

TITLE 83: PUBLIC UTILITIES  
CHAPTER I: ILLINOIS COMMERCE COMMISSION  
SUBCHAPTER f: TELEPHONE UTILITIES

PART 728  
STANDARDS OF SERVICE APPLICABLE TO WIRELESS 9-1-1 EMERGENCY  
SYSTEMS

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AUTHORITY: Implementing and authorized by Section 15 of the Wireless Emergency Telephone Safety Act [50 ILCS 751/15].

SOURCE: Emergency rules adopted at \_\_\_ Ill. Reg. \_\_\_\_\_, effective November 1, 2000, for a maximum of 150 days.

SUBPART A: GENERAL PROVISIONS

Section 728.100 Application of Part

## EMERGENCY

- a) This Part shall apply to the emergency telephone system boards (ETSB), qualified governmental entities, public safety agencies, State of Illinois governmental entities, local exchange telecommunications carriers and wireless carriers in the State of Illinois except to the extent of any exemptions conferred by law.
- b) Public safety agencies and wireless carriers are encouraged to cooperate to provide emergency access to wireless 9-1-1 and wireless E9-1-1 service. Public safety agencies and wireless carriers operating wireless 9-1-1 and wireless E9-1-1 systems require adequate funding to recover the costs of designing, purchasing, installing, testing, and operating enhanced facilities, systems, and services necessary to comply with the wireless E9-1-1 requirements mandated by the Federal Communications Commission (FCC) and to maximize the availability of wireless E9-1-1 services throughout the State of Illinois.

## Section 728.105 Definitions

## EMERGENCY

Terms used in this Part shall have the following meanings.

"Act" - the Wireless Emergency Telephone Safety Act [50 ILCS 751/15].

"Alternate Routing" - Alternate routing allows 9-1-1 calls to be alternatively rerouted to another Public Safety Answering Point (PSAP) location in the case of the overflow calls on the "B" link or PSAP failure.

"Authorized Wireless 9-1-1 Answering Point" - An emergency telephone system board or qualified governmental entity that has notified the Chief Clerk of the Illinois Commerce Commission (Commission) and the Department of State Police (Department) of its intent to be a wireless 9-1-1 answering point or in the case of the Department where it acts as the default provider in cases in which no wireline 9-1-1 exists or in which no notification of intent to provide service has been submitted.

"Authorized Wireless 9-1-1 System" - The geographic area that has been granted authorization from Commission Staff to use "9-1-1" as the primary wireless emergency telephone number.

"Automatic Location Identification" or "ALI" - In an E9-1-1 system, the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.

“Automatic Number Identification” or “ANI” - Automatic display of the 9-1-1 calling party's number on the PSAP monitor.

“Basic 9-1-1” - A general term that refers to an emergency telephone system that automatically connects a person dialing the digits “9-1-1” to an established PSAP through normal telephone service facilities. This is a voice-only service in which there is no ANI or ALI information received.

“Call Associated Signaling” or “CAS” - A term that describes data transmission or signaling that occurs on the same channel as voice communication. In the 9-1-1 environment, CAS is associated with the transmission of the wireless caller's mobile directory number along the same channel as the caller's voice.

“CAMA trunks” - The term CAMA stands for Centralized Automatic Message Accounting which is a centralized point for the recording of switched message toll call information. The information is transmitted over trunk facilities to the recording location and contains the telephone number of the party originating the call, the start and end time of the call, and the destination of the call. CAMA trunks are engineered to provide the signaling interface to the CAMA system. For 9-1-1 systems, CAMA trunks are typically used in PBX and Electronic Key applications to provide for the forwarding of ALI information to the 9-1-1 system provider.

“Cell sector” - One face of a cell antenna (typically 3-sided) that operates independently of the other sectors.

“Central office” - A switching office/facility in a telephone system that provides service to the general public, having the capability of terminating and interconnecting subscriber lines and/or trunks.

