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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

James L. Casserly
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jlcasserly@mintz.com

April 28, 2000

Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: Ex Parte Report: CC Docket No. 98-184

Dear Ms. Salas:

Yesterday, I accompanied Rob Cohen, Vice President, Government Relations, SCC Communications Corp. ("SCC"), in meetings with Jordan Goldstein, Legal Advisor to Commissioner Ness, and Sarah Whitesell, Legal Advisor to Commissioner Tristani. We discussed the violation by both Bell Atlantic and GTE of their statutory obligation to provide subscriber list information to emergency service providers and emergency support providers. We also explained that efforts to resolve this statutory violation are likely to be hindered if Bell Atlantic and GTE are permitted to consummate their proposed merger.

The substance of our discussion is reflected in the discussion outline, legislative materials, and company brochure that accompany this report, as well as in prior ex parte reports filed on the public record earlier this month.

Please file this letter and its attachment in CC Docket No. 98-184. Feel free to contact me if you have any questions.

Sincerely,

James L. Casserly

Attachments
cc: Jordan Goldstein
Sarah Whitesell

No. of Copies rec'd 0+1
List ABCDE

## Bell Atlantic and GTE Are Violating Their Statutory Obligations Under Section 222(g)

*Section 222(g), as recently amended, requires that each ILEC provide subscriber list information ("SLI") "in its possession or control (including information pertaining to subscribers of other carriers)" on a "timely . . . basis" to "providers of emergency services, and providers of emergency support services, solely for purposes of delivering or assisting in the delivery of emergency services." Under Section 222(h)(5), as amended, the term "emergency services" is defined to mean "9-1-1 emergency services and emergency notification services."*

**SCC is the nation's leading provider of emergency support services and emergency notification services.**

- SCC is the leading provider of 9-1-1 operations support systems to incumbent local exchange carriers, competitive local exchange carriers, and wireless carriers.
- SCC manages in excess of 83 million subscriber records for over 40 telecommunications carriers, handles over 50,000 Master Street Address Guide requests per year, processes approximately 140,000 service orders each day, and has been selected by the Texas Commission on State Emergency Communication as the state's designated 9-1-1 database management services provider.
- Overall, SCC provides 9-1-1 products and services to over 170 million people throughout North America.
- In addition to its emergency support services, SCC offers its Emergency Warning and Evacuation service, which allows public safety agencies rapidly to identify, notify, and instruct targeted subscribers about impending emergencies via outbound telephone calls.

**SCC needs subscriber list information from Bell Atlantic and GTE solely for the purpose of delivering and assisting in the delivery of 9-1-1 emergency services and emergency notification services.**

- SCC has respectfully and repeatedly requested that Bell Atlantic and GTE provide it with SLI as required by Section 222(g).
- Both parties have refused to do so, though neither party has presented any credible authority for not complying with its statutory obligation.
- Until SCC knows the rates, terms, and conditions for acquiring subscriber list information from Bell Atlantic and GTE, SCC is foreclosed from taking the steps necessary to provide emergency services and emergency support services in Bell Atlantic's and GTE's service territories.
- As a result, the public is being denied the superior and proprietary services that SCC wishes to provide, to the detriment of competition and public safety.

**The proposed merger between Bell Atlantic and GTE is not in the public interest because it will likely hinder resolution of this dispute.**

PUBLIC LAW 106–81—OCT. 26, 1999

# WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT OF 1999

# Public Law 106–81
# 106th Congress

## An Act

Oct. 26, 1999
[S. 800]

To promote and enhance public safety through use of 9–1–1 as the universal emergency assistance number, further deployment of wireless 9–1–1 service, support of States in upgrading 9–1–1 capabilities and related functions, encouragement of construction and operation of seamless, ubiquitous, and reliable networks for personal wireless services, and for other purposes.

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

Wireless Communications and Public Safety Act of 1999.
47 USC 609 note.

**SECTION 1. SHORT TITLE.**

This Act may be cited as the "Wireless Communications and Public Safety Act of 1999".

