



STATE OF TENNESSEE
TENNESSEE EMERGENCY COMMUNICATIONS BOARD
DEPARTMENT OF COMMERCE & INSURANCE
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RANDY PORTER
CHAIRMAN

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911 CALL MISROUTE and SERVICE OUTAGE FORM

Please complete this form and scan/e-mail or fax to the Network Operations Center (NOC) for misrouted calls from cellular and VoIP phones or other call anomalies and/or decrease in the level of any type or degree of 911 service of a duration over, or predicted to be over, 30 minutes as described in [TECB Policy 31](#).

PSAP INFORMATION:

From (PSAP / ECD):			
PSAP Address:			
PSAP Contact Name:		Date:	
PSAP Telephone No.:		Fax Number:	

MISROUTED CALL INFORMATION:

Wireless or VoIP Carrier:		Date/Time of Misroute:	
Caller No. (ALT#): (From ALI record)		P-ANI (P#): (From ALI record)	
ESN Number Shown On ALI record:			
Address or LAT/LONG shown on ALI record			
Where should call have been delivered?			
Other pertinent information:			
Outage or Interruption Information:		Duration or predicted time of outage or interruption:	
Describe the level of outage or interruption:			

Please scan/e-mail, or fax, this document to: Network Operations Center (NOC), at noc@telecomsys.com or Fax Number: 206-792-3192 or Telephone: 800-959-3749

Questions, corrections or comments regarding this form, policy or procedures should be directed to: Chief of 911 Technical Services, TECB, 615-253-3705.

Updated March 20, 2014

POLICY NO. 31

NOTICE OF OUTAGE

Emergency communications districts (“ECDs”) or their agents or designees responsible for carrying out “operations of the district,” shall notify the Network Operations Center designated by the Tennessee Emergency Communications Board (“Board”) of any misrouted 911 calls or any failure or decrease in the level of any type or degree of 911 service of a duration over, or predicted to be over, thirty (30) minutes. Such notices shall be provided as soon as practicable after the outage occurs or notice of a predicted outage is received in order to permit the Board to assist in the restoration of service, if appropriate. The Executive Director shall determine the Board’s level of involvement, if any, in assisting ECDs, carriers and service providers in restoring the appropriate level of E-911 service.

Consistent with current practice, in the event of service interruptions, ECDs shall be responsible for maintaining and/or restoring service. ECDs and carriers shall receive authorization from the Executive Director or the Executive Director’s designee prior to halting or reducing the level or quality of E-911 service within any area of the state.

The NOC shall be notified of all activities in the PSAP that could impact NG911 equipment or connectivity to the NG911 network as follows:

1. No later than 24 hours prior to scheduled activities; and
2. As soon as possible for unscheduled events and no later than one hour after such event.
3. Upon the second violation of this Policy, the Board may require the director and chairman of the Emergency Communications District to appear at the next regularly scheduled meeting of the TECB for a determination of whether the district is taking sufficient actions or acting in good faith to establish, maintain or advance 911 service for the citizens of the district as contemplated by Tenn. Code Ann. § 7-86-108(f). It is recommended that ECD leadership require their CPE vendors to execute an agreement promising not to undertake any activities that could impact NG911 equipment or connectivity to the network without first notifying the NOC consistent with this Policy

Adopted March 17, 2005, Amended October 31, 2013, Amended February 20, 2014.