“Control office” - The control office controls the switching of ANI and selective routing information to the appropriate PSAP. The control office serves as a tandem switch in the 9-1-1 network.

“Dedicated trunking” - An arrangement in which a telephone line connection has no intermediate switching points between the originating central office and PSAP location. The facilities utilized in this arrangement may be either intra- or inter-exchange.

“Default routing” - The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to ANI failure, garbled digits, or other causes that prevent selective routing.

“Director” - the Director of the Department of State Police.

“Diverse routing” - The practice of routing circuits along different physical paths in order to prevent total loss of 9-1-1 service in the event of a facility failure.

“E9-1-1 selective router ” - A telecommunications carrier switching office or stand alone selective routing switch equipped with enhanced 9-1-1 service capabilities. This switch serves as an E9-1-1 selective router for 9-1-1 calls from other local offices in the 9-1-1 service area.

“Emergency call” - A telephone request for emergency services that requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property, and such other situations as are determined by local custom.

“Emergency service number” or “ESN” - An ESN is a three to five digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographical area.

“Emergency Telephone System Board” or “ETSB” - A board appointed by the corporate authorities of any county or municipality that provides for the management and operation of a 9-1-1 system within the scope of such duties and powers as are prescribed by the Emergency Telephone System Act (ETSA) [50 ILCS 750]. The corporate authorities shall provide for the manner of appointment provided that members of the board meet the requirements of the statute.

“Enhanced 9-1-1” or “E9-1-1” - A general term that refers to an emergency telephone system with specific electronically controlled features such as ALI, ANI, or selective routing and that uses the master street address guide (MSAG) geographic files.

“Grade of service” - The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred will be blocked.

“Local exchange carrier” or “LEC” - A telecommunications carrier under the Public Utilities Act that provides competitive or non-competitive local exchange telecommunications services or any combination of the two as defined in Section 13-204 of the Public Utilities Act [220 ILCS 5/13-204], except a telecommunications carrier that is owned or operated by one or more political subdivisions, public or private institutions of higher education or municipal corporations of this State.

“Local number portability” - The ability for a customer to change its telephone company while still keeping the same telephone number.

“Master street address guide” or “MSAG” - The computerized geographical database which consists of all street and address data within a 9-1-1 system.

“Mobile switching office” or “MSO” - The wireless equivalent of a central office that provides switching functions for wireless calls.

“Network” - The aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks, and associated switching facilities.

“Network connections” - A voice grade communication channel directly between a subscriber and a telecommunications carrier's public switched network, without the intervention of any other telecommunications carrier's switched network, that would be required to carry the subscriber's inter-premises traffic. The connection either is capable of providing access through the public switched network to a 9-1-1 system, if one exists; or, if no system exists at the time a surcharge is imposed under Section 15.3 of the Emergency Telephone System Act [50 ILCS 750/15.3], would be capable of providing access through the public switched network to the local 9-1-1 system if one existed.

“Network segment” - A portion of the network in which there are no intermediate switching points. “A” links and “B” links are network segments.

“9-1-1 database provider” - A telecommunications carrier designated by the 9-1-1 system management under contractual agreement to provide database services for the purpose of storing and updating information required for the provisioning of E9-1-1 service. There shall be one database provider per 9-1-1 system.

“9-1-1 selective routing provider” - A telecommunications carrier designated by the 9-1-1 system management under contractual agreement to provide selective routing for the purpose of coordinating E9-1-1 services. There will be one overall selective routing provider per system.

“9-1-1 service coordinator” - A telecommunications carrier designated by the 9-1-1 system management under contractual agreement to coordinate 9-1-1 service delivery with the 9-1-1 database provider, 9-1-1 selective routing provider, and all participating telecommunications carriers for the provisioning and ongoing maintenance of 9-1-1 services.

“9-1-1 system” - A 9-1-1 service provided by a jurisdiction for a specific geographic area that has been granted an order of authority by the Commission to use "9-1-1" as the primary emergency telephone number.

