

PENDING PETITION MEMO

Date: 9/17/2007

TO : Office of Telecommunications  
Office of General Counsel

FROM: CENTRAL OPERATIONS

UTILITY: INTERSTATE FIBERNET, INC.

SUBJECT: 07-C-1104

Petition of Interstate FiberNet, Inc. for an Original Certificate of Public Convenience and Necessity for Authorization to Handle "0" and Emergency Calls with in the State of New York.



September 14, 2007  
*Via Overnight Delivery*

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Ms. Jaclyn Brilling  
Commission Secretary  
New York Department of Public Service  
Three Empire State Plaza  
Albany, NY 12223

**Re:** Petition of Interstate FiberNet, Inc. for Certificate of Public Convenience and Necessity to Provide "0-" Service

Dear Ms. Brilling:

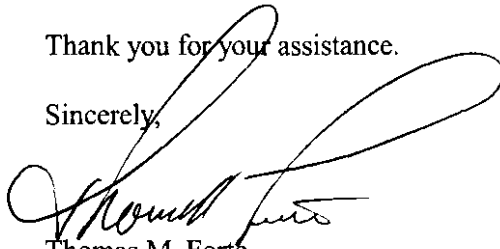
Enclosed for filing are the original and three (3) copies of the Application submitted on behalf of Interstate FiberNet, Inc. for a Certificate of Public Convenience and Necessity to provide "0-" service in New York. This filing is being made concurrently with the Company's initial Application for Certification of Public Convenience and Necessity to provide telecommunications service within New York.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it in the self-addressed, stamped envelope enclosed for this purpose.

Any questions you may have regarding this filing may be directed to my attention at (407) 740 - 3001 or via e-mail at [tforte@tminc.com](mailto:tforte@tminc.com).

Thank you for your assistance.

Sincerely,

  
Thomas M. Forte  
Consultant to Interstate FiberNet, Inc.

Enclosures

cc: D. Anthony Mastando - DeltaCom  
file: IFN - NY (0-)  
tms: NYi0701

2007 SEP 17 11:11:41  
REC'D  
NY  
OFFICE  
OF THE  
SECRETARY  
OF PUBLIC SERVICE

**BEFORE**

**THE STATE OF NEW YORK PUBLIC SERVICE COMMISSION**

IN RE:

Petition of <b>Interstate FiberNet, Inc.</b>	)	
for Authorization to Handle "0" and Emergency	)	Docket No. _____
Calls within the State of New York	)	

**PETITION FOR AMENDED CERTIFICATE  
OF PUBLIC CONVENIENCE AND NECESSITY**

COMES NOW Interstate FiberNet, Inc. ("IFN" or "the Company"), and respectfully requests that its Certificate of Public Convenience and Necessity<sup>1</sup> be amended to give it authority under § 649.6 of Title 16 to provide emergency and "0-" services within the State of New York. Pursuant to this section, Interstate FiberNet, Inc. submits the following information:

1. The name, principal business address and telephone number of the applicant is:

Interstate FiberNet, Inc.  
7037 Old Madison Pike  
Huntsville, AL 35806  
Telephone: (800) 239 - 3000

2. The Company's contact person for ongoing regulatory matters is:

D. Anthony Mastando  
VP - Regulatory Affairs / Senior Regulatory Counsel  
Interstate FiberNet, Inc.  
7037 Old Madison Pike  
Huntsville, AL 35806  
Telephone: (256) 382 - 3856

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<sup>1</sup> Contemporaneous with the instant Petition, the Company is making application for a Certificate of Public Convenience and Necessity to operate as an interexchange carrier in the State of New York.

3. The contact person for matters relating to this petition is:

Thomas M. Forte  
Consultant to Interstate FiberNet, Inc.  
Technologies Management, Inc.  
PO Drawer 200  
Winter Park, Florida 32790-020  
Telephone: (407) 740 - 3001

4. Interstate FiberNet, Inc., a Delaware Corporation, concurrently with this Petition is seeking a Certificate of Public Convenience and Necessity to operate as a reseller of telephone services in the State of New York.
5. IFN is capable of meeting the requirements of § 649.6 as detailed below, and in *Attachment 1* to this Petition.

