



STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

Mark A. Vannoy  
CHAIRMAN

Harry Lanphear  
ADMINISTRATIVE DIRECTOR

R. Bruce Williamson  
Randall D. Davis  
COMMISSIONERS

**Emergency Services Communication Bureau  
Wireless E-911 Deployment Procedures**

Pursuant to 25 MRSA, §§2921-2935, as amended, of the State of Maine, the Emergency Services Communication Bureau (hereafter, “the Bureau”), is authorized to implement and manage statewide E-911 service in the State of Maine. The authority to implement statewide E-911 service includes, but is not limited to, Phase I and 2 wireless E-911 service pursuant to Docket 94-102 of the Federal Communications Commission (hereafter, “FCC”) and subsequent rulings, orders, and decisions of the FCC as they relate to wireless E-911 service, and other federal and state rules and regulations.

In addition, pursuant to 25 MRSA §2933(3), each “...cellular or wireless telecommunications service provider within the State shall coordinate all implementation, operation and maintenance directly relating to E-911 through the Bureau and shall designate a primary contact person...to coordinate with and provide all relevant information to the Bureau to carry out the purposes of this chapter....”

Pursuant to the authority granted under 25 MRSA, §§2921-2935, as amended, of the State of Maine, the Bureau hereby establishes the following procedures for the deployment of wireless E-911 service in the State of Maine by providers of Commercial Mobile Radio Service (hereafter, “CMRS”).

*The State of Maine is fully deployed Phase II and expects all deployments will deliver Phase II.* The following steps prescribe the procedures that shall be followed by CMRS providers to implement Phase 1 and 2 wireless E-911 service in Maine, as mandated by FCC Docket 94-102, and all subsequent rulings, decisions, and orders of the FCC as they relate to wireless E-911 service, and in meeting the requirements of 25 MRSA, §§2921-2935, as amended.

1. The CMRS provider shall develop a comprehensive plan (hereafter, “the Plan”) for implementing wireless E-911 service for its entire service area in Maine, and shall submit the Plan for review and approval by the Bureau (or its duly appointed representative). The Bureau, in cooperation with the CMRS provider, shall determine the method/manner of implementation, whether by region, county, PSAP, or mobile switch.

The Plan as submitted shall:

- A. Contain a statement or provision for implementing wireless E-911 service in all areas served by the CMRS provider in Maine. Proposed dates of implementation shall be included, along with a proposed method of implementing service throughout the CMRS provider’s entire service area.
- B. Include the total number of the CMRS provider’s subscribers in Maine, as of the last day of the month preceding the Plan’s submission.

- C. Contain a separate and detailed network diagram showing all switches that serve the State of Maine as well as each county served by each switch.
  - D. Contain a statement describing the chosen technology solutions (SS7 solutions, third party provider, etc.)
  - E. Contain a statement describing the architecture to implement the chosen technology in its service area.
  - F. Contain a list of all counties of the state in which the CMRS provider currently has wireless service, and where additional build out is anticipated.
2. The Bureau shall either approve or deny the Plan. If the Bureau denies the Plan, the Bureau shall provide rationale for the denial. If denied, the CMRS provider may resubmit another plan to the Bureau for review and approval.
  3. Once the Bureau approves the Plan, the Bureau will submit, in writing by certified letter (US Mail) or by any other express service requiring a delivery signature, a request for wireless E-911 service from the CMRS provider, pursuant to FCC Order 94-102, and subsequent rulings, orders, and decisions of the FCC. Such request shall be made as agreed upon by the Bureau and the CMRS provider. ***The CMRS provider shall not implement wireless E-911 service in any part of Maine without having first received the Bureau's written request for such service.*** Submission of a request for wireless E-911 service by the Bureau to the CMRS provider does not constitute a liability on the part of the Bureau.
  4. Any information submitted by the CMRS provider shall be considered proprietary information as required and authorized by 25 MRSA, §§2921-2935, as amended. All information submitted to the Bureau shall be marked or stamped "Confidential" by the CMRS provider.
  5. The CMRS provider's activities conducted and records maintained pursuant to the implementation and maintenance of wireless E-911 service in Maine shall be subject to monitoring and evaluation by the Bureau, or its duly appointed representatives.
  6. The CMRS provider shall submit progress reports on its implementation and deployment efforts upon request by the Bureau or its duly appointed representative.
  7. The CMRS provider shall provide the Bureau and Public Safety Answering Points (hereafter, "PSAPs") with a 24-hour number for PSAPs to call to obtain subscriber information during exigent situations involving a 911 call. During such situations, the PSAP (or a legitimate representative of the PSAP) will make every reasonable effort to fax a demand letter requesting subscriber information as soon as possible during the emergency situation. The CMRS provider should understand that in on-going emergency situations, the demand letter might be faxed after the emergency has been resolved.
  8. The CMRS provider shall provide the Bureau with a 24-hour number (and/or email address) for the Bureau, PSAP(s), and the Fairpoint E911 Response Center (hereafter, "FERC") to call to report service outages or problems. In such situations or instances, the CMRS provider shall supply the Bureau with status updates (the frequency of which shall be determined by the Bureau) of the service outage or problem and all attempts to correct the problem. The CMRS provider shall also provide the Bureau with a timeline for the resumption of wireless E-911 service to the affected region or PSAP(s). The CMRS provider should be expected to comply with the Bureau's procedures on planned and unplanned service outages.
  9. The CMRS provider shall develop, implement, and maintain contingency, disaster recovery, and service restoration plans, and shall furnish those to the Bureau upon request by the Bureau or its duly appointed representative. Such plans should include procedures, if applicable, for the following:
    - Routing number failure