“Non-call associated signaling” or “NCAS” - A term that describes transmission or signaling that occurs on a separate channel than that which transmits a voice communication. In the 9-1-1 environment, NCAS refers to a wireless solution set that employs a signal control point within a wireless carrier network. The NCAS solution set permits PSAPs to receive ANI and ALI information relating to a wireless voice call via separate data channels, thus permitting the continued use of CAMA lines.

“NPA” - Numbering plan area or area code.

“NXX” - The first three digits of a local seven digit telephone number that identifies the specific telephone company’s central office serving that number.

“Number pooling” - Distributing numbers in one “NXX” code to more than one carrier and other strategies for optimizing the use of telephone numbers in the North American Numbering Plan (NANP) in the United States.

“On-line date” - A date that is agreed to by all parties as to when a 9-1-1 system is activated for the public.

“Order of Authority” - A formal order of the Commission that authorizes public agencies or public safety agencies to provide 9-1-1 service in a geographical area.

“Originating trunks” - Message trunks capable of providing ANI connecting the serving central office of the 9-1-1 calling party and the designated 9-1-1 tandem control office.

“PSAP” - Public Safety Answering Point, sometimes called a Center or 9-1-1 Center; the initial answering location of a 9-1-1 call.

“PSAP trunks” - The special service circuits between the 9-1-1 tandem control offices and the PSAP.

“Pseudo automatic number identification (pANI)” - A telephone number used to support routing of wireless 9-1-1 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Also known as routing number.

"Public safety agency" - A functional division of a public agency that provides fire fighting, police, medical, or other emergency services. For the purpose of providing wireless service to users of 9-1-1 emergency services, as expressly provided for in this Act, the Department of State Police may be considered a public safety agency.

"Qualified governmental entity" - A unit of local government authorized to provide 9-1-1 services pursuant to the Emergency Telephone System Act where no emergency telephone system board exists.

"Secondary PSAP" - A location where a 9-1-1 call is transferred for dispatching purposes.

"Selective routing" - A switching system which automatically routes calls to predetermined PSAPs, based on the location of the calling telephone number.

"Statewide Wireless Emergency 9-1-1 System" - All areas of the State where an emergency telephone system board or, in the absence of an emergency telephone system board, a qualified governmental entity has not declared its intention for one or more of its public safety answering points to serve as a primary wireless 9-1-1 public safety answering point for its jurisdiction. The operator of the statewide wireless emergency 9-1-1 system shall be the Department of State Police.

"System management" - The ETSB that provides for the management and operation of a 9-1-1 system within the scope of such duties and powers as are prescribed by the Emergency Telephone System Act. If no ETSB is established, then those persons given the authority to operate the 9-1-1 system by the local public agencies.

"System provider" - An entity providing 9-1-1 network or selective routing or database services.

"Tandem trunking" - An arrangement whereby an E9-1-1 call is routed from a central office to the 9-1-1 selective router to the PSAP.

"Telecommunications carrier" - Shall have the same meaning as defined in Section 13-202 of the Public Utilities Act [220 ILCS 13-202]. For the purpose of 9-1-1 service, this definition shall include telephone systems operating as mutual concerns.

"Transfer" - A feature which allows the PSAP telecommunicator to transfer E9-1-1 calls to a specific location or secondary PSAP.

“Trunk” - A communications circuit between two switching nodes (e.g., central offices, PBXs, ANI/ALI controller equipment).

"Wireless carrier" - A provider of two-way cellular, broadband (personal communications service (PCS), geographic area 800 MHz and 900 MHz Commercial Mobile Radio Service (CMRS), Wireless Communications Service (WCS), or other Commercial Mobile Radio Service (CMRS), as defined by the Federal Communications Commission, offering radio communications that may provide fixed, mobile, radio location, or satellite communication services to individuals or businesses within its assigned spectrum block and geographical area or that offers real-time, two-way voice service that is interconnected with the public switched network, including a reseller of such service.