**(A) Process all emergency calls with a high degree of reliability:**

Most emergency calls are made by customers by dialing 911; these calls normally do not reach the IFN network but are routed through the Customer's serving local exchange carrier to the 911 serving agency. In certain markets, IFN is the third alternative for routing 911 calls. Where customers dial "0" for emergency service, the Company has procedures in place to handle such calls reliably and expeditiously, as described herein.

Some "0-" calls will be directed to a live lead operator located at IFN's operator center. For "0-" calls that reach the automated platform, there is an option for the caller to be directed to a live operator. All emergency calls are recorded for archiving.

Total call routing time will depend on the call set-up time of the underlying

local exchange and interexchange carriers involved in connecting the call to the IFN operator center. Once the call is routed to the IFN operator station, information about the call, such as ANI and telephone number, will be immediately displayed on the operator's console display screen. As soon as that information is displayed, the operator will answer the call and determine whether it involves an emergency. If so, the operator will press a single key to display a screen with emergency numbers serving the caller's local area. Based on the type of emergency, the operator will select the number of the appropriate emergency agency and press a key to dial the agency's telephone number.

Once the emergency agency answers the call, the IFN operator will notify the agency that he/she has an emergency call. The operator will remain on the line to provide assistance to the caller and the emergency agency. Once the emergency agency takes over the call, the IFN operator disconnects from the call and completes the Company's Emergency Call Form. These tickets are saved to our database and reviewed on a daily basis by IFN's operations staff.

IFN 's operator system will form a three-way conference with the New York caller and the emergency agency during the call. Both parties must disconnect before the lead operator releases the call. The lead operator must complete the Emergency Call Form, located at each operator position, with call details including the date and time the call was received, the nature of the emergency, caller's name, location of the caller, the location of the emergency (if different from the location of the caller), whether the emergency number was correct and, if not, the correct number, and details regarding how the call was handled.

**(B) Ensure that at the start of each call it will receive a signal enabling it to pinpoint the specific location of the calling telephone:**

IFN receives information at the start of each call identifying the specific location of the calling telephone instrument. This information is forwarded to IFN's operator system as Automatic Number Identification (ANI) for calls reaching the IFN network over local exchange company-provided Feature Group D facilities or pseudo-ANI (specific location code) from auto-dialer equipment where 800 number access is used. Receipt of the ANI or pseudo-ANI ensures that the identity of the originating telephone and its location is provided to the operator on all calls. The physical telephone location is made readily available to the operator through a database that cross-references the ANI to a location address. The database is resident in both the operator's terminal and in a local area network server.

**(C) A description of the means by which the database of locations will be created and maintained, including auditing and accuracy of verification procedures.**

Customers under contract with the Company submit ANI's with street address, city, state and zip code, along with the emergency information for the particular location on a daily basis. IFN verifies the complete database on an ongoing basis by comparison, addition and deletion files from customers and complete customer account verification using a battery of daily and monthly reports. Confirmation of all customer submitted files (additions, deletes and changes) occurs on a daily basis. All databases are confirmed on a monthly basis, including those resident on the operator terminal and local area network server.

**(D) A description of the mean by which the appropriate emergency service providers (i.e., fire, police, ambulance, etc.) will be determined for each calling station:**

IFN maintains a database of emergency agency telephone numbers for each location served by the Company. This database contains telephone numbers for fire, ambulance, police, and poison control (where available) emergency agencies. The Company obtains these numbers from the ANI Order Entry form completed by the Subscriber.

No subscriber location is loaded into IFN's operator system until the ANI Order Entry Form (including emergency numbers) is completed properly. Emergency number information is required for locations where the Company is permitted to handle "0-" calls as well as those jurisdictions where the company processes "0+" calls only.

The Company also uses the National Directory Assistance Database to verify and update telephone numbers of emergency service providers. The Company has personnel dedicated to maintaining the Company's database in conjunction with the National Directory Assistance Database. This group constantly searches for new emergency numbers and then calls the local authorities to verify their coverage area. Upon the verification of the coverage area, the group will coordinate with the Company database administrator to ensure that the emergency service providers listed on the internal database match the actual service provider's location.

