

**California 9-1-1 Emergency Communications Office (9-1-1 Office)
CLEC Network Services Plan Instructions**

**TDe 280A Instructions
(12/08)**

The TDe-280A process is performed by three participating entities (the CLEC, the 9-1-1 County Coordinator, and the 9-1-1 Office) and begins with the CLEC assigning a log number, entering the date and checking one of the following three boxes:

- NEW 9-1-1 CIRCUIT/TRUNK
- EXISTING 9-1-1 CIRCUIT/TRUNK – Modification (Must include Log #:)
- ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to the 9-1-1 Office (Reimbursement Request)

The process to continue completion of the TDe-280A varies upon the box the CLEC has selected. A separate process is defined for each of these selections.

NEW 9-1-1 CIRCUIT/TRUNK

The TDe-280A process for new service is completed in two parts. Part one is designed to collect information relevant to the successful implementation of 9-1-1 circuits and trunks. Part two is designed for the 9-1-1 Office to provide the CLEC estimated maximum funding limits for these 9-1-1 circuits/trunks upon “active service notification”.

Part One – Submitting A Plan

CLEC

The CLEC representative may initiate a pre-planning discussion with the 9-1-1 County Coordinator to review codes and discuss what geographic areas/rate centers the code(s) represent, then prepare and submit the TDe-280A as follows:

1. The CLEC assigns log number and date to the form.
2. The CLEC selects the box appropriate for the action requested and prepares TDe-280A form including all required information with emphasis on the following:
 - a. Clear definition of service areas in which the CLEC is planning to provide network services;
 - b. CLEC 24-hours, 7 days a week, toll free, “live answer”, contact number must be answered directly by a “live” person with the ability to provide the requested subscriber information 24 hours a day, 7 days a week without the aid of an automated attendant.
3. The CLEC then sends the TDe-280A to the appropriate 9-1-1 County Coordinator. The TDe-280A may be submitted via e-mail attachment (cannot be “read only”) where available to, and at the discretion of, the 9-1-1 County Coordinator.

One TDe-280A form is required for each trunk group and default emergency service numbers (DESN) assigned. If the same DESN is assigned to multiple codes, the CLEC must group and consolidate the codes on the same TDe-280A form. Do not submit multiple TDe-280A forms for codes with the same DESN assignment.

9-1-1 COUNTY COORDINATOR

Upon receipt of the TDe-280A, the 9-1-1 County Coordinator will:

1. review the document and may
 - a. ask the CLEC to clarify the area of service within the rate area of the NXX code (prefix, first three digits of a 7-digit phone number) that has been indicated on the TDe-280A and
 - b. test to confirm the 24 hours, 7 days per week, CLEC contact number is properly answered;
2. assign the DESN with default agency name, contact name and number; then,
3. send the TDe-280A back to the CLEC within five working days after receipt of a complete and accurate form. (Note: The 9-1-1 County Coordinator’s processing time may be extended due to receipt of an inaccurate TDe-280A that may require additional information from the CLEC.)

Part Two – Active Service Notification

CLEC

In order to request reimbursement from the 9-1-1 Office, the CLEC provides “active service notification” with appropriate TDe-280A via e-mail to the 9-1-1 Office CLEC administrator with reference to the appropriate CLEC log number.

TD-280A Instructions (12/08)

9-1-1 Office

Upon receipt of CLEC “active service notification” of 9-1-1 circuit/trunk implementation, the 9-1-1 Office CLEC administrator will

1. Assign a 9-1-1 Office tracking number, Service ID, and Circuit/Trunk ID for invoice tracking purposes; calculate appropriate maximum reimbursable costs; then enter this information in the last portion of the TDe-280A. (Note: These cost calculations are maximum estimated costs only and payments to CLECs will be based on actual charges by the ILEC as shown on the customer service record or ILEC invoice.)
2. The 9-1-1 Office CLEC administrator will return the fully completed TDe-280A to the CLEC within one month of the date the 9-1-1 Office receives a complete and accurate “active service notification”.

EXISTING 9-1-1 CIRCUIT/TRUNK - Modification

The TDe-280A provides this second box to identify a service activity for modification to existing 9-1-1 circuits/trunks that have been previously submitted to the 9-1-1 County Coordinator and/or 9-1-1 Office.

Completion of the TDe-280A for modification to an existing 9-1-1 circuit/trunk is required when a new DESN must be assigned by the 9-1-1 County Coordinator and when adding trunks to meet the P.01 grade of service requirements. The CLEC log number previously assigned by the CLEC and a clear explanation of the proposed modification must be included on all requests to modify an existing 9-1-1 circuit/trunk. The following processes must be followed for modifications to existing 9-1-1 circuits/trunks.

Modification to Number Ranges – when adding a new NXX code to an existing trunk group or moving the NXX from one trunk group to another, the CLEC must make written contact (via e-mail or letter) to the 9-1-1 County Coordinator for appropriate default routing. One of the two following actions may result:

1. A new DESN must be assigned – In this case, the CLEC must prepare and submit a TDe-280A, checking the box for “EXISTING 9-1-1 CIRCUIT/TRUNK – Modification”. Complete the form and distribute as outlined in these instructions under *CLEC NETWORK SERVICES PLAN (TDe-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*.
2. An existing DESN is available for the additional NXX code – In this case, the CLEC must request the 9-1-1 County Coordinator, in writing via e-mail or letter, to amend the existing TDe-280A with reference to the previously assigned CLEC log number. The 9-1-1 County Coordinator will respond to the CLEC upon approval.

Adding Trunks To Meet P.01 Grade Of Service - Complete the TDe-280A and distribute as outlined in these instructions under *CLEC NETWORK SERVICES PLAN (TDe-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*. In addition, the CLEC must provide documentation to support the increase of 9-1-1 circuits/trunks based on industry standard call traffic engineering guidelines.

Active Service Notification, Reduction of Service, Notice of Inactive Circuits/Trunks – CLEC modification to existing 9-1-1 circuits/trunks (including reduction of service, active service notification, notice of inactive circuits/trunks, and modification to number ranges) where the DESN is not changing, may be performed via e-mail directly to the 9-1-1 County Coordinator and/or 9-1-1 Office CLEC administrator. If reimbursement costs will be changing, this notice must include reference to the 9-1-1 Office tracking number previously assigned by the 9-1-1 Office.

ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to the 9-1-1 Office (Reimbursement Request)

A third box is provided for the CLEC to identify a plan for active 9-1-1 circuits/trunks that meet the criteria for funding, as outlined in Chapter IX of the California 9-1-1 Operations Manual, but have never been submitted on a TDe-280A and/or invoices have never been submitted to the 9-1-1 Office for these services.

CLEC invoicing for these services may only be authorized by the 9-1-1 Office for a maximum of three months retroactive from the date the 9-1-1 Office was notified of live service (referred to as the “active service notification” date). To qualify for funding in this circumstance, the CLEC must complete a TDe-280A, checking the box for “ACTIVE 9-1-1 CIRCUIT/TRUNK – First time submitted to the 9-1-1 Office (Reimbursement Request)”. Follow the form completion instructions and distribute as outlined in these instructions under *CLEC NETWORK SERVICES PLAN (TDe-280A) PROCESS, NEW 9-1-1 CIRCUIT/TRUNK*.