

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554**

In the Matter of)
)
Revision of the Commission's Rules To)
Ensure Compatibility with Enhanced 911) CC Docket No. 94-102
Emergency Calling Systems)
)
Request for Waiver By Southern)
Communications Services d/b/a)
SouthernLINC Wireless)

To: The Commission

SOUTHERNLINC WIRELESS E911 PHASE II QUARTERLY REPORT:

NOVEMBER 3, 2008

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Dated: November 3, 2008

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**SOUTHERNLINC WIRELESS E911 PHASE II QUARTERLY REPORT:
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Pursuant to the *Order* of the Federal Communications Commission ("FCC" or "Commission") of February 15, 2008,¹ Southern Communications Services, Inc. d/b/a SouthernLINC Wireless ("SouthernLINC Wireless") hereby provides the Commission its quarterly report regarding the status of its efforts to achieve ninety-five percent penetration of automatic location identification (ALI)-capable handsets among its subscribers pursuant to Section 20.18(g)(1)(v) of the Commission's Rules, 47 C.F.R. § 20.18(g)(1)(v).

¹ / *Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems; Request for Further Waiver by Southern Communications Services, Inc. d/b/a SouthernLINC Wireless*, CC Docket No. 94-102, Order, DA 08-406 (rel. Feb. 15, 2008) ("2008 Order") (granting SouthernLINC Wireless until August 15, 2008, to achieve ninety-five percent penetration of location-capable handsets among its subscriber base and requiring the filing of quarterly status reports).

I. BACKGROUND

On July 26, 2005, SouthernLINC Wireless, a “qualified Tier III carrier” as that term is defined in Section 107 of the *ENHANCE 911 Act*,² submitted a Request for Waiver seeking a limited extension of the Commission’s December 31, 2005, handset deployment deadline to allow SouthernLINC Wireless an additional twenty-four months to achieve ninety-five percent penetration of location-capable handsets among its subscriber base.³ As set forth in the Request for Waiver and subsequent filings, SouthernLINC Wireless has faced numerous challenges in its efforts to achieve the required level of penetration of location-capable handsets, including (i) a latent software defect in the Motorola A-GPS-equipped handsets used by SouthernLINC Wireless subscribers that rendered all A-GPS services in these handsets unusable for E911 location in July 2004; (ii) the substantial portion of handsets assigned to enterprise or government accounts that typically have long-term equipment replacement cycles and are both reluctant and resistant to upgrading from their current handsets to new location-capable handsets; and (iii) the number of SouthernLINC Wireless subscribers who utilize and rely on the range and coverage of higher-power 1 watt and 3 watt phones and who are unwilling to upgrade to a lower-power (0.6 watt) location-capable handset, which could decrease their ability to receive any communications services – including emergency services – in remote areas.⁴

² / National Telecommunications and Information Administration Organization Act – Amendment, Publ. L. No. 108-494, 118 Stat. 3986 (1994) (“*ENHANCE 911 Act*”).

³ / Request for Waiver by SouthernLINC Wireless, CC Docket No. 94-102, filed July 26, 2005 (“Request for Waiver”).

⁴ / *See, e.g.*, Request for Waiver at 2 – 3; *See also* SouthernLINC Wireless Notice of *Ex Parte* Presentation, CC Docket No. 94-102, filed September 9, 2005; SouthernLINC Wireless Response to Request for Additional Information Supporting its Request for

On November 3, 2005, the Commission granted SouthernLINC Wireless a limited ten-month extension of the ninety-five percent handset penetration deadline and required SouthernLINC Wireless to file status reports on a quarterly basis.⁵ On December 5, 2005, SouthernLINC Wireless filed a Petition for Reconsideration and Clarification of the *2005 Order*.⁶ This Petition is still pending before the Commission, and SouthernLINC Wireless clarifies that all subsequent filings it has made in this docket – including the instant Quarterly Report – have been submitted separate from and without prejudice to its pending Petition.