"Wireless Enhanced 9-1-1" - The ability to relay the telephone number of the originator of a 9-1-1 call, when the wireless phone has a valid call back number, and the location of the cell site or base station receiving a 9-1-1 call from any mobile handset or text telephone device accessing the wireless system to the designated wireless public safety answering point through the use of automatic number identification and pseudo-automatic number identification.

“Wireless originating trunks” - Trunks that connect the wireless carriers switching office (MSO) to the wireline carriers 9-1-1 selective router.

“Wireless Phase 0” - The delivery of a wireless 9-1-1 call in which there is no ANI or ALI information received (a voice-only call).

“Wireless Phase I” - The delivery of a wireless 9-1-1 call with call-back number, when the wireless phone has a valid call back number, and identification of the cell-sector from which the call originated as required by the FCC at 47 CFR 20.18.

“Wireless Phase II” - The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller and selective routing based upon those coordinates as required by the FCC at 47 CFR 20.18.

"Wireless public safety answering point" - The functional division of an emergency telephone system board, qualified governmental entity, or the Department of State Police as the default accepting wireless 9-1-1 calls.

“Wireless subscriber” - An individual or entity to whom a wireless service account or number has been assigned by a wireless carrier.

## SUBPART B: AUTHORIZATION TO OPERATE

Section 728.200 General Requirements  
EMERGENCY

- a) The digits “9-1-1” shall be the designated emergency telephone number within the wireless system.
- b) Authorized Wireless 9-1-1 Answering Points.
  - 1) For the purpose of providing wireless 9-1-1 emergency services, an ETSB in operation on December 22, 1999, the effective date of the Act, that intended to serve as a primary wireless 9-1-1 answering point was to have notified the Chief Clerk of the Commission and the Director in writing of this intention by June 29, 2000.
  - 2) An ETSB or, in the absence of an ETSB, a qualified governmental entity may declare its intention for one or more of its PSAPs to serve as a primary wireless 9-1-1 answering point for its jurisdiction by notifying the Chief Clerk of the Commission and the Director in writing within 6 months after receiving its authority to operate a 9-1-1 system under the Emergency Telephone System Act (see 83 Ill. Adm. Code 725).
- c) Any ETSB or qualified governmental entity providing wireless 9-1-1 service prior to the effective date of the Wireless Emergency Telephone System Act may continue to operate upon giving notification as prescribed in subsection (b) of this Section. However, the notification to the Commission and the Director must include the date upon which it commenced handling wireless 9-1-1 service as well as file a wireless plan with the Commission pursuant to Section 728.210(c).
- d) Two or more ETSBs or qualified units of local government may, by virtue of an intergovernmental agreement, provide wireless 9-1-1 service. The intergovernmental agreement must be submitted with the systems’ wireless plan to the Commission pursuant to Section 728.210 (c).
- e) The Department shall be the primary wireless 9-1-1 answering point for any jurisdiction that does not notify the Clerk of the Commission and the Director of its intention to provide wireless 9-1-1 service. However, the Department is not obligated to provide wireless enhanced 9-1-1 service.
  - 1) Commission 9-1-1 Staff shall coordinate with the Department to ensure that they are informed of the areas not being provided wireless 9-1-1 service by an authorized wireless answering point.

- 2) The Department shall begin providing coverage in these areas by September 11, 2001.
  - 3) Upon a joint request from the Department and an ETSB or qualified governmental entity, the Commission may grant authority to an ETSB or qualified governmental entity to provide wireless 9-1-1 service in the areas for which the Department is currently providing wireless 9-1-1 services.
  - 4) The Department shall provide wireless 9-1-1 service as the default wireless PSAP in areas that do not currently have any wireline 9-1-1 service. In any of these areas where wireline 9-1-1 service does develop, the authorized 9-1-1 system has 6 months after receiving its authority to operate a 9-1-1 system from the Commission to send a letter of intent to handle wireless 9-1-1 calls pursuant to subsection (b). In this event, the Department and the ETSB or qualified governmental entity must follow the same procedures set forth in subsection(e)(3) in order for the Department to turn over the handling of wireless 9-1-1 calls for that particular area.
- f) All wireless 9-1-1 calls shall be directed to authorized wireless 9-1-1 answering points only.
  - g) The Commission shall maintain a current list of all authorized wireless 9-1-1 answering points providing wireless 9-1-1 service under this Act.