47 USC 615 note.

**SEC. 2. FINDINGS AND PURPOSE.**

(a) FINDINGS.—The Congress finds that—

(1) the establishment and maintenance of an end-to-end communications infrastructure among members of the public, emergency safety, fire service and law enforcement officials, emergency dispatch providers, transportation officials, and hospital emergency and trauma care facilities will reduce response times for the delivery of emergency care, assist in delivering appropriate care, and thereby prevent fatalities, substantially reduce the severity and extent of injuries, reduce time lost from work, and save thousands of lives and billions of dollars in health care costs;

(2) the rapid, efficient deployment of emergency telecommunications service requires statewide coordination of the efforts of local public safety, fire service and law enforcement officials, emergency dispatch providers, and transportation officials; the establishment of sources of adequate funding for carrier and public safety, fire service and law enforcement agency technology development and deployment; the coordination and integration of emergency communications with traffic control and management systems and the designation of 9–1–1 as the number to call in emergencies throughout the Nation;

(3) emerging technologies can be a critical component of the end-to-end communications infrastructure connecting the public with emergency medical service providers and emergency dispatch providers, public safety, fire service and law enforcement officials, and hospital emergency and trauma care facilities, to reduce emergency response times and provide appropriate care;

(4) improved public safety remains an important public health objective of Federal, State, and local governments and substantially facilitates interstate and foreign commerce;

(5) emergency care systems, particularly in rural areas of the Nation, will improve with the enabling of prompt notification of emergency services when motor vehicle crashes occur; and

(6) the construction and operation of seamless, ubiquitous, and reliable wireless telecommunications systems promote public safety and provide immediate and critical communications links among members of the public; emergency medical service providers and emergency dispatch providers; public safety, fire service and law enforcement officials; transportation officials, and hospital emergency and trauma care facilities.

(b) PURPOSE.—The purpose of this Act is to encourage and facilitate the prompt deployment throughout the United States of a seamless, ubiquitous, and reliable end-to-end infrastructure for communications, including wireless communications, to meet the Nation's public safety and other communications needs.

SEC. 3. UNIVERSAL EMERGENCY TELEPHONE NUMBER.

(a) ESTABLISHMENT OF UNIVERSAL EMERGENCY TELEPHONE NUMBER.—Section 251(e) of the Communications Act of 1934 (47 U.S.C. 251(e)) is amended by adding at the end the following new paragraph:

"(3) UNIVERSAL EMERGENCY TELEPHONE NUMBER.—The Commission and any agency or entity to which the Commission has delegated authority under this subsection shall designate 9–1–1 as the universal emergency telephone number within the United States for reporting an emergency to appropriate authorities and requesting assistance. The designation shall apply to both wireline and wireless telephone service. In making the designation, the Commission (and any such agency or entity) shall provide appropriate transition periods for areas in which 9–1–1 is not in use as an emergency telephone number on the date of enactment of the Wireless Communications and Public Safety Act of 1999.".

(b) SUPPORT.—The Federal Communications Commission shall encourage and support efforts by States to deploy comprehensive end-to-end emergency communications infrastructure and programs, based on coordinated statewide plans, including seamless, ubiquitous, reliable wireless telecommunications networks and enhanced wireless 9–1–1 service. In encouraging and supporting that deployment, the Commission shall consult and cooperate with State and local officials responsible for emergency services and public safety, the telecommunications industry (specifically including the cellular and other wireless telecommunications service providers), the motor vehicle manufacturing industry, emergency medical service providers and emergency dispatch providers, transportation officials, special 9–1–1 districts, public safety, fire service and law enforcement officials, consumer groups, and hospital emergency and trauma care personnel (including emergency physicians, trauma surgeons, and nurses). The Commission shall encourage each State to develop and implement coordinated statewide deployment plans, through an entity designated by the governor, and to include representatives of the foregoing organizations and entities in development and implementation of such plans. Nothing in this subsection

47 USC 615.

shall be construed to authorize or require the Commission to impose obligations or costs on any person.

47 USC 615a.

**SEC. 4. PARITY OF PROTECTION FOR PROVISION OR USE OF WIRELESS SERVICE.**

(a) PROVIDER PARITY.—A wireless carrier, and its officers, directors, employees, vendors, and agents, shall have immunity or other protection from liability in a State of a scope and extent that is not less than the scope and extent of immunity or other protection from liability that any local exchange company, and its officers, directors, employees, vendors, or agents, have under Federal and State law (whether through statute, judicial decision, tariffs filed by such local exchange company, or otherwise) applicable in such State, including in connection with an act or omission involving the release to a PSAP, emergency medical service provider or emergency dispatch provider, public safety, fire service or law enforcement official, or hospital emergency or trauma care facility of subscriber information related to emergency calls or emergency services.

(b) USER PARITY.—A person using wireless 9–1–1 service shall have immunity or other protection from liability of a scope and extent that is not less than the scope and extent of immunity or other protection from liability under applicable law in similar circumstances of a person using 9–1–1 service that is not wireless.

(c) PSAP PARITY.—In matters related to wireless 9–1–1 communications, a PSAP, and its employees, vendors, agents, and authorizing government entity (if any) shall have immunity or other protection from liability of a scope and extent that is not less than the scope and extent of immunity or other protection from liability under applicable law accorded to such PSAP, employees, vendors, agents, and authorizing government entity, respectively, in matters related to 9–1–1 communications that are not wireless.