Subsequently, SouthernLINC Wireless made substantial progress toward the 95 percent benchmark, and the Commission granted further limited extensions until August 15, 2008, and required SouthernLINC Wireless to continue to file status reports on a quarterly basis.⁷ However, because it was still slightly short of that goal, SouthernLINC Wireless found it necessary to file a Request on July 18, 2008, for a Limited Waiver of the Commission’s handset penetration deadline.⁸

Waiver of the E911 Phase II Handset Deployment Deadline, CC Docket No. 94-102, filed Oct. 26, 2005 (“Supplemental Filing”).

⁵ / *Revision of the Commission’s Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems; Request for Waiver by Southern Communications Services, Inc. d/b/a SouthernLINC Wireless*, CC Docket No. 94-102, Order, FCC 05-188 (rel. Nov. 3, 2005) (“*2005 Order*”) (granting SouthernLINC Wireless until November 3, 2006, to achieve ninety-five percent penetration of location-capable handsets among its subscriber base and imposing certain conditions on the grant of waiver).

⁶ / Petition for Reconsideration and Clarification of SouthernLINC Wireless, CC Docket No. 94-102, filed December 5, 2005 (“Petition”).

⁷ / *See 2008 Order*.

⁸ / Request for Limited Waiver by SouthernLINC Wireless, CC Docket No. 94-102, filed July 18, 2008 (“2008 Request for Limited Waiver”).

Since filing that request, SouthernLINC Wireless reached the ninety-five percent handset penetration benchmark as of September 8, 2008. Consequently, SouthernLINC Wireless filed an Amendment to its Request on September 29, 2008, informing the Commission of its achievement, asking for a revision of its request for an extension of time only until September 8, 2008, and seeking a modification to its current extensive reporting requirements to bring them into line with the more modest reporting requirements imposed on Tier I and Tier II carriers. This Amended Request is still pending before the Commission as of the submission of this quarterly report.

II. INFORMATION REGARDING THE STATUS OF SOUTHERNLINC WIRELESS' E911 PHASE II DEPLOYMENT EFFORTS

In accordance with the *2008 Order*,⁹ SouthernLINC Wireless provides the Commission with the following information regarding its E911 Phase II deployment status and efforts.

A. Number and Status of Phase II Requests from PSAPs

As of November 3, 2008, SouthernLINC Wireless had received 189 requests for Phase II service out of a total of 302 PSAPs in its service territory. SouthernLINC Wireless has completed deployment in response to 180 of these requests, with 9 requests still pending. None of the pending requests for Phase II service have extended past the Commission's six-month deployment deadline. In all cases, SouthernLINC Wireless remains in regular communication with PSAPs regarding Phase I and Phase II deployment and stands ready to take whatever steps it can to ensure that enhanced 911 services are made available as expeditiously as possible.

⁹ / *2008 Order* at ¶ 15.

A chart summarizing SouthernLINC Wireless' deployment of E911 Phase I and Phase II service to PSAPs is provided as Attachment A. Pending Phase I and Phase II requests are detailed in the chart enclosed as Attachment B.

Because SouthernLINC Wireless has chosen to deploy a handset-based solution to provide caller location data to PSAPs, it is currently capable of providing E911 Phase II service to any and all Phase II-capable PSAPs in its service territory.

B. Estimated Dates on Which Phase II Service Will Be Available to PSAPs Served by SouthernLINC Wireless' Network

As described above, SouthernLINC Wireless is capable of providing Phase II service to any requesting Phase II-capable PSAP in its service territory. Estimated deployment dates for pending Phase I and Phase II requests are provided in the chart enclosed as Attachment B.

C. Status of Coordination Efforts With PSAPs for Alternative Handset Penetration Dates

SouthernLINC Wireless remains in constant communication with all PSAPs in its territory regarding E-911 services, its ability to provide Phase I and Phase II services, and any problems that may arise that affect service availability. These communications may be written or verbal, and they include information on SouthernLINC Wireless' ability to provide Phase II service to its customers and the degree to which its customers can benefit from Phase II capabilities. SouthernLINC Wireless' 911 services coordinator interacts with the 911 community on a regular basis, including attending meetings where she provides verbal updates on SouthernLINC Wireless' Phase II deployment status. Depending on the nature of the meeting, such information may be provided to all attendees in the form of a general announcement or may be targeted to interested parties in specific discussions. Since the submission of SouthernLINC Wireless' 3rd Quarter

2008 Report,¹⁰ the 911 services coordinator has provided updates at the Alabama Northwest 911 Directors Meeting, the Alabama Gulf Coast Conference, and the Alabama NENA Quarterly Meeting, as well as through telephone conversations and face-to-face interactions with PSAP representatives as Phase II deployments are completed.