- Callback number failure
  - No Wireless Record Found condition
  - Service Control Point Failure
  - ALI Database Failure
  - Default routing conditions upon circuit failure
  - Mobile Switching Center isolation
  - Mobile Switching Center commercial power failure
  - Network monitoring
  - Procedures for 911 trouble reporting, trouble escalation, and trouble coordination with the Third Party Provider
  - A method of ensuring that 911 shall be given priority restoration
  - Procedures for proactive notification to the Bureau and respective PSAP in the event of a wireless E-911 service outage.
10. If the CMRS provider implements wireless service in addition to those areas initially reported, it shall notify the Bureau by electronic mail, and shall submit for review and approval a separate wireless E-911 deployment Plan for the new service area(s), as described above. **All new deployments shall be Phase 2 capable.**
11. If the CMRS provider changes its third party vendor changes during a given year, the CMRS provider shall notify the Bureau by electronic mail and certified mail (or by any other express service requiring a delivery signature) of the change. The Bureau shall be kept informed of the conversion plans and timetable. The CMRS provider shall make every reasonable effort to ensure that, during conversion, there is no interruption of wireless E-911 service to the areas or PSAPs already deployed.
12. Before deploying Phase 1 and 2 to any PSAP, the CMRS provider shall provide the Bureau or its duly appointed representative with an RF coverage map and a traffic plan (i.e., tower address and cell-site routing). The Bureau shall have two calendar weeks from receipt of the maps and plans to review and make changes to such maps and plans.
13. Before deploying Phase 1 and 2 to any PSAP, the CMRS provider shall contact the Bureau at least seven calendar days before scheduling drive testing. The CMRS provider, the Bureau, PSAP, and the E-911 service provider shall coordinate the time and date of the drive test. The CMRS provider shall not commence drive testing without prior notification to and approval by the Bureau. The CMRS provider and the Bureau will coordinate the specific drive test needs and requirements for each PSAP.
14. Wireless E-911 calls must be delivered to the appropriate PSAP without unnecessary delay. The actual call set up time may vary depending on operational conditions. The goal is to present the call to the PSAP in six seconds or less.
15. If the CMRS provider makes changes to existing cell sites or adds new towers that may materially affect Phase 1 and 2 wireless E-911 service, the CMRS provider shall provide reasonable notice to the Bureau prior to implementing such changes. When adding new towers, the CMRS provider shall obtain an MSAG-valid address from the respective town addressing officer. The CMRS provider shall provide the Bureau with its best available information as to the timing and nature of such changes and their anticipated effects on Phase 2 service.
16. If the Bureau initiates changes to existing cell site routing, the Bureau shall provide reasonable notice to the CMRS provider of such changes. The Bureau and CMRS provider will coordinate the timing of the changes, and the drive testing schedule and verification to ensure that wireless E-911 Phase 1 and 2 calls are routed to the appropriate PSAP.