- (E) A detailed description of the exact testing procedures to be employed by the company in accordance with 16NYCRR Part 649.6(a)(3):**

The Company updates its emergency number database on a monthly basis by information provided by Telcordia. The Company does a monthly area code and exchange updates based on the new splitting of area codes administered by the North American Numbering Plan Administrator. The Company does not delete old area codes and exchanges until they are re-issued, which ensures two (2) options of calling during an area code split. A telephone number change by an emergency authority is documented to the call center management and the number is changed within the system within one (1) hour.

- (F) A description of the exact means by which by which the company will pass emergency calls it is unable to satisfactorily process itself to the ILEC.**

IFN believes that it can and will process all emergency calls through its current procedure. The Company does not have any plans in place

- (G) A description of the exact nature of the databases containing emergency service information, frequency and means of updates, audit/verification procedures, and means of operator access:**

All emergency service information databases are updated on an ongoing basis and provided to the operator positions via nightly uploads to the positions.

- (H) The means by which the appropriate emergency service providers are associated with each calling station, and the frequency and means of verification.**

See response to Item D and Item G.



**(I) The frequency and means of verification of calling station location.**

See Section C.

**(J) Any available information regarding training and supervision of company employees.**

IFN operator training combines classroom lecture and computer-based simulations to provide the fundamental skills required for effective and efficient handling of operator-assisted calls. Emergency call handling procedures are considered an important part of this training program.

Following the initial training class, operator trainees spend time answering live calls accompanied by an experienced operator or supervisor. Through side-by-side coaching, the new trainee is given the opportunity to ask questions, receive immediate assistance when needed, and is provided with valuable feedback concerning performance and ability.

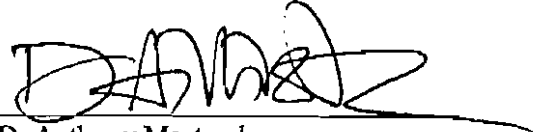
Periodically, operators are given written examinations regarding various aspects of their job. These tests cover a wide range of subjects, including emergency call handling procedures. Operators who fail to pass one of the monthly exams are removed from their position and provided remedial individualized training. Operators may not return to their positions until they demonstrated sufficient improvement in the area of deficiency indicated by the examination.

As demonstrated herein, Interstate FiberNet, Inc. has the capability to offer 0- operator services in a manner that meets all of the requirements of § 649.6 of Title 16. Accordingly, the Company respectfully requests that the Commission grant its Petition for an amendment to its Certificate of Public Convenience and Necessity authorizing the Company to handle "0" and emergency calls within the State of New York.

Dated this 14<sup>th</sup> day of September, 2007.

Respectfully submitted,

By



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**Interstate FiberNet, Inc.**

**Attachment 1**

**Compliance with 16 NYCRR § 649.6**

**Interstate FiberNet, Inc.**  
**Compliance with 16 NYCRR § 649.6**

As set forth below, IFN's facilities, processes and procedures used to provide "0-" service comply with the following statements:

- 1) The company's network and facilities (including switching equipment, operator stations and software) enable it to continuously process "0-" calls reliably and expeditiously, in full compliance with the Commission's criteria contained in Section 649.6 of 16NYCRR. **(The requirements of this section can be satisfied with a description of the system and facilities, including diagrams and equipment manuals.)**

Response: We utilize a class 5 Nortel DMS 500 with TOPS to handle 0 dialed calls. The switch is on a SONET protected ring on our fiber backbone. All equipment is housed in a CO grade environment.

- 2) Upon having an emergency declared to any of its operators by a caller at a New York telephone, operators are able to immediately display the telephone number and location identification of the telephone which generated the call, and the telephone numbers of the emergency service providers associated with the location of the telephone originating the call. **(The requirements of this section can be satisfied with a description of the system and facilities, and/or the submission of operator procedure manuals or a detailed narrative of the operator's procedures for handling emergency calls.)**

Response: Please see attached files:  
Emergency call procedure Lead Operator  
Emergency procedure Operator

- 3) After the operator dials the emergency number, the operator verifies that the correct emergency department or agency has been reached. The operator stays on the line to provide assistance to the caller and the emergency agency until the emergency service provider is reached and the call is completed. **(The requirements of this section can be satisfied with the submission of operator procedure manuals, or a detailed narrative of the operators' procedures for handling emergency calls.)**

Response: Same as # 2 above.