Section 728.205 Implementation of Wireless 9-1-1 Service  
EMERGENCY

- a) ETSBs or qualified governmental entities applying to take wireless 9-1-1 calls shall begin providing the service within 6 months after receiving written notice from the Commission's 9-1-1 Program to function as an authorized wireless 9-1-1 answering point, or by September 11, 2001, whichever is later.
- b) Private companies shall no longer receive wireless 9-1-1 calls after September 11, 2001 except pursuant to a contract with an authorized wireless 9-1-1 answering point to provide such service. Private companies acting on behalf of an authorized wireless 9-1-1 answering point to provide 9-1-1 service shall comply with all standards set forth in this Part as well as the requirements set forth in 83 Ill. Adm. Code 725.

- c) Any ETSB or qualified governmental entity that has submitted a letter of intent to receive wireless 9-1-1 calls shall:
  - 1) contact all the wireless carriers operating in its jurisdiction as well as its 9-1-1 service provider before filing its plan with Commission's 9-1-1 Program in order to begin the implementation process of wireless 9-1-1 service.
  - 2) file a plan with the Commission's 9-1-1 Program, as set forth in section 728.210(c), within 3 months of filing a letter of intent with the Commission and the Director, or by November 30, 2000, whichever is later.
  - 3) designate a project coordinator who will be responsible for the overall organization with all parties involved in the project as well as the ongoing production and maintenance of the project.

Section 728.210 Authorization to Operate  
EMERGENCY

- a) ETSBs and qualified governmental entities that possess an order of authority to operate a 9-1-1 system in the State of Illinois and that have notified the Chief Clerk of the Commission and the Director regarding their intention of handling wireless 9-1-1 calls are the only entities that shall handle wireless 9-1-1 calls. These entities shall be known as authorized wireless 9-1-1 answering points.
- b) The Department shall be the default 9-1-1 wireless answering point areas where no notification of intention to handle wireless 9-1-1 has been given by an authorized ETSB, a qualified governmental entity, a combination of qualified entities through intergovernmental agreements or by where no 9-1-1 exists.
- c) Within 3 months after notifying the Commission of the ETSB's or qualified governmental entity's intent to take wireless 9-1-1 calls, or by November 30, 2000, whichever is later, the entity shall supply Commission 9-1-1 Program Staff with a plan that sets forth, at a minimum, the following items contained in subsections (c)(1)-(6). In an effort to allow the various entities ample time to enter into the intergovernmental agreements required in Schedule E and devise a complete Network Diagram required in Schedule D by this subsection, Schedule E, and Schedule D may be omitted from the initial plan filing. However, Schedules E and D must be filed with 9-1-1 Program Staff no later than January 31, 2001. This must be marked as an addendum to the wireless plan if not filed with the initial plan on November 30, 2000. Nothing in this

Section requires the Department to follow the filing requirements in this subsection.