(d) BASIS FOR ENACTMENT.—This section is enacted as an exercise of the enforcement power of the Congress under section 5 of the Fourteenth Amendment to the Constitution and the power of the Congress to regulate commerce with foreign nations, among the several States, and with Indian tribes.

**SEC. 5. AUTHORITY TO PROVIDE CUSTOMER INFORMATION.**

Section 222 of the Communications Act of 1934 (47 U.S.C. 222) is amended—

(1) in subsection (d)—

(A) by striking "or" at the end of paragraph (2);

(B) by striking the period at the end of paragraph (3) and inserting a semicolon and "and"; and

(C) by adding at the end the following:

"(4) to provide call location information concerning the user of a commercial mobile service (as such term is defined in section 332(d))—

"(A) to a public safety answering point, emergency medical service provider or emergency dispatch provider, public safety, fire service, or law enforcement official, or hospital emergency or trauma care facility, in order to respond to the user's call for emergency services;

"(B) to inform the user's legal guardian or members of the user's immediate family of the user's location in an emergency situation that involves the risk of death or serious physical harm; or

"(C) to providers of information or database management services solely for purposes of assisting in the delivery of emergency services in response to an emergency.".

(2) by redesignating subsection (f) as subsection (h) and by inserting the following after subsection (e):

"(f) AUTHORITY TO USE WIRELESS LOCATION INFORMATION.—For purposes of subsection (c)(1), without the express prior authorization of the customer, a customer shall not be considered to have approved the use or disclosure of or access to—

"(1) call location information concerning the user of a commercial mobile service (as such term is defined in section 332(d)), other than in accordance with subsection (d)(4); or

"(2) automatic crash notification information to any person other than for use in the operation of an automatic crash notification system.

"(g) SUBSCRIBER LISTED AND UNLISTED INFORMATION FOR EMERGENCY SERVICES.—Notwithstanding subsections (b), (c), and (d), a telecommunications carrier that provides telephone exchange service shall provide information described in subsection (i)(3)(A) (including information pertaining to subscribers whose information is unlisted or unpublished) that is in its possession or control (including information pertaining to subscribers of other carriers) on a timely and unbundled basis, under nondiscriminatory and reasonable rates, terms, and conditions to providers of emergency services, and providers of emergency support services, solely for purposes of delivering or assisting in the delivery of emergency services.";

(3) by inserting "location," after "destination," in subsection (h)(1)(A) (as redesignated by paragraph (2)); and

(4) by adding at the end of subsection (h) (as redesignated), the following:

"(4) PUBLIC SAFETY ANSWERING POINT.—The term 'public safety answering point' means a facility that has been designated to receive emergency calls and route them to emergency service personnel.

"(5) EMERGENCY SERVICES.—The term 'emergency services' means 9–1–1 emergency services and emergency notification services.

"(6) EMERGENCY NOTIFICATION SERVICES.—The term 'emergency notification services' means services that notify the public of an emergency.

"(7) EMERGENCY SUPPORT SERVICES.—The term 'emergency support services' means information or data base management services used in support of emergency services.".

**SEC. 6. DEFINITIONS.** 47 USC 615b.

As used in this Act:

(1) SECRETARY.—The term "Secretary" means the Secretary of Transportation.

(2) STATE.—The term "State" means any of the several States, the District of Columbia, or any territory or possession of the United States.

(3) PUBLIC SAFETY ANSWERING POINT; PSAP.—The term "public safety answering point" or "PSAP" means a facility that has been designated to receive 9–1–1 calls and route them to emergency service personnel.

(4) WIRELESS CARRIER.—The term "wireless carrier" means a provider of commercial mobile services or any other radio communications service that the Federal Communications Commission requires to provide wireless 9–1–1 service.

(5) ENHANCED WIRELESS 9–1–1 SERVICE.—The term "enhanced wireless 9–1–1 service" means any enhanced 9–1–1 service so designated by the Federal Communications Commission in the proceeding entitled "Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9–1–1 Emergency Calling Systems" (CC Docket No. 94–102; RM–8143), or any successor proceeding.

(6) WIRELESS 9–1–1 SERVICE.—The term "wireless 9–1–1 service" means any 9–1–1 service provided by a wireless carrier, including enhanced wireless 9–1–1 service.

(7) EMERGENCY DISPATCH PROVIDERS.—The term "emergency dispatch providers" shall include governmental and nongovernmental providers of emergency dispatch services.

Approved October 26, 1999.

