

SAMPLE NOTIFICATION LETTER FROM TELCO TO  
CUSTOMER OWNED PAY TELEPHONE CUSTOMERS  
(sent 30 days prior to system conversion)

DATE

Dear Vendor:

This letter is to inform you of your possible involvement in the enhanced 9-1-1 requirements of (Name of County), Illinois. The county is scheduled to cut to E 9-1-1 (fill in date). All phones in the county will be impacted by this cutover including customer owned pay telephones, public coin, semi-public and charge card type units.

The following topics need to be cared for:

1. You will need to provide a new placard for the front of the set so as to indicate that a call can be placed to a 9-1-1 agency and that it can be completed without a coin. This should be done after system conversion.
2. Possible internal wiring change may be involved for such things as returning the coin after a 9-1-1 call.
3. Pay telephones connected through line concentrators shall be compliant with the requirements of the Emergency Telephone System Act [50 ILCS 750/15.6] applicable to private business switch service.
4. It will be necessary for you to make test calls from each instrument to verify that the call routes to the proper public safety answering point (PSAP) and that the proper address is displayed on the screen at the PSAP.
5. Calls are to be made during the test interval, when the county will have dispatchers available, which is presently scheduled for the (fill in date). The actual number to dial during the test period will be 7-1-1 since we route 9-1-1 to a recording until the 9-1-1 service is actually turned up. The volume of calls placed must be light enough so that correct routing occurs without overflowing to alternate locations.
6. Independent companies have been advised and will be testing their lines during this same time period.
7. Pay telephones located in areas served by Basic 9-1-1 shall include the pay telephone location, either by specific street address or descriptive location. The accuracy of this address must be confirmed annually by the pay telephone provider.

If you have any questions, please feel free to contact me at (XXX-XXX-XXXX).

Sincerely,

John Q. Public  
Telco Name