- 1) Schedule A: A narrative statement setting forth:
  - A) The name of the ETSB or qualified governmental entity or combination of such, requesting to be a 9-1-1 wireless PSAP, and the name, address and telephone number of a contact person for such ETSB or qualified governmental entity or combination;
  - B) A detailed explanation of the jurisdiction boundaries that will be covered, specifying whether such jurisdictional boundaries differ from the wireline 9-1-1 jurisdictional boundaries;
  - C) If the jurisdiction boundaries differ, an explanation of whether additional public safety agencies (fire, law enforcement, EMS) will be dispatched in response to wireless 9-1-1 calls, and how such additional public safety agencies will be dispatched, together with a list of such agencies. (see Schedule C).
  - D) The name of the 9-1-1 service provider and list of wireless carriers providing service in the specified jurisdiction.
  - E) The name, address and phone number of the project coordinator designated by 9-1-1 system management pursuant to Section 728.205(d)( 3);
  - F) Phase of wireless 9-1-1 service being provided and wireless solution(s) (NCAS, CAS, etc) with a time-line for implementation.
- 2) Schedule B: A list of PSAPs within the 9-1-1 system that will be answering 9-1-1 wireless calls and their addresses;
- 3) Schedule C: A list of additional public safety agencies that will need to be dispatched in response to wireless 9-1-1 calls and the associated call handling agreements as prescribed in the 83 Ill. Adm. Code 725 in Exhibit 8 and 9. These agreements are subject to the annual rectification requirements in 83 Ill. Adm. Code 725.220(c)(6);
- 4) Schedule D: Network diagram provided by the 9-1-1 service provider showing the overall system configuration. Changes made to a system that affect the ability of the system to route wireless 9-1-1 calls shall be reflected in annual filings required by 83 Ill. Adm. 725.220(c)(5);

- 5) Schedule E: Copies of any intergovernmental agreements entered into between ETSBs or qualified units of local governments for providing wireless 9-1-1 service;
- 6) Schedule F: Test Plan pursuant to Section 728.305 (c).
- d) The Commission's 9-1-1 Program Staff shall review the plan, and shall notify the entity in writing stating that it has the authorization to operate or continue to operate as an authorized wireless 9-1-1 answering point for the jurisdiction indicated in the plan. Commission Staff shall provide copies of the written notification to CMS for its processing requirements.
- e) The Commission's 9-1-1 Program Staff shall forward a copy of each authorized wireless 9-1-1 answering point's entire wireless plan to the Illinois Department of Central Management Services (CMS) for its processing.
- f) In the event that an authorized wireless 9-1-1 answering point seeks to modify its existing plan on file with the Commission's 9-1-1 Program Staff, it shall file schedules describing such modification a minimum of 10 days in advance of any changes being made.

### SUBPART C: OPERATIONS

#### 728.300 Engineering EMERGENCY

- a) 9-1-1 telecommunications service provides terminating only service that connects a person who has dialed the universal emergency service number 9-1-1 to a PSAP assigned to receive wireless 9-1-1 calls. Consistent with subsections (b) and (c) of this Section, 9-1-1 telecommunications service shall be provided through either dedicated direct trunking or tandem trunking.
- b) Dedicated trunking
  - 1) Dedicated trunking shall be the standard method of providing originating 9-1-1 circuits. Originating trunks shall initially be designed assuming a minimum offered load of 1.00 CCS (expected traffic load) per 1000 wireless connections to be served or a minimum of two trunks, whichever is larger. Within one month of the on-line date of the provision of wireless 9-1-1 service, each trunk group shall be re-evaluated by the wireless carrier and maintained to assure that there is less than 1% blockage of calls placed to 9-1-1 during the average busy hour of the average busy day. Each trunk group shall be sized to deliver calls to the selective routing switch being engineered in such a

manner that will meet or exceed a P. 01 grade of service or a minimum of 2 trunks. A wireless 9-1-1 originating trunk group may be designated to deliver traffic for a 9-1-1 system or multiple 9-1-1 systems depending on local call handling agreements or service requests.

