

BEFORE THE GUAM PUBLIC UTILITIES COMMISSION

IN THE MATTER OF:)
TELEGUAM HOLDINGS LLC,) **GTA DOCKET 13-02**
GENERAL EXCHANGE TARIFF NO. 1,) **ORDER**
TARIFF TRANSMITTAL NO. 24)

INTRODUCTION

1. This matter comes before the Guam Public Utilities Commission [“PUC”] upon the submission of Tariff Transmittal No. 24 by Teleguam Holdings LLC [“GTA”] to establish a permanent tariff for “GTA Emergency Line Service.”¹
2. This Tariff will provide an Emergency Line to GTA customers who subscribe to internet services but do not want to subscribe to traditional voice phone line services. This service will allow customers to make critical 911 calls, GTA service calls and other limited voice calls through their GTA internet lines.²
3. GTA proposes that Emergency Line Service would be effective on August 1, 2013.

BACKGROUND

4. GTA previously provided a promotional offering (CAP Line) for customers who subscribe to Spyder Broadband Services with limited voice services.³ Under such offering, GTA provided customers with a CAP Emergency Line providing a residential one-party access line with certain limitations.
5. The CAP Line service for a promotional offering for residential one-party access lines was approved by the PUC on four separate occasions as a limited, short term offering. The promotional offerings were approved as Tariff Transmittals No. 14⁴, No. 16⁵, No. 21⁶, and No. 23⁷.

¹ GTA Tariff Transmittal No. 24, GTA Docket 13-02, filed June 27, 2013.

² Id.

³ PUC Order, GTA Docket 13-01, issued March 26, 2013, at p. 3.

⁴ PUC Order, GTA Docket 10-05, issued July 27, 2010.

⁵ PUC Order, GTA Docket 11-02, issued March 21, 2011.

⁶ PUC Order, GTA Docket 12-11, issued November 20, 2012.

⁷ PUC Order, GTA Docket 13-01, issued March 26, 2013.

6. In accordance with the PUC March 26, 2013 Order, GTA now seeks to make Emergency Line Service a permanent tariff offering rather than a promotional tariff.⁸
7. GTA has proposed the Emergency Line Service as a revision to its General Exchange Tariff No. 1. The tariff appears as "Emergency Line Service, Section XVI to General Exchange Tariff No. 1."⁹
8. The Emergency Line Service is a limited local exchange service that is bundled with GTA Internet Service. The Emergency Line allows subscribers to originate local calls only to E911, 511 and calls to the GTA Repair Center. Emergency Lines have unlimited incoming local and toll calls. 1+800 calls may also be originated on an emergency line.¹⁰
9. The Emergency Line Services are offered in all exchanges where technically available. Subscribers must purchase a GTA Internet Service of at least five (5) Mbps to qualify for an Emergency Line. The Emergency Line is not a standalone service.¹¹
10. Emergency Line Service is available to residents and basic business line subscribers who meet the qualifications.¹²
11. The Rates for Emergency Line Service are as follows:

	Recurring*	Nonrecurring*
Residential	\$7.00	\$7.50
Business	\$24.00	\$15.00

*rates do not include the rate for GTA Internet Service¹³

12. Due notice has been provided by GTA of its Tariff Transmittal No. 24 filing to certain other telecom companies within Guam.¹⁴

⁸GTA Tariff Transmittal No. 24, GTA Docket 13-02, filed June 27, 2013.

⁹ See Revision to General Exchange Tariff No. 1, Section 5, Original Page No. 72 (attached to GTA Tariff Transmittal No. 24).

¹⁰ Id.

¹¹ Id.

¹² Id.

¹³ Id.

¹⁴ GTA Tariff Transmittal No. 24, GTA Docket 13-02, filed June 27, 2013.

13. The PUC caused public notice of this Tariff Filing to be published in the Pacific Daily News on July 5, 2013.¹⁵ Said notice gave interested parties until July 29, 2013, to file any comments concerning the tariff. To date, no such comments have been filed.
14. PUC Counsel filed his Report herein on July 18, 2013.¹⁶

DETERMINATIONS

15. Emergency Line Service is beneficial to residential and business customers of GTA in that it provides an Emergency Line Service that would not otherwise be available. Such service promotes the ability of GTA customers to call E911 for emergencies and to call GTA for repairs.
16. This Tariff will help to insure that customers have access to critical services like E911 and the ability to call GTA for service issues.¹⁷ One of the purposes of the Guam Telecommunications Act of 2004 is to provide the people of Guam access to modern, innovative and affordable telecommunications services.¹⁸
17. This permanent Tariff will also promote the purposes set forth in GTA's General Exchange Tariff No. 1 at Section XVII, which include the attraction of new customers, the retention of existing customers, and the stimulation of customer usage.
18. The E911 surcharge will be charged on the proposed Emergency Line Service. Thus, the service will further promote revenues for the E911 system.
19. In addition, the residential charge for the limited Emergency Line Service, at \$7.00 per month, is only approximately one-half of the normal charge for full residential line service. Again, this offering will promote the ability of customers to utilize such service, particularly where such customers either cannot afford or do not wish to utilize full residential line service.
20. It is important for GTA to publish the availability of its services, such as Emergency Line Service and other services established through Tariff Transmittals, on its website. GTA's website, Terms of Use, is up to date in the listing of Tariff

¹⁵ Public Notice published in the Pacific Daily News, July 5, 2013.

¹⁶ PUC Counsel Report, GTA Docket 13-02, dated July 18, 2013.

¹⁷ Id.

¹⁸ 12 GCA §12101(b).

Transmittals which have been approved by the Guam Public Utilities Commission.¹⁹

ORDERING PROVISIONS

Upon consideration of the record herein, Tariff Transmittal No. 24, filed by GTA on June 27, 2013, and the Report of PUC Legal Counsel, and for good cause shown and on motion duly made, seconded and carried by the affirmative vote of the undersigned Commissioners, the Commission hereby ORDERS that:

1. GTA's Tariff Transmittal No. 24, Emergency Line Service, was properly filed pursuant to 12 GCA §12106(a), which requires telecommunications companies such as GTA to file tariffs indicting the rates, classifications, and terms and conditions of its telecommunications services.
2. Tariff Transmittal No. 24, including all changes, revisions, and additions therein to GTA's General Exchange Tariff No. 1, is hereby approved and adopted.
3. The Emergency Line Service contained in Tariff Transmittal No. 24 for residential and business customers shall be effective August 1, 2013.
4. GTA shall file its Revised Tariff with the PUC, and shall also provide notice of the same to its Customers on its website.
5. GTA is ordered to pay for the PUC's regulatory fees and expenses incurred in this Docket, including, without limitations, consulting and counsel fees and expenses. Assessments of the PUC's regulatory fees and expenses is authorized pursuant to 12 GCA §12002(b) and 12024(b), 12104, 12109, the Rules Governing Regulatory fees for Telecommunications Companies, and Rule 40 of the Rules of Practice and Procedure before the PUC.

Dated this 30th day of July, 2013.

Jeffrey C. Johnson
Chairman

Joseph M. McDonald
Commissioner

¹⁹ See www.gta.net/terms-of-use.

PUC Order
GTA Tariff Transmittal No. 24
GTA Docket 13-02
July 30, 2013

Rowena E. Perez
Commissioner

Peter Montinola
Commissioner

Michael A. Pangelinan
Commissioner