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JANET NAPOLITANO  
GOVERNOR



BETSEY BAYLESS  
DIRECTOR

ARIZONA DEPARTMENT OF ADMINISTRATION  
INFORMATION SERVICES DIVISION  
100 NORTH 15<sup>TH</sup> AVENUE, SUITE 400  
PHOENIX, ARIZONA 85007

February 13, 2003

Ms. Lynn Mell  
Sr. Manager Regulatory Affairs  
T-Mobile  
12920 S.E. 38<sup>th</sup> St  
Bellevue, WA 98006

RECEIVED

FEB 25 2003

Federal Communications Commission  
Office of Secretary

Dear Ms. Mell:

This letter is Arizona Department of Administration's response to T-Mobile's letter dated December 10<sup>th</sup>, 2002 advising that T-Mobile would deploy Phase I Wireless service utilizing an E2 Plus interface.

As 9-1-1 Office personnel expressed during a few calls with T-Mobile, there are concerns with T-Mobile's decision to utilize E2 Plus in a Phase I environment. Those concerns range from quality of service to financial penalties.

The 9-1-1 Office has found it difficult to address those issues since T-Mobile and Qwest Communications respond with conflicting information and opposing views. So the purpose of this letter is to advise T-Mobile that, until the State of Arizona feels comfortable with the solution, **we will not accept T-Mobile's Phase I service**. This means that the project to implement Phase I in Pinal County, AZ should be put on hold until such time as we notify you differently. Also, as we Implement Phase I in other counties in Arizona we will not include T-Mobile in the request for service. Instead, we need T-Mobile to deliver wireless 9-1-1 calls in the same fashion as they are being delivered today.

The 9-1-1 Office is committed to supporting the PSAPs' (Public Safety Answering Point) goal to provide quality 9-1-1 service; therefore, this decision was not made lightly. We are hopeful that as T-Mobile and Qwest continue to talk and resolve differences a customer-focused solution can be developed so that Arizona's PSAPs can upgrade T-Mobile's wireless delivery to Phase I.

Respectfully:

A handwritten signature in black ink that reads "J. Terry Linkous".

J. Terry Linkous  
Assistant Director / CIO

cc John Muleta, FCC  
Cronan O'Connell, Qwest  
Jim Martin, Pinal County Sheriff's Office