- 2) Alternative incoming 9-1-1 trunking methods may be utilized if technology and/or local telecommunications facilities can be designed and implemented. The quantity of trunks and related switching components in the telephone network shall be engineered in accordance with 83 Ill. Adm. Code 725.500 for the interoffice and inter-toll network to ensure completion of calls placed to 9-1-1 during the average busy hour of the average busy day. System management shall not employ any such alternative incoming 9-1-1 trunking method without first obtaining the approval of the Commission's 9-1-1 Program.
- c) Diverse routing shall be provided for all wireline trunking facilities used to transport and terminate the wireless 9-1-1 call where facilities are available.
- d) Default routing shall be provided in the event that a wireless 9-1-1 call cannot be selectively routed. The level of default routing shall be negotiated between the 9-1-1 service provider, the wireless carrier and system management.
- e) Each telecommunications carrier shall adopt practices to minimize the possibility of service disruption on all circuits associated with 9-1-1 service to a PSAP. Such practices shall provide for circuit guarding at all terminations with protective devices that will minimize accidental worker contact. Such practices shall also contain procedures for physical or virtual identification of all 9-1-1 circuit appearances with special warning tags and/or labels, and identification of circuits in company records.
- f) Wireless carriers shall provide information to system management of changes that affect the identification and location information needed by an authorized wireless 9-1-1 answering point at least 10 business days prior to changes being made. The media used in providing this information shall be mutually agreed upon by the carrier and system management.
- g) Prior to an authorized wireless 9-1-1 answering point going on-line, wireless and local exchange carriers shall obtain and retain a contact telephone number for each system management in the event of an outage or failure of the 9-1-1 system.
- h) Wireless carriers shall adopt practices that enable notification of a primary point of contact with system management to begin within 15 minutes after a

confirmed outage with the system, and also advise the primary point of contact as to the magnitude of the outage.

- i) Wireless carriers shall adopt practices that provide for notification of a primary point of contact with system management to begin within 15 minutes after the confirmed restoration of 9-1-1 services.
- j) When all 9-1-1 circuits are busy in the originating mobile switching office, the switching facility, where equipped to provide the function, shall route the caller to an announcement or busy tone or reorder tone. When an all-trunks busy condition occurs in an intermediate switching facility, that machine shall, where equipped, route the caller to an appropriate backup answering location, announcement, busy tone or reorder tone.
- k) Wireless carriers shall provide to system management emergency phone numbers for contact on a 24 hour per day, 7 days per week basis for network and security.

#### Section 728.305 Wireless Telecommunications Carrier Testing EMERGENCY

- a) No circuits associated with an authorized wireless 9-1-1 answering point shall be opened, grounded, short circuited, or tested in any manner until maintenance personnel have obtained release of the affected circuits from the appropriate PSAP personnel. Wireless telecommunications carrier maintenance personnel shall advise system management regarding the length of time that will be required to perform any work involving circuits associated with an authorized wireless 9-1-1 answering point. Wireless telecommunications carrier personnel shall notify system management and the system provider a minimum of 48 hours prior to performing mobile office switching installations, NPA additions, NXX additions, or any other scheduled event that affects 9-1-1.
- b) Each wireless telecommunications carrier shall adopt mutually agreed upon testing practices in conjunction with the system management to perform, at a minimum, mobile office to PSAP 9-1-1 test calls when any of the following changes occur:
  - 1) New mobile switching office installations;
  - 2) NPA and NXX pANI additions;
  - 3) Local number portability implementations
  - 4) Number pooling implementations; and

- 5) Any other event that affects 9-1-1.
- c) Each wireless telecommunications carrier shall develop a testing plan in conjunction with the 9-1-1 system provider and system management for inclusion in the 9-1-1 systems' wireless plan that must be submitted to the Commission's 9-1-1 Program.

Section 728.310 Authorized Wireless 9-1-1 Answering Point Testing  
EMERGENCY

Ongoing testing after the authorized wireless 9-1-1 answering point is on-line shall include the following:

- a) Testing with all wireless telecommunication carriers including but not limited to the 9-1-1 database, network trunking, system overflow, system backup, default routing, and call transfers on an annual basis. The mutually agreed upon testing shall be coordinated in advance by system management and the participating wireless telecommunications carriers.
- b) Coordinated testing with the participating wireless telecommunications carriers when any of the following occur:
  - 1) New mobile switching office installations;
  - 2) NPA and NXX pANI additions;
  - 3) Local number portability implementations
  - 4) Number pooling implementations; and
  - 5) Any other event that affects 9-1-1.