LEGISLATIVE HISTORY—S. 800 (H.R. 438):

HOUSE REPORTS: No. 106–25 accompanying H.R. 438 (Comm. on Commerce).
SENATE REPORTS: No. 106–138 (Comm. on Commerce, Science, and Transportation).
CONGRESSIONAL RECORD, Vol. 145 (1999):
Aug. 5, considered and passed Senate.
Oct. 12, considered and passed House.
WEEKLY COMPILATION OF PRESIDENTIAL DOCUMENTS, Vol. 35 (1999):
Oct. 26, Presidential statement.

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106TH CONGRESS, 1st Session | HOUSE OF REPRESENTATIVES | REPT. 106–25

# WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT OF 1999

FEBRUARY 23, 1999.—Committed to the Committee of the Whole House on the State of the Union and ordered to be printed

Mr. BLILEY, from the Committee on Commerce, submitted the following

## REPORT

[To accompany H.R. 438]

[Including cost estimate of the Congressional Budget Office]

The Committee on Commerce, to whom was referred the bill (H.R. 438) to promote and enhance public safety through use of 911 as the universal emergency assistance number, and for other purposes, having considered the same, report favorably thereon with an amendment and recommend that the bill as amended do pass.

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69–006

vision of wireless services. If such State statutes are not enacted, subsection 4(c) will continue to provide wireless carriers the highest degree of protection from liability that any wireline carrier has in any State under Federal and State law, without any need for wireless carriers to file tariffs or to obtain a judicial ruling or the passage of a new State statute. Activities provided such protection include a wireless provider's development, design, installation, operation, maintenance, performance, or provision of wireless service. This section will permit wireless carriers to offer and assess charges for commercial mobile radio services, including roaming and new services such as calling party pays, without the risk of disproportionate liability within a State.

Subsection 4(a) provides liability protection for wireless emergency calls upon enactment, on a State-by-State parity basis. Protected emergency activities include transmission errors, failures, network outages, or other technical difficulties arising in the transmission of emergency calls; and release to a PSAP, emergency medical or trauma center personnel, or dispatch providers or other public safety personnel of subscriber information.

Subsection 4(b) provides that a wireless user using wireless 911 shall have the same protection from liability that a user of wireline 911 has in a particular jurisdiction.

*Section 5. Authority to provide location information*

Section 5 amends Section 222 of the Communications Act of 1934 to permit carriers to provide call location information concerning a user of a commercial mobile service to emergency dispatch providers and emergency service personnel to respond to the user's emergency call or to the user's immediate family in a life-threatening situation. Section 5 also permits carriers to provide call location information to transmit crash information through a motor vehicle's automatic crash notification system or to providers of information or database management service providers, to support the delivery of an emergency service. Section 5 requires the customer's express prior authorization for disclosure to any other person.

Section 222 is amended to expressly include location information in that section's definition of "customer proprietary network information" and to require user's express prior authorization before location information can be used for commercial purposes. Section 5 further amends Section 222 by requiring telephone exchange carriers to provide subscriber information to providers of emergency services and to information or database management services, for purposes of delivering, or assisting in the delivery, of emergency services. Such a carrier would have to provide subscriber telephone numbers and addresses (including information pertaining to subscribers whose information is unlisted or unpublished) that is in its possession or control (including information pertaining to subscribers of other carriers) on a timely and unbundled basis, under nondiscriminatory terms, to providers of emergency services, or information or database management services providers.

New section 222(f) requires a carrier to provide the required subscriber information on a timely and unbundled basis, on nondiscriminatory and reasonable rates, terms, and conditions. The Committee notes that this information is available in electronic

form, and thus it can and should be provided almost instantaneously in order to satisfy the "timely" requirement. In the case of emergency services and emergency support services, lives may be at stake if entities cannot obtain updated information on a near-real time basis. The "unbundled" requirement means, for instance, that the subject information must be made available separate from customer proprietary network information except as may otherwise be permitted under section 222. The Committee stresses that carriers must provide the subject information on reasonable and non-discriminatory terms. This imposes an affirmative duty on carriers to provide the information, and requires them to make the information available to requesting entities on terms at least as favorable as they provide it to themselves or their own affiliates. Finally, the Committee believes that a "reasonable" rate for purposes of this section should be cost-based, and that this cost should be minimal in view of the fact that carriers already collect the required information.

*Section 6. Definitions*

Section 6 defines "public safety answering point," "wireless carrier," "enhanced wireless 911 service," "wireless 911 service," and other terms.

