

NENA CIF Forum

A Verizon Perspective

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Wireless Implementation-Phase I and II

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Just The Facts

- **100 Million Wireless Subscribers In USA Today**
- **50,000 New Subscribers Added Daily**
- **#1 Item In Fall 1999 and 2000 Back To School Campaign**
- **150 Million Calls to 9-1-1 in 2000**
- **45 Million or 30% From Wireless Phones**
- **65% of Subscribers Purchase For**

Vizon's Re-Wireless Implementation

Educate the PSAP's

- ✦ Conduct initial planning meeting with PSAP's and Wireless Carriers to review implementation plans (within 30 days of notification).
- ✦ Invite other participants to the initial planning meeting (e.g. LEC, CPE provider, CAD vendor, NCAS providers).
- ✦ Provide Updated Status That Manages The PSAP Expectations
- ✦ Technology Differences Need To Be Understood
- ✦ The LEC Does Not Have All The Answers
- ✦ The LEC Does Not Have All The **P-O-W-E-R**



Vizon's Role-Wireless Implementation

Track Activity of Wireless Carriers

- ✦ Determine CAS or NCAS
- ✦ Work With 3rd party Provider, if applicable
- ✦ Provide PANI/ESRD/ESRK's (NPA-511)
- ✦ Ensure Trunk Orders Are Completed and Tested
- ✦ Provide Test Contacts for Initial Test Calls, Ensuring Successful Call Routing and Delivery

Verizon Implementation

Virginia Recap

- ✦ Successfully Implemented 20 PSAP's In Virginia
- ✦ Aggressive Wireless Board Provides Oversight
- ✦ 5ESS and DMS100 Tandems
- ✦ 15 Additional PSAP's in planning stages
- ✦ 10 Wireless Carriers delivering Phase I
- ✦ Combination of CAS and NCAS
- ✦ Verizon opted not to support hybrid solutions for Phase I
- ✦ Call Volumes have increased 25-50%, on average

Virginia Status-Lessons Learned

PSAPs

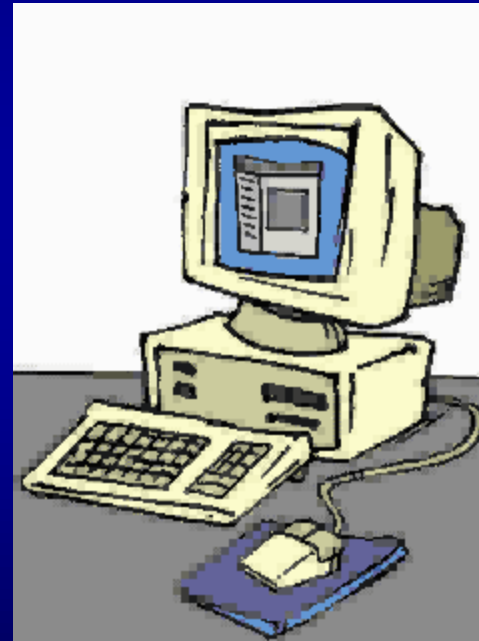


- ☀ Need Direction As To How to Accomplish
Verizon PSAP Checklist
NENA PSAP Checklist (www.nena9-1-1.org)

Virginia Status-Lessons Learned

PSAP's

- ✦ Not all CPE Created Equal



Vignia Status-Iessors Learned

PSP's



- ✦ Understand the difference in data delivery for CAS and NCAS
- ✦ Should Review and Approve Carrier Test Plan
- ✦ Need to Coordinate Testing Time Frames With Carriers
- ✦ Need to Provide Approval Before Actual Turn-Up

Virginia Status-Lessons Learned

PSAPs

- ✦ **Need to Assess ALI Content (MSAG Address) and CAD Impacts**
- ✦ **Need to Understand and Agree to Default Routing Plans**
- ✦ **24 x 7 Contact Needed, Yet Not Easy to Obtain**
- ✦ **Disaster Recovery Plans Need Be Reviewed/Modified With The Introduction of Wireless**

Verizon East Wireless Deployment

Vermont	Planning	Planning-State wants to utilize mapping, CPE capacity problem Initial Planning Meeting held 3/27/00, waiting for customer feedback as to implementation plans
New Hampshire	Planning	
Maine	Planning	Will not implement wireless until wireline conversion complete 2002
Massachusetts	Planning	Waiting for Cost Recovery Legislation, State to implement 7 new PSAP's for Wireless
Rhode Island	NA	PSAP chose non-Verizon Solution
New York State	Planning	Cost Recovery Issues between State Police and County Juristictions. For most of the state Phase 0 calls are handled by State Police
New Jersey	Implementation	Phase I complete for PSAP's; CAS only; Not All carriers delivering Phase I
Delaware	Planning	Waiting for Cost Recovery Legislation-Various meetings held throughout the State to educate PSAP's
Pennsylvania	Planning	Waiting for Cost Recovery Legislation-Various meetings held throughout the State to educate PSAP's
Maryland	In Progress	Anne Arundel County will be pilot PSAP. Remainder of State will deploy 2001
Virginia	Implementation	17 Virginia Counties receiving Phase I calls; 12 others in progress
DC	Planning	Waiting for customer to schedule meeting
West Virginia	In Progress	13 Counties In progress