- 4) The company maintains a back-up system for use in case of a power outage or equipment malfunction; for example, back-up battery power and/or a diesel generator at its switched location and operator center. **(Indicate the type of back-up power system, if any.)**

Response: DC power plant, uninterruptible power supply (UPS), and diesel generator.

**Interstate FiberNet, Inc.**  
**Compliance with 16 NYCRR § 649.6**

- 5) The company ensures that its Operator Center personnel receive adequate training which includes the handling of emergency calls, and which stresses that emergency call handling is one of the most important services offered. Further, operator retraining is provided whenever procedures change or when an operator's performance warrants additional training. **(Indicate whether operator retraining is provided whenever procedures change or when an operators performance warrants additional training.)**

Response: Emergency call handling is trained in the new hire training class. Emergency call handling is also trained one-on-one for those employees that will directly handle the caller and contact the appropriate emergency agency. One-on-one refresher training is provided when processes change.

- 6) Company operators are trained to: stay calm during emergency calls; to keep the caller on the line; and to obtain as much information from the caller as possible in case the caller hangs up. **(The requirements of this section can be satisfied with the submission of operator procedure manuals, or a detailed narrative of the operators' procedures for handling emergency calls.)**

Response: Same as # 2 Above.

- 7) If an operator is unable to connect a caller directly with the appropriate emergency agency, the operator transfers emergency calls to the incumbent local exchange carrier's operators for emergency assistance, and the operator must remain on the line until the local exchange carrier's operator has received the call. **(If an operator is unable to connect a caller directly with the appropriate emergency agency, Commission rules require the operator to transfer emergency calls to the incumbent local exchange carrier's operators for emergency assistance, in a manner such that the caller does not believe or sense that the call has been abandoned by the operator. (See NYCRR 649.6(a)(4).) Please indicate whether the company will comply with this requirement.)**

Response: N/A. We only transfer these callers to emergency personnel.

**Interstate FiberNet, Inc.**  
**Compliance with 16 NYCRR § 649.6**

- 8) In addition to the above, a company applying for "0-" authority must agree to comply with the following operating requirements:
- a) Operator services shall be provided on a full time basis, 24 hours a day, 7 days a week. Companies must handle emergency calls at no charge to the end user, the telephone owner/provider, or the emergency service provider.
  - b) The company shall handle all "0-" emergency calls from New York State telephones without the use of a recording. Such emergency calls shall be routed directly to a live operator for assistance.
  - c) The company shall ensure that in the event of a network outage or malfunction, all "0-" traffic shall be re-routed to the appropriate Local Exchange Company (LEC) for completion.
  - d) The company shall direct all of its New York customers to program their equipment to route all "0-" traffic to the appropriate LEC in the event of a malfunction.
  - f) In order to ensure the residents of New York quality emergency operator assistance, all components of the company's network shall meet or exceed the industry standard for P.01 grade of service, which is no more than one busy signal in 100 call attempts in the average busiest hour.
  - g) 90% of all operator-assisted calls shall be answered in 10 seconds including during the average busiest hour.
  - h) The company shall make traffic studies and maintain adequate records to ensure compliance with the performance requirements set forth herein. These studies and records shall be made available to staff annually for review upon request. Further, the company shall submit annually to the Director of the Office of Communications or the Director's designee, reports showing that grade of service and operator response time are within the performance limits described herein.
  - i) The company shall record all emergency calls in detail during and immediately after the call is transferred or terminated, as appropriate. Call detail will include, but not be limited to, originating telephone number and location, the emergency service agency requested or to which the operator transferred the call, the date of the call, the time the call was received, the time the call was connected to the emergency service agency, and a brief description of how the emergency call was satisfied.
  - j) To permit the Department of Public Service staff to verify compliance with the performance requirements listed herein, the company shall submit a list of its New York customers upon request. This list shall include but not be limited to, the customer location and the customer phone number. The company may request that the customer list be treated as a trade secret pursuant to Section 6-1.3 of the Public Service Commission's rules.