CHANGES IN EXISTING LAW MADE BY THE BILL, AS REPORTED

In compliance with clause 3(e) of rule XIII of the Rules of the House of Representatives, changes in existing law made by the bill, as reported, are shown as follows (existing law proposed to be omitted is enclosed in black brackets, new matter is printed in italic, existing law in which no change is proposed is shown in roman):

**COMMUNICATIONS ACT OF 1934**

* * * * * * *

# TITLE II—COMMON CARRIERS

## PART I—COMMON CARRIER REGULATION

* * * * * * *

**SEC. 222. PRIVACY OF CUSTOMER INFORMATION.**

(a) * * *

* * * * * * *

(d) EXCEPTIONS.—Nothing in this section prohibits a telecommunications carrier from using, disclosing, or permitting access to customer proprietary network information obtained from its customers, either directly or indirectly through its agents—

(1) * * *

(2) to protect the rights or property of the carrier, or to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; [or]

(3) to provide any inbound telemarketing, referral, or administrative services to the customer for the duration of the call,

**Calendar No. 255**

106TH CONGRESS, *1st Session* | SENATE | REPORT 106–138

# WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT OF 1999

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R E P O R T

OF THE

COMMITTEE ON COMMERCE, SCIENCE, AND TRANSPORTATION

ON

S. 800

AUGUST 4, 1999.—Ordered to be printed

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U.S. GOVERNMENT PRINTING OFFICE
69–010 WASHINGTON : 1999

vides telephone exchange service must unbundle the elements to non-telecommunications carriers.

The Committee notes that when 9–1–1 is dialed from a wireline phone, the dispatcher receives data indicating the phone number and the address from which the call was placed. This "Enhanced 9–1–1" information can help emergency service personnel reestablish contact if the call is disconnected or locate an individual unable to communicate. However, PSAPs in the United States report that between 25 to 33 percent of the calls they receive are from wireless phones and, unfortunately, Enhanced 9–1–1 is currently not deployed on many wireless systems. Thus, when 9–1–1 is dialed from a wireless phone, the emergency service personnel may not receive identifying information indicating the phone number or location of the caller. As a result, they may be unable to recontact or locate the caller.

In order to address this problem, and thereby enhance the ability of emergency service personnel to locate citizens using a wireless phone to call for assistance, this legislation adds a new section, Section 222(g). Section 222(g) requires a telecommunications carrier to provide subscriber information in its possession or control on a timely and unbundled basis, and under non-discriminatory and reasonable rates, terms and conditions to the providers of emergency services, solely for the purpose of delivering those emergency services. This section imposes an affirmative duty on a telecommunications carrier to provide subscriber information in its possession or control, including information that is unlisted or unpublished. Moreover, because lives may be lost by delay and transmission of this information, the Committee intends that the subscriber information be transmitted in near real time. By "unbundled" the Committee means that information must be made available separate from customer proprietary network information except as may otherwise be permitted under Section 222.

*Section 6. Definitions*

This section defines "Public Safety Answering Point," "Wireless Carrier," "Wireless 911 Service," "Enhanced Wireless 911 Service" and other terms.

## CHANGES IN EXISTING LAW

In compliance with paragraph 12 of rule XXVI of the Standing Rules of the Senate, changes in existing law made by the bill, as reported, are shown as follows (existing law proposed to be omitted is enclosed in black brackets, new material is printed in italic, existing law in which no change is proposed is shown in roman):

**SEC. 222. [47 U.S.C. 222] PRIVACY OF CUSTOMER INFORMATION.**

(a) IN GENERAL.—Every telecommunications carrier has a duty to protect the confidentiality of proprietary information of, and relating to, other telecommunication carriers, equipment manufacturers, and customers, including telecommunication carriers reselling telecommunications services provided by a telecommunications carrier.

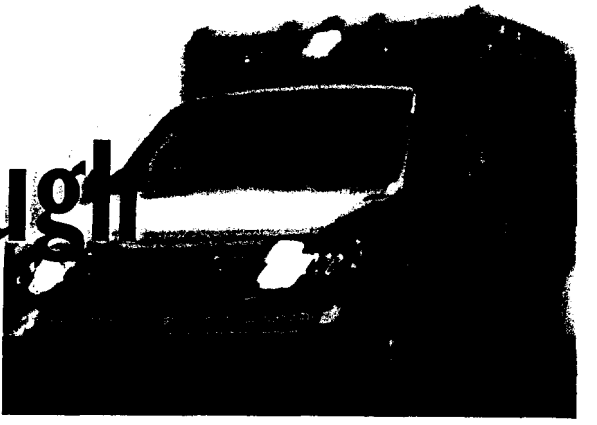
(b) CONFIDENTIALITY OF CARRIER INFORMATION.—A telecommunications carrier that receives or obtains proprietary information from another carrier for purposes of providing any telecommuni-

# EMERGENCY WARNING and Evacuation

SCC

Imagine how many
**lives can be saved**
if those in danger are given more timely
warnings and more specific
information to help them
prepare for an impending disaster...

