

**Non-initialized Cell Phone Call Reporting Form  
State of Connecticut PSAP's**

**Use March 15, 2008 through April 30, 2008**

**PURPOSE:** We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

**DEFINITIONS:** For purposes of this form, the following definitions apply:

**Non-initialized phone:** A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

**Harassing (not legitimate) calls from non-initialized phones:** Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 04/13/08 PSAP: Rocky Hill Name: James Belanger  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1104

Number of suspected calls received from suspected single caller: 1 ALT# (911)-919-2720

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 sec.

How much time (approximate) did emergency service providers spend on the call(s)? Ø

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

\_\_\_\_\_  
\_\_\_\_\_

**Fax or email all information to:**

**Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission**

**Fax: 860-610-6294**

**Email: [jvannais@ci.east-hartford.ct.us](mailto:jvannais@ci.east-hartford.ct.us)**

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**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/23/08 PSAP: Rocky Hill Name: Wolf - 196  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2148 hrs

Number of suspected calls received from suspected single caller: 1 ALT# (911) 381-8637

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature? Yes \_\_\_ No \_\_\_ Bogus calls for help? Yes \_\_\_ No \_\_\_  
Prank call? Yes \_\_\_ No \_\_\_ Hang up(s)? Yes  No \_\_\_  
Accidental dial? Yes \_\_\_ No \_\_\_  
Other? Yes \_\_\_ No \_\_\_ (If yes, please explain: 1 call, hung up upon answering)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min

How much time (approximate) did emergency service providers spend on the call(s)? 1 min

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 04/25/08 PSAP: Roxley Hill Name: James Polanga  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0715  
Number of suspected calls received from suspected single caller: 1 ALT# 911-827-3820

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:  
Threatening in nature? Yes \_\_\_ No X Bogus calls for help? Yes \_\_\_ No X  
Prank call? Yes \_\_\_ No X Hang up(s)? Yes X No \_\_\_  
Accidental dial? Yes \_\_\_ No X  
Other? Yes \_\_\_ No X (If yes, please explain: \_\_\_\_\_)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 0  
How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

\_\_\_\_\_  
\_\_\_\_\_

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**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/3/08 PSAP: Simsbury Name: Manann Zebades  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0722

Number of suspected calls received from suspected single caller: 1 ALT# 911-118-5701

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

911 hangup - no contact

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  
Threatening in nature? Yes \_\_\_ No \_\_\_ Bogus calls for help? Yes \_\_\_ No \_\_\_  
Prank call? Yes \_\_\_ No \_\_\_ Hang up(s)? Yes \_\_\_ No \_\_\_  
Accidental dial? Yes \_\_\_ No \_\_\_  
Other? Yes \_\_\_ No \_\_\_ (If yes, please explain: \_\_\_\_\_)

How much time (approximate) did call takers or dispatchers spend on the call(s)? \_\_\_\_\_

How much time (approximate) did emergency service providers spend on the call(s)? \_\_\_\_\_

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Date: 4/3/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1519

Number of suspected calls received from suspected single caller: 1 ALT# 911-020-6257

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

911 hang-up

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No ___	Bogus calls for help?	Yes ___ No ___
Prank call?	Yes ___ No ___	Hang up(s)?	Yes ___ No ___
Accidental dial?	Yes ___ No ___		
Other?	Yes ___ No ___	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? \_\_\_\_\_

How much time (approximate) did emergency service providers spend on the call(s)? \_\_\_\_\_

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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# Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

112

## Use March 15, 2008 through April 30, 2008

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**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/08/08 PSAP: Simsbury PD Name: Disp Michael # 504  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1014 hours

Number of suspected calls received from suspected single caller: ONE ALT# 911-185-7010

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

\_\_\_\_\_  
\_\_\_\_\_

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature? Yes \_\_\_ No X Bogus calls for help? Yes \_\_\_ No X  
Prank call? Yes \_\_\_ No X Hang up(s)? Yes \_\_\_ No X  
Accidental dial? Yes \_\_\_ No \_\_\_  
Other? Yes \_\_\_ No X (If yes, please explain: \_\_\_\_\_)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 minutes

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

\_\_\_\_\_  
\_\_\_\_\_

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Apparent misdial. Could hear choir practice in background.

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**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/08/08 PSAP: Simsbury PD Name: Disp Michael #506  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1146

Number of suspected calls received from suspected single caller: two ALT# 911-185-7010

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established: one at 10:13 and 1146

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:  
Threatening in nature? Yes \_\_\_ No   
Prank call? Yes \_\_\_ No   
Accidental dial? Yes  No \_\_\_  
Other? Yes \_\_\_ No  (If yes, please explain: \_\_\_\_\_)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 minutes

How much time (approximate) did emergency service providers spend on the call(s)? \_\_\_\_\_

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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*Probable misdial.  
Normal conversation heard  
in background. Arr connection static*

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Date: 4/10/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1837

Number of suspected calls received from suspected single caller: 2 ALT# 911-995-1339

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For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
Other?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	(If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 minute

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 4/12/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2:03

Number of suspected calls received from suspected single caller: 1 ALT# 911-007-7015

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Other? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? \_\_\_\_\_

How much time (approximate) did emergency service providers spend on the call(s)? \_\_\_\_\_

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:  
Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission  
Fax: 860-610-6294 Email: [jvannais@ci.cast-hartford.ct.us](mailto:jvannais@ci.cast-hartford.ct.us)

# Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

## Use March 15, 2008 through April 30, 2008

**PURPOSE:** We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

**DEFINITIONS:** For purposes of this form, the following definitions apply:

**Non-initialized phone:** A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

**Harassing (not legitimate) calls from non-initialized phones:** Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/26/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2055

Number of suspected calls received from suspected single caller: 1 ALT# 911-151-1625

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

\_\_\_\_\_  
\_\_\_\_\_

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes <input checked="" type="checkbox"/> No ___	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No ___	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 min

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

\_\_\_\_\_

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# Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

## Use March 15, 2008 through April 30, 2008

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**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/26/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2036

Number of suspected calls received from suspected single caller: 1 ALT# 911-151-1625

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>			
Other?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	(If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

\_\_\_\_\_  
\_\_\_\_\_

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# Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

## Use March 15, 2008 through April 30, 2008

**PURPOSE:** We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/30/08 PSAP: Simsbury Name: Fallon  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2203

Number of suspected calls received from suspected single caller: 2 ALT# 911-769-9020

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min.

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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# Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

## Use March 15, 2008 through April 30, 2008

**PURPOSE:** We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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**Legitimate calls from non-initialized phones:** Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/17/08 PSAP: Suffield P.D. Name: S. Robins  
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1416 hrs.

Number of suspected calls received from suspected single caller: 1 ALT# 911-600-7370

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

Call disconnected by dispatch because no one at other end. Phone was possibly is someone's pocket and dialed accidentally.

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature? Yes \_\_\_ No   
Prank call? Yes \_\_\_ No   
Accidental dial? Yes  No \_\_\_  
Other? Yes \_\_\_ No  (If yes, please explain: \_\_\_\_\_)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 30 seconds

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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