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**CENTRAL FLORIDA DIVISION**

**DRAFT**

# E911 Issues & Procedures

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BIS Call Center

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## 1 – Introduction

In June of 2005 the FCC issued a report and order which requires interconnected VoIP providers to integrate Enhanced 911 emergency calling capabilities as a mandatory feature of the service. E911 automatically provides a PSAP (Public Safety Answering Point) operator with a caller's physical address, allowing for accurate dispatch of emergency personnel.

From its initial offering of Digital Phone in 2004, before the FCC order, Bright House Networks has emphasized E911 capability as an integral component of its Digital Phone service and regards its proper functioning as a highest priority. As such, this document details contingency procedures that are to be followed in the unlikely event a customer's E911 call fails to reach a PSAP operator through network switching systems, or the call fails to register a correct address at a PSAP.

Use of the information and processes contained in this document will help ensure that E911 issues are addressed immediately and managers are consulted at the proper time. These processes also help streamline responses to E911 issues with direct, person-to-person contact when necessary, bypassing time-consuming reliance on email and trouble ticket communications.

### Scope

The scope of this document is limited to critical information and BHN procedures pertaining to three E911 scenarios:

- When a customer cannot reach 911 and calls BHN with a complaint.
- When no address or the wrong address is displayed for a PSAP operator.
- When the E911 Daily Report from the BNOCC indicates a failed call.

### Policy

It is company policy to make every effort to resolve an E911 issue within 48 hours after notification of an E911 failure.

Interruption of a subscriber's E911 capability is a primary concern and will be addressed as a top priority to restore its function. Our customers have a reason-

able expectation that this feature will be available as a part of the many calling features offered with Digital Phone.

However, BHN states in the Work Order that each customer signs upon installation of Digital Phone that there will be a period after installation, between dial tone and “CLEC Complete,” when a customer can make a 911 call but will not yet have Enhanced 911 capability (providing the dispatch operator with a caller’s physical address).

## Audience

This document is intended for use by team leads, supervisors, managers and directors of Broadband Internet Services (BIS), as part of Bright House Networks Central Florida Division.

## Structure

The document’s structure is based on two main chapters that describe two sets of processes: the first, for a customer or PSAP calling to report an E911 problem; the second, for an E911 call failure reported by the network operations center.

The last four chapters describe systematic practices for eliminating E911 information discrepancies: MSAG file delivery; BHN/MCI audit processes; general information on MSAG and the E911 system; PAC Research for CLEC Invalids.

Appendices provide contact and other information supporting the execution of the procedures. Notably, Appendix E – Phone Scenarios and Responses – is placed at the end of this document for ease of access.