**(Please indicate whether the company agrees to comply with each of the foregoing operating requirements listed in this section.)**

Response: Agree; however, as a wholesale provider any request for user information would need to be directed to our underlying customer, as we do not house their end-user subscriber information.

**Interstate FiberNet, Inc.**  
**Attachment 2**  
**Emergency Call Handling Instructions**

**Emergency Call Handling Instructions  
Operator Position**



Operator Services Training	<b>Toll Call Processing</b>
	Subject Emergency Calls / Transfer to Lead Operator

## Emergency Calls/Transfer to Lead Operator

Emergency calls must be handled quickly, calmly and professionally. Do not dial 911 for the customer nor ask the customer to hang up and dial 911. Immediately transfer the customer to the Lead Operator's position. The following procedures apply when using Toll platform:

1. Write the **Originating ANI** displaying on screen.
2. Note the **company**-branding name displaying on the screen.
3. Say to the customer, ***"Please hold while I transfer you to the Lead Operator for further assistance. Thank you for choosing Company."***
4. Enter the correct **Wrap Code** BEFORE transferring {svcs + 14 + START}
5. Press the **"SPL/JOIN"** key on the keyboard to un-involve the calling party.
6. Press the **OGT** key – enter **99** – press **START** to dial.  
This will ring to the telephone on the Lead Operator's position.
7. When the Lead Operator answers the telephone, give the Originating **ANI** and **company** name, along with your **operator number**.
8. Press the **"SPL/JOIN"** key to re-involve the calling party.
9. Press the **"POS RLS"** key to release from the call.

**NOTE:** The only difference between the two platforms is that while using the Nortel toll platform, you must enter a "wrap code."

Please remember that once the customer declares an emergency this call must process through to completion even if the caller disconnects or is no longer responsive.

Section	<b>Toll Call Processing</b>
Operator Services Training	Subject <b>Short name : 911</b>

In Certain areas of the country, the toll operator is required to provide overflow processing of 911 calls. This generally means there is an outage of 911 services in the area the caller is dialing from. When you are presented with a call from a short name beginning with 911, this call is considered an emergency call regardless if the caller declares an emergency or not. Emergency calls must be handled quickly, calmly and professionally. **Do not dial 911 for the customer nor ask the customer to hang up and dial 911.** Immediately transfer the customer to the Lead Operator's position utilizing the standard emergency call processing.

In the event that you receive a call with the short name beginning with 911 and it appears no caller is on the line, This call should still be processed to the Lead operator as an emergency call.

**Emergency Call Handling Instructions**  
**Lead Operator Position**

EMERGENCY CALL PROCEDURE (from lead procedures dated 9-18-03)

1. The operators should have followed procedures regarding emergency calls. This includes getting originating ANI from caller and the company name displaying on the screen. The operator should STAND, SNAP, and hold RED indicator card in the air so the lead operator will be aware that an emergency call is being transferred.
2. Lead operator will answer phone at lead station with: "Lead operator, how may I help you?" Get out the Emergency Call Form.
3. Lead operator will:
  - Record (on the Emergency Call Form) number displayed on the tape recorder counter
  - Press **RECORD AND PLAY** simultaneously on recorder to start the tape
  - Record (on the form) the time the emergency call reaches the lead operator phone
  - Record (on the form) the transferring operator's number
  - Record (on the form) the caller's name, along with the company name
  - Record (on the form) the originating ANI
  - Record (on the form) the caller's location
  - Record (on the form) the nature of the emergency
4. Lead operator will:
  - Use AS 400 Emergency Look-up OR (if number not found) Use Admin Search mode on DA screen
  - Look up appropriate number according to emergency
  - Follow conference/transfer procedures outlined below

TRANSFER PROCEDURES:

