

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554**

In the matters of)	
)	
911 Governance and Accountability)	PS Docket No. 14-194
)	
Improving 911 Reliability)	PS Docket No. 13-75

REPLY COMMENTS OF JIVE COMMUNICATIONS, INC.

Jive Communications, Inc. (“Jive”) submits these reply comments in response to the Federal Communication Commission’s Notice of Proposed Rulemaking (“NPRM”) in the above referenced dockets, released November 21, 2014.

Jive provides hosted VoIP services to a wide range of private and public sector customers. Jive joins other commenters in stating that (1) the Commission’s proposals are premature in light of the Commission’s recently adopted, and still largely untested, 911 reliability rules, (2) the objectives of the proposed rule can be more effectively achieved through development of best practices, and (3) the proposed rule should not include in the definition of “Covered 911 Service Provider” those providers who merely originate 911 calls.

I. The Commission’s proposals are premature in light of the Commission’s recently adopted, and still untested, 911 reliability rules.

In December 2013, the Commission adopted 911 reliability rules now codified at 47 CFR Part 12. Among other things, these rules require Covered 911 Service Providers to annually certify compliance with specified best practices or alternative measures. The first such certification is not required until October 2015. As AT&T has noted,

[n]either the Commission nor the Covered 911 Service Providers actually know how well this process will work or what, if any, issues may arise with the Covered 911 Service Providers’

efforts to comply with the new rules or the Commission's efforts to enforce them. As much uncertainty lies ahead, it is odd that the Commission is already contemplating a major expansion of these rules.¹

In light of the untested nature of the existing Part 12 rules, Jive joins other commenters² in urging the Commission to allow more time for the existing requirements to be met and for their effectiveness to be evaluated before considering any expansion of the requirements.

II. The objectives of the proposed rule can be more effectively achieved through development of best practices.

Many commenters have urged the Commission to shift its focus from top-down requirements to facilitating development of consensus-based, voluntary standards. We agree with these comments. We support the statement of Intrado that “most, if not all, of the positive results promised in the NPRM can be achieved more efficiently and quickly if the Commission provides guidance and supports industry initiatives focusing on reliability”³ and the statement of the Telecommunications Industry Association that “the development of voluntary, consensus-based standards ... will most efficiently ensure that the Commission reaches its goals for a reliable and enhanced 9-1-1 system.”⁴ We accordingly urge the Commission to facilitate industry efforts to establish workable, proven standards which can be applied flexibly in response to the particular circumstances of industry participants.

III. The proposed rule should not include in the definition of “Covered 911 Service Provider” those providers who merely originate 911 calls.

Jive joins Intrado in emphasizing that there are “two distinct parts of the emergency communications ecosystem,” namely “access to 911” and “the dedicated 911 system itself.”⁵ Those

¹ Comments of AT&T, p. 2.

² See, e.g., Comments of U.S. Telecom Association, pp. 2-3, and Comments of Intrado, p. 19.

³ Comments of Intrado, p. 12.

⁴ Comments of Telecom Industry Association, pp. 2-3.

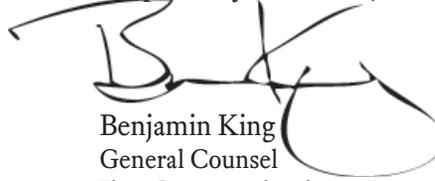
⁵ Comments of Intrado, p. 13.

service providers within the dedicated 911 system itself are in the best position to make changes to improve 911 reliability. As stated by AT&T,

[t]he stated aim of Commission Rule 12.4 is to improve network reliability for 911 calls. The focus of this endeavor ought to be on those either in direct privity with the PSAP (e.g., the 911 system service provider) or those in indirect privity (e.g., the vendors and subcontractors—in privity with the 911 system service provider—that provide critical 911 databases to provide routing and location services). It is these providers that are in the best position to detect, mitigate, and resolve outages in the 911 ecosystem, as well as keep critical 911 stakeholders apprised of the status of networks and databases.

Jive believes that including all service providers who originate calls in the definition of “Covered 911 Service Provider” will produce marginal reliability benefits, if any, while imposing significant regulatory burdens. This is inefficient, especially in light of the untested value of the compliance certification regime previously established by the Commission. Accordingly, we urge the Commission not to include those service providers who only originate 911 calls in the definition of “Covered 911 Service Provider”.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'BK', is written over the typed name and title of Benjamin King.

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