Docket 04-36

Designated regional poison center for New Jersey by New Jersey Department of Health and Senior Services and the American Association of Poison Control Centers

The New Jersey Poison Information & Education System

Serving New Jersey Since 1983

[redacted]

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Federal Communications Commission
Office of the Secretary

September 7, 2004

The Honorable Rodney Frelinghuysen
Senator John Corzine
Senator Frank Lautenberg

Dear Sirs:

I wrote to your office on July 28, 2004 about the problems in telecommunications nationwide for the poison center movement. I'm writing you again, since I have not heard from you, as this problem continues to escalate. We have gotten several calls now from out of the State of New Jersey from individuals trying to reach their local poison center but reached us because they used a system called, "Voice Over IP".

Voice Over IP is a fledgling industry that allows you to make telephone calls over an internet connection. It is marketed because of its economic advantage and flexibility. Unfortunately, as is currently established, all calls are routed through a switch and those calls then take on the characteristics of a call that would be made from the location of the switch. If the switch happens to be in New Jersey, as is the experience that we have had so far with the company, Phoneage, which is located in Edison, New Jersey, the call comes to the New Jersey Poison Center instead of to the poison center in the caller's location. This is definitely not in the best interest of the caller, nor of the movement to establish seamless provision of poison center services across the country.

We look forward to working with you in trying to promote legislation requiring all types of telecommunication to be set up in such a way so that an individual calling the poison center has free and easy access to such services as is the spirit of federal legislation and regulation.

Sincerely yours,

Steven M. Marcus, MD
Executive Director

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