160. The service requested by Albany is not tariffed. Caller ID is available only on standard residence or business lines. GTE's tariff provides that basic 911 service provides no information about the

location or telephone number of the caller.¹ Enhanced 911 is the service that supplies the database information Albany seeks.

The next issue is whether GTE's refusal to provide Caller ID on basic 911 service is "unreasonable" pursuant to KRS 278.280. Based on GTE's reasoning, the Commission finds that GTE's refusal to combine Caller ID and basic 911 is reasonable.

When caller identification is obtained by means of an Enhanced 911 database, much greater precision is obtained. The Enhanced 911 database is prepared so that it supplies that precision, upon which persons making emergency calls must rely. Caller ID, GTE asserts, may be less accurate and callers may be misled, to their detriment, into relying upon it. In addition, GTE has technical and managerial reasons for not expanding the functions of basic 911. Basic 911 was originally conceived as a "line side" connection off a given office switch that merely forwarded voice transmission. It was not intended to provide information. Enhanced 911, however, is consistently undergoing improvement.

There is a question, raised by GTE, as to whether Albany has standing to bring this complaint since the County, and not Albany, is the 911 subscriber. However, as the Commission has determined that the Complaint should be dismissed, the question of standing need not be addressed.

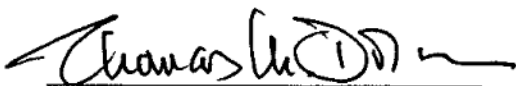
IT IS THEREFORE ORDERED that the Complaint herein is dismissed with prejudice, and this case is hereby removed from the Commission's docket.

¹ GTE South Tariff, P.S.C. Ky. No. 2, at 1, S22.1.1(b).

Done at Frankfort, Kentucky, this 28th day of August, 2000.

By the Commission

ATTEST:

A handwritten signature in black ink, appearing to read "Charles W. [unclear]", written over a horizontal line.

Executive Director