# EWE: Perhaps the biggest breakthrough since the siren.



### *Advanced notification system*

Today's emergency situations demand that you notify those in danger and motivate them to respond without unnecessarily alarming an entire city. SCC's Emergency Warning and Evacuation℠ (EWE℠) gives you the tools you need to do this efficiently and effectively.

EWE enables you to rapidly identify, notify, and instruct targeted individuals about impending danger. Once you learn of a crisis, you can immediately record a message and launch a telephone alert to affected citizens.

With EWE, all you do is make one phone call, and SCC does the rest. It's that simple.

### *Breakthrough technology*

The following unique capabilities make EWE the most sophisticated emergency warning system ever developed:

- The unprecedented capacity to deliver thousands of calls in a matter of minutes
- The flexibility to send your message to only a few homes or to thousands of homes, schools, and businesses
- The means to easily and accurately pinpoint affected areas, using geographic information systems (GIS) technology
- The ability to prioritize the call patterns so that those in the most danger are warned first

### *Reliable communication*

For dependability during a crisis, few methods of communication beat the telephone. Nearly everyone can be reached via telephone at any time of the day or night.

Until recently, such high-volume, targeted emergency notification was not possible. But now, with EWE, you have the technology to warn exactly those individuals affected and give them exactly the information they need to stay safe.

## Getting the right information to the right people.

### *Eliminate confusion*

Outdoor warning sirens, radio announcements, and TV broadcasts have their place in emergency management. But, used alone, none of these can effectively do the job. In fact, in some cases, their broadness may add confusion to the crisis you're trying to manage. EWE works together with other media to get the message out and to provide the confirmation necessary to rouse people to action.

### *Target the calls*

With EWE, you can make a specific announcement to a targeted portion of the populace and then have confidence that the message is delivered to *exactly* that segment. EWE is designed to send the message to only those people who are affected by the disaster. This minimizes the doubt and questions that may result from a blanket message delivered via radio or television.

### *Multiple uses*

In addition to warning people of floods, hurricanes, tornadoes, and fires, you can use EWE to:

- Issue storm watches and warnings
- Notify citizens of prowlers or break-ins in their neighborhoods
- Release descriptions of missing children
- Issue hazardous material warnings
- Instruct citizens to stay out of harm's way during hostage situations, bomb threats, or sniper attacks

EWE can be used anytime you need to quickly get a specific message to a specific portion of the community.

Imagine how many **lives can be saved** if those in danger are given more timely warnings and more specific information to help them prepare for an impending disaster

# Taking control of the crisis.

### *You determine who, what, when, and where*

EWE lets you control precisely who gets the message, what it says, and when and where it's delivered. Plus, EWE gives you the flexibility you need to handle diverse situations. For example, once you identify a crisis, you can use EWE to quickly and easily launch either a preplanned or a dynamic event.

### *Be prepared*

Preplanned events are designed for such situations as floods and factory explosions, which can be anticipated to occur in specific areas. For such situations, you can prepare in advance by designating the geographical areas that will be affected and prerecording a message containing detailed information and safety instructions.

### *Gain control over the unpredictable*

Dynamic events are launched for emergencies such as hazardous materials spills, tornadoes, and fires, which occur at unpredictable locations and times. In these cases, you can record a message "on the fly" by calling SCC's Voice Message Center (VMC), an interactive, easy-to-use voice messaging system you can access 24 hours a day, 365 days a year.

Once you've created the message, simply choose a specific address in the affected area and designate a radius distance (in feet or miles) around that point. When you launch the EWE event, your message will be sent to all telephone numbers within the specified EWE event area.

### *Control call distribution*

Intelligent call prioritization lets you control call distribution within the designated area until all calls have been completed. This lets you warn those who are in the most danger first. Plus, EWE can be programmed to leave messages on answering machines and voice mail systems, or to call back in a specified amount of time if there is no answer. You decide which EWE call parameters to use.