- ◆ Press **TRANSFER** key on phone
  - ◆ Dial 1+NPA+NXX+XXXX
  - ◆ When the dispatcher answers, identify yourself: "This is an emergency call from Company branding name operator center."
  - ◆ Tell the dispatcher the nature of the emergency and that you are transferring a caller in need of assistance.
  - ◆ Press **TRANSFER** key again ("conference" will display on phone)
  - ◆ Announce to caller that help is on the line and listen for a few seconds to make sure they are connected, then hang up the phone.
  - ◆ Press **STOP** on the recorder
  - ◆ Record (on the form) the number displaying on the counter on the recorder
4. Complete the description section of the Emergency Call Form and record the number on the tape used in Tape Number section.

**\*\*\*\*\*DO NOT RESET COUNTER ON RECORDER UNLESS YOU  
TURN TAPE OVER OR INSERT NEW TAPE\*\*\*\*\***

Reminders:

Record all information from the caller as completely as possible.

In the event that the caller is unable or unwilling to respond to a question, utilize the information you have and utilize your resources to secure any additional information required.

( Note Training example of caller that says they need police and then is disconnected.)

Utilize the NPANXX from the calling number to determine the locality and continue processing

In the event that a caller is disconnected:

1. Try to call the originating number and reestablish connection with the caller.
  - a. If you are able to contact the caller, continue connecting the caller to emergency personnel.
  - b. If you are able to contact the caller, but they express they had misdialed and there is no emergency. Utilize your best judgment. If in doubt, transfer the caller anyway or notify the emergency personnel for follow up.
  - c. If you are unable to contact the caller, notify emergency personnel in the area for follow up.

**Interstate FiberNet, Inc.**  
**Attachment 3**  
**Call Processing Flow Charts**

Welcome to  
Dellacom

A

Your call may be recorded for quality purposes  
To Obtain a free rate quote please press zero now  
If you want to charge this call to your calling card Dial your calling card number  
To place a collect call dial one one  
If you want to charge this call to another number dial one two  
To place a person to person call Dial zero for the operator

Digit dialed is  
11

Yes

Page  
2 B

Digit dialed is  
12

Yes

Page  
3 C

Digit dialed is  
0

Yes

Transfer to  
Live operator

Page  
4 D

Was digit  
dialed

first digit is not 0 or  
1 Assume calling  
card billing

Page  
5 E

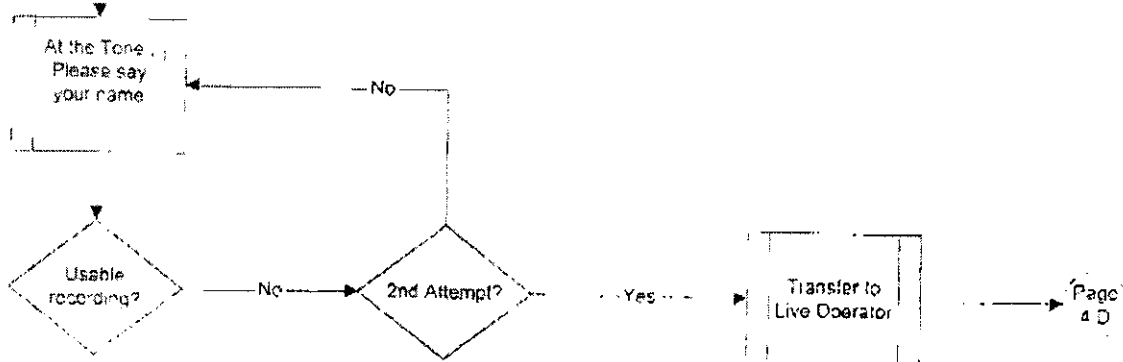
Transfer to  
Live Operator

Yes

Has menu  
been played  
twice?

No

6



Please wait  
to see if the  
charges for  
this call will  
be accepted

[ caller can hear everything]

This is Deltacom  
You have a collect call from [ Play recorded name]

To receive a free rate quote, please press zero now.

You may press one now to accept the charges  
press two now to refuse the charges.

Or Answer the following with only Yes or No  
Will you pay for that call?

( System will attempt to receive confirmation twice from Caller)

