

ORIGINAL

**BELLSOUTH**

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August 18, 1999

FX PARTE OR LATE FILED

WRITTEN EX PARTE

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> Street, S.W., Room TWB-204  
Washington, D.C. 20554

RECEIVED  
AUG 18 1999  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: CC Docket No. 96-98

Dear Ms. Salas:

This is to give notice that on July 29, 1999, I sent the attached written ex parte to staff in the Common Carrier Bureau. On July 30, 1999 the Secretary's Office was notified of this written ex parte but the attachment was inadvertently not included in the copy for public records.

In accordance with Section 1.1206(b)(1), I am filing two copies of this notice in the docket identified above. If you have any questions concerning this, please call me.

Sincerely,



Kathleen B. Levitz  
Vice President - Federal Regulatory

Attachment

cc: Jake Jennings  
Claudia Fox  
Anthony Mastando  
Sanford Williams

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Kathleen B. Levitz  
Vice President-Federal Regulatory

July 30, 1999

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## WRITTEN EX PARTE

Mr, Jake Jennings  
Policy and Program Planning Division  
Common Carrier Bureau  
Federal Communications Commission  
Room 5-C260  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Re: CC Docket No. 96-98

Dear Mr. Jennings:

On July 22, 1999, representatives of BellSouth held a conference call with you and other FCC staff to discuss issues relating to the Commission's UNE Remand proceeding. During that meeting, the FCC staff asked the BellSouth representatives whether a BellSouth operator can always redirect misdirected 911 calls (*i.e.*, calls in which the caller dials "0" instead of "911") to the Public Service Access Point (PSAP), and, if so, whether this was an ability that CLECs using third-party operator service providers did not possess. We hope that the FCC staff finds the attached information to answer these questions fully. If after reviewing the attached information, any of you have any questions, please call me at 202.463.4113.

In accordance with Section 1.1206(b)(1), I am filing two copies of this written ex parte presentation with the Secretary of the Commission and requesting that it be associated with the record of CC Docket No. 96-98.

Sincerely,



Kathleen B. Levitz  
Vice President – Federal Regulatory

Attachment

cc: Claudia Fox  
Anthony Mastando  
Sanford Williams

**Staff Request: If 911 service is available in an area, can BST operators always redirect misdirected 911 calls (*i.e.*, where calling party dials 0- rather than 911) to Public Safety Access Points (PSAPs)?**

**BellSouth Response:** When an end user dials 0- (instead of 911) and requests an emergency agency, the BellSouth operator can connect that end user to a PSAP. The operator handles this call as the operator would handle any other call for which an end user is requesting dialing assistance. When the call arrives at the operator position, just as on any other 0- call, the end user originating ANI (automatic number identification) is the only information available to the operator. That information is not sufficient for the operator to know which PSAP the end user needs. Connecting the end user to the appropriate PSAP depends upon the end user providing the locality from which he is calling and the emergency agency he needs (*e.g.*, the Atlanta police). Based upon end user provided information, the operator looks up the 10 digit administrative number of the appropriate emergency agency. BellSouth manually maintains a paper list of these numbers by locality for this purpose. Telephone numbers for emergency agencies are listed in telephone directories.

The operator will dial the 10 digit administrative number of the emergency agency or PSAP for the end user at no cost. Normally, to be certain the correct connection is made the operator will remain on the line until the call is answered by the PSAP. If the end user was mistaken about the locality, the PSAP attendant usually will refer the end user to the correct PSAP locality. The BellSouth operator will look up that number, dial it, and remain on the line until the connection is made.

If the customer does not know which agency he wants or is unable to provide a locality, the customer will be connected to a PSAP based upon originating NPA-NXX. The NPA-NXX is not sufficient for the operator to be certain the correct PSAP is being called. In this case the operator will stay on the line until satisfied that the correct agency has been reached or until referred to another locality.

All of these calls are handled on the Public Switched Telephone Network, not a dedicated 911 facility. The calls are transported on the same trunk groups as if the end user had dialed 0+ the PSAP 10 digit number.

Connection to the appropriate emergency agency is done by questioning the end user, and the PSAP attendant. It is a manual process performed by Operator Services personnel.