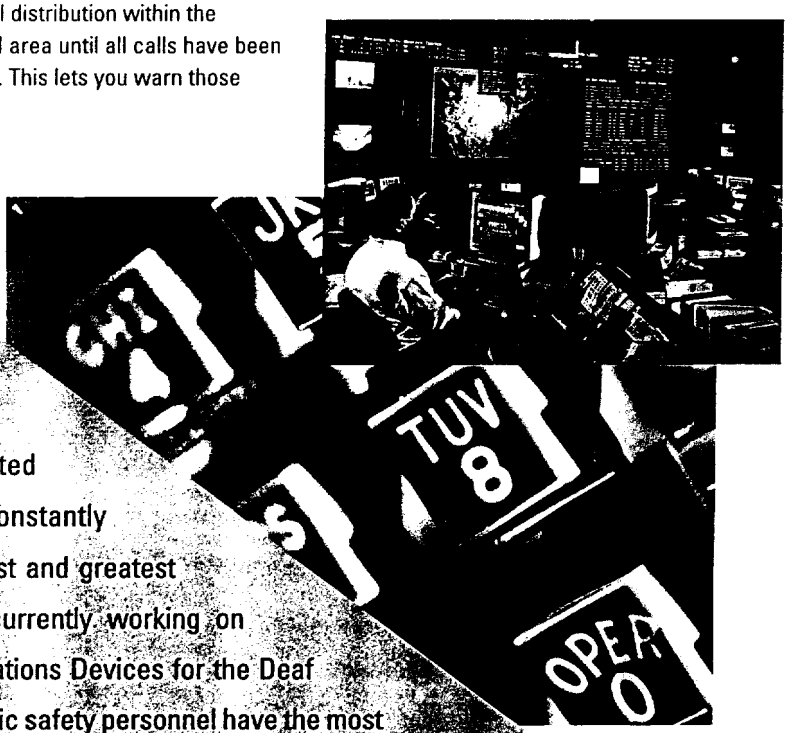
### *Create unique call lists*

EWE's call list function lets you create customized lists of telephone numbers to be called for any reason, even for non-emergency situations. You determine the people on the list and the telephone numbers you want to call. Lists can consist of employees, school officials, council members, response team members, media representatives—any group of people you may wish to contact simultaneously.

SCC enters your predefined lists of telephone numbers into the EWE system and assigns each one a call list number. When you wish to launch a call list event, you simply call us, provide the appropriate security identification, and tell us which call list number you wish to use. The voice mail message sent to that list can be either prerecorded or dynamic.

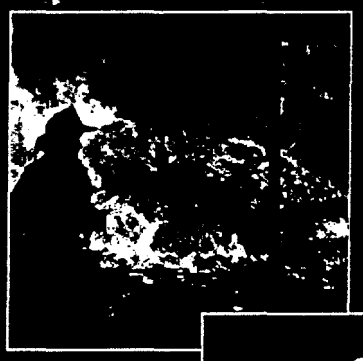


## Looking to the future.




At SCC, we realize that technology evolves at an alarming rate. So we keep up with the latest advances to make sure that all of our products and services offer the most sophisticated functionality available. This means that we're constantly developing new features to provide you with the latest and greatest that technology has to offer. For example, we're currently working on enhancing EWE to provide support for Telecommunications Devices for the Deaf (TDDs). Our goal is to help ensure a future in which public safety personnel have the most advanced tools available to help them save more lives.

# HOW EWE WORKS

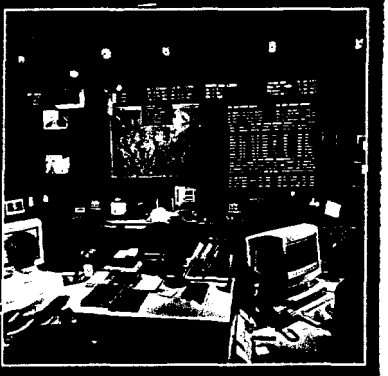


**1**

An emergency situation occurs.

**4**

Telephone
are extrac
designated



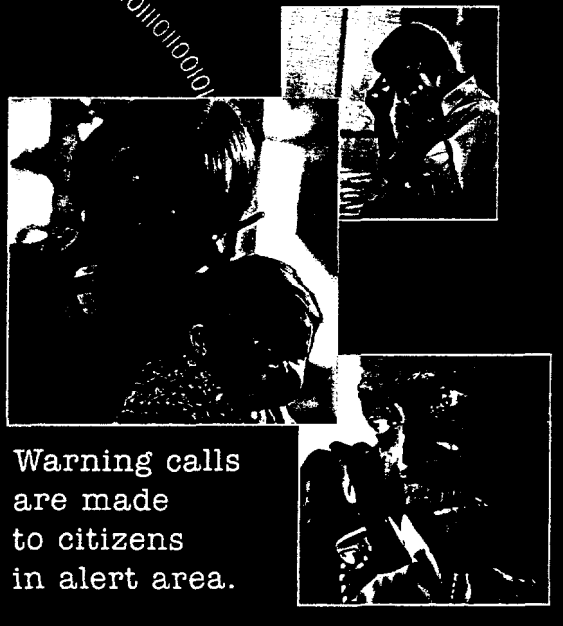
**3**

EWE event is initiated

**2**

Public safety agency learns of emergency and contacts SCC.

nbers
for
rt area.



