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**Emergency Services
Interconnection Forum
(ESIF)**

**Wireless E9-1-1 Phase II
Readiness Package**©

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A complete listing of ESIF documents is available on the ATIS ESIF web site at: http://www.atis.org/atis/ESIF/ESIFdocs.htm.

Preface

ESIF is a venue for the telecommunications industry, public safety, and other stakeholders to develop and refine technical and operational interconnection issues that will ensure this life-saving service will be available for everyone. ESIF allows many different telecommunications entities to fully cooperate and interconnect with each other in order to determine the best practices and solutions necessary to deploy E9-1-1 services. ESIF's mission is to facilitate the identification and resolution of technical issues related to the interconnection of the telephony and emergency services networks. ATIS and the National Emergency Number Association (NENA) are the Co-Convenors of ESIF with ATIS serving as the ESIF Secretariat.

ESIF is responsible for identifying and incorporating the necessary changes into this document. All changes to this document shall be made through the ESIF issue resolution process and adopted by the ESIF, as set forth in the *ESIF Operating Guidelines*.

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Wireless E9-1-1 Phase II Readiness Package

Introduction

FCC rules require a Public Safety Answering Point (PSAP) to establish that they will be ready and able to receive and utilize Phase II data before the PSAP requests that level of service from a wireless provider. That represents a "readiness" issue for PSAPs desiring to implement such service. To some extent, what constitutes readiness has been defined by the FCC in their "City of Richardson" decisions. However, there continues to be much confusion, and, therefore, uncertainty regarding the details of those decisions and how they apply in real life situations. A standard, nationally applicable method to determine readiness and document that status, consistent with the FCC requirements, and also taking into account other considerations, was considered a way to minimize this uncertainty, and, thus, roadblocks to success.

This resource, and the inherent guidelines involved, have been produced by the Emergency Services Interconnection Forum (ESIF), an effort jointly convened by the Alliance for Telecommunications Industry Solutions (ATIS) and the National Emergency Number Association (NENA). Partners to the development of this Readiness Package included representatives of wireless carriers, 9-1-1 service system providers, and public safety organizations, like NENA and APCO.

Public Safety Authorities should utilize this package as a standard method to evaluate their readiness to request and implement wireless E9-1-1 Phase II service, to communicate with other partners involved in this process, and document readiness to wireless carriers from whom they request Phase II implementation. Using a standard process and documents to manage the Phase II service readiness and request process simplifies the communications effort between the partners to this effort, and minimizes misinterpretation and variations in this technically complex arena. The result will be the acceleration of an extremely important public safety service.

Contents

- Phase II Readiness Checklist Form (a Checklist Explanatory Appendix will be added at a future date) – see Attachment A

- Checklist Form Instructions

- Suggested Communications Flow Management

- Supplier Information Request Letter Content Recommendations

- Suggested Methods for Phase II Request for Service

Questions or suggestions for improvements to this package should be directed to:
esif@atis.org.

Instructions for the Phase II Readiness Checklist Form (Attachment A)

The Checklist Form is structured around four segments: Public Safety Authority, PSAP Equipment Capabilities, 9-1-1 Service System Provider Capabilities, and CAD or Mapping Capabilities. The Checklist should support requests from both individual PSAPs, and multiple PSAP 9-1-1 authorities at the county or regional level. When multiple PSAPs are being defined as a group for Phase II Readiness, the PSAPs involved must be identified in the vendor information request correspondence and in the carrier request letter.

Certain of the Readiness items are required by the FCC, based on past understandings of industry methods – these are indicated by the tag `Req' after those items.  Others are included because they are necessary, based on recent technical approaches to Phase II.  Other items are noted as optional or `if required', based on the wireless interface solution chosen jointly by the wireless carrier and public safety authority, and/or local plans for Mapping methods. It should be recognized that automated mapping systems are <u>not required</u> for Phase II, but if utilized, become a consideration in getting ready to implement Phase II, in terms of PSAP operations. Notes are also provided to explain certain aspects of some readiness items.

The Checklist form can be utilized in a PC using EXCEL or an equivalent spreadsheet program, or it can be printed for manual use.

The Checklist Form provides three tracking columns: Available/Needed, Date of Request, and Installation Date. Intended uses for these are as follows:

<u>Available/Needed</u>

The Public Safety Authority managing the Phase II readiness evaluation process uses this column to indicate which items are in place, or need to be in place within 6 months of the intended Phase II request date.

<u>Date of Request</u>

For those items that are needed, but which the Public Safety Authority does not have and needs to request from the service provider or vendors, enter the date when the request was made. If a needed item is already installed, enter NA (Not Applicable).

<u>Installation Date</u>

If the item is already installed, indicate the date when installation was accomplished..
For items not already installed, and for which a request (above) was made, enter the date commitment returned from the service provider or vendor as to when the item will be installed. This date will be returned in response to the Public Safety Authority request letter described below.

Suggested Communications Flow Management

(Note: This process can be used both for new Phase II requests and for documenting readiness at the request of wireless carriers for Phase II requests already made in the past. If a past request for Phase II is to be verified for PSAP readiness, simply send a verification-oriented letter in step 5 below, rather than an initial Phase II request letter)

1. The Public Safety Authority determines the needed items and fills out the Readiness Checklist, as above.

2. For those items requiring service provider or vendor requests to install features or equipment, the Public Safety Authority prepares Request letters to the appropriate parties, documenting the request dates on the Checklist. The request letters should include specific response date expectations, and should be followed up if responses are not forthcoming.

3. The service provider and/or vendors respond to the letters, by providing response letters documenting their date commitments for installation of the requested items or services.

4. The Public Safety Authority tracks the responses for timeliness and completeness of response information, documenting the installation dates on the Checklist form.

5. When installation dates have been received for all requests, the Public Safety Authority is ready to prepare their wireless carrier Phase II service request letters.

Supplier Information Request Letter Content Recommendations

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- Clearly identify the subject of the letter as Wireless E9-1-1 Phase II Service Request – this validates the letter as a request in conjunction with Phase II
- Specify which services or items from the Checklist you are requesting.
- You could attach a copy of the Checklist with the items highlighted, as a way of verifying the requested items
- Specify an expected response date from the provider or vendor
- List the PSAP(s), or County and PSAPs, covered by the request
- If different items are needed for different PSAPs in a multiple PSAP request letter, list the requested items by PSAP
- Sent the letters by Certified Mail, with a receipt request, so that you can verify that the letter was received and accepted by the provider on a known date

Suggested Methods for Phase II Request for Service

Write a service request letter to each wireless carrier providing service in your jurisdictional area – this can be a request for a single County or for multiple Counties. Make it very clear which service territory is being handled with the request – list the PSAPs, or Counties and PSAPs, covered by the request.

Copy these request letters to your E9-1-1 Service System Providers (ILECs acting as

E9-1-1 host companies). It is recommended that the letters to both carriers and SSPs be delivered using Certified Mail, with a receipt, to verify the date delivered.

Attach a copy of the completed Phase II Readiness Checklist, which documents your actions in requesting necessary capabilities, and the installation dates.