5

Warning calls
are made
to citizens
in alert area.

# Sample warning message:

"This is Fire Chief Deckers of the Arcadia Fire Department reporting an emergency that directly and immediately affects you and your family. Please listen carefully:

It is now 2:05 p.m., Sunday, May 12th. There is a large fire at the South Plateau Oil Refinery on Elm Street and Broadway. This fire is producing poisonous smoke and gases which could seriously injure or kill you. The poisonous smoke and gases are moving south from the refinery to the area of West Arcadia Boulevard and South Hampton Street, and they are expected to reach your area by 2:45 p.m.

An emergency warning has been issued. You must leave your home or business immediately and go to the Bixby School at Fourth and Main. You will be given further instructions when you arrive.

You must leave now. While en route, tune to radio station WKLO AM 970 for further instructions. Do not attempt to pick up children at their schools. They are being transported to the Bixby School. You can meet them there. Only call 9-1-1 to report an emergency or to receive assistance in evacuating.

Again, you must leave now. If you need to hear this message again, press **1**."

# Minimizing the impact... Saving lives... Protecting property.



According to the Federal Emergency Management Agency (FEMA), for every dollar spent on disaster prevention, two dollars or more are saved on disaster relief. That's why you and your community can't afford to ignore this valuable service. For pennies per household, EWE minimizes the effects of disaster and helps prevent the loss of life and property in your community.

- Accurate data ensures that you reach the right people more consistently.
- Latest technology gives you the most advanced method of notification.
- High-volume outbound calling capacity speeds communication.
- Quick start-up program gets your system up and running in weeks rather than months.
- Flexibility gives you control over who gets the message, what it says, and when and where it's delivered.
- Summary "call-by-call" reporting is provided via e-mail or fax for easy auditing purposes.
- SCC is always available: 24 hours a day, 7 days a week, 365 days a year.
- Because EWE is a turnkey service, you won't have to worry about system compatibility issues or perform expensive software or hardware upgrades.
- SCC provides the training your staff needs to initiate an event.

# Making the most of your resources.



## Let SCC's experts take care of the details.

***Once you become an EWE subscriber, SCC will:***

- Develop the street centerline network
- Geocode the telephone number and address database to the street network
- Train you to initiate an event
- Walk you through an event simulation

***SCC will help you:***

- Acquire the telephone number and address database
- Develop preplanned event boundaries
- Create unique call lists
- Set up security IDs and passwords
- Identify personnel authorized to launch events
- Define your calling strategies

***Ongoing services include:***

- Database updates
- Street database and geocoding updates
- Call list maintenance
- Delivery of detailed post-event reports
- 24 x 7 x 365 customer support
- Maintenance of SCC-related hardware and network components

***A complete service***

EWE is *not* hardware you have to set up and maintain or software you have to learn. It's a service—a complete support system that gives you the help you need when you need it most.

Because SCC takes care of all the details, you and your staff can concentrate on the business of saving lives. You can rest assured that the telephone number database, the geographical information, and all the hardware and software are being maintained by experts with decades of experience in the public safety industry.

***Decreased demand on resources***

With EWE, fewer people are likely to dial 9-1-1 to ask why a siren is sounding, leaving more 9-1-1 lines open for those who need immediate help. Plus, EWE reduces the need to send public safety personnel into harm's way to alert residents, thus freeing them to resolve the crisis at hand.

# SCC brings you life-saving innovation.



SCC is the largest and fastest-growing provider of 9-1-1 transaction services in the world. Since SCC's inception, it has earned a reputation for its innovative products and services for the public safety industry. For example, SCC redefined the US market for 9-1-1 Operations Support Systems (OSS) by creating the industry's first and largest 9-1-1 service bureau, the National Data Services Center.

- Fault-tolerant, geographically distributed Automatic Location Identification (ALI) and Selective Routing (SR) systems for E9-1-1
- Satellite-based E9-1-1 data delivery system
- Wireless E9-1-1 ALI system
- Spatial coordinate-based E9-1-1 management system
- Transaction-based mapping display and management system
- Coordinate-based E9-1-1 call control system
- Network-based E9-1-1 Automatic Call Distributor (ACD)
- Internet application for E9-1-1 (9-1-1Net®)
- GIS-based Emergency Warning and Evacuation (EWE) service

SCC

**For more information, call SCC's toll-free EWE Hotline: 800-643-7252**

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