As described in its previous quarterly status reports, SouthernLINC Wireless has undertaken a communications program for Phase II-capable PSAPs in its service territory focusing on the customer handset penetration issue.¹¹ Specifically, SouthernLINC Wireless is providing these PSAPs with regular updates every two months via U.S. mail on the number of SouthernLINC Wireless customers using location-capable handsets and its progress towards the goal of ninety-five percent penetration of location-capable handsets. The most recent of these written updates was sent to PSAPs on October 30, 2008.

In addition, SouthernLINC Wireless always provides PSAPs with written confirmation of Phase II implementation once all activities, including testing, have been completed. These communications also include information on the number of SouthernLINC Wireless customers using location-capable handsets and its progress towards the ninety-five percent penetration goal. These PSAPs will also receive the regular mail updates described above.

D. Efforts to Encourage Subscribers to Upgrade to Location-Capable Handsets

As described in its previous quarterly reports and other filings with the Commission, SouthernLINC Wireless undertook extraordinary efforts at significant

¹⁰ / SouthernLINC Wireless E911 Phase II Quarterly Report: August 1, 2008, CC Docket No. 94-102, filed August 1, 2008 (“3rd Quarter 2008 Report”).

¹¹ / See, e.g., *Id.* at 6.

expense to encourage subscribers to upgrade to location-capable handsets, including multiple large-scale customer outreach campaigns (consisting of direct mail, customer calling, and text message campaigns, as well as customer site visits and booths at conferences and public events), offers of free minutes and free services, and an aggressive program offering customers with non-location capable handsets a free replacement phone with no additional contract requirements.¹² On September 8, 2008, SouthernLINC Wireless achieved ninety-five percent penetration of location-capable handsets among its subscribers.

E. Percentage of Customers With Location-Capable Handsets

As described above, SouthernLINC Wireless achieved ninety-five percent penetration of location-capable handsets among its subscribers as of September 8, 2008.

F. Status in Achieving Compliance

As described above, SouthernLINC Wireless achieved ninety-five percent penetration of location-capable handsets among its subscribers as of September 8, 2008.

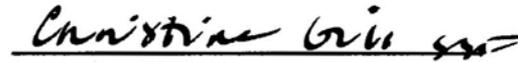
¹² / *See, e.g.*, 2nd Quarter 2008 Report at 7 – 14 (and the filings cited therein); *See also* Request for Further Waiver by SouthernLINC Wireless, CC Docket 94-102, filed Nov. 9, 2007 at 17 – 20 and Attachments E through I.

III. CONCLUSION

As demonstrated above, SouthernLINC Wireless is continuing to put forth substantial effort and resources into migrating as much of its subscriber base as possible to location-capable handsets, and it is committed to achieving full compliance with the Commission's handset penetration requirement as quickly as possible.

Respectfully submitted,

SOUTHERNLINC WIRELESS



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Dated: November 3, 2008

ATTACHMENT A

E911 Phase I and Phase II Deployment to PSAPs

Legal External Affairs
Project Status Report

E911 Phase I and II Deployments



A Southern

SouthernLINC Wireless External Affairs
Project Update

Last Reviewed: 10/31/2008

911 Deployments

Status as of October 31, 2008		Phase 1 Requests					Phase 2 Requests				
911 Implementation	Total PSAPs	Total Rec'd	Total Pending	Total Deployed	2008 Deployments	Total Past Deployment Deadline	Total Rec'd	Total Pending	Total Deployed	2008 Deployments	Total Past Deployment Deadline
AL	85	80	0	80	80	0	73	4	69	69	0
FL	12	12	0	12	12	0	12	0	12	12	0
GA	180	124	0	124	124	0	96	5	91	91	0
MS	25	11	0	11	11	0	8	0	8	8	0
Total	302	227	0	227	227	0	189	9	180	180	0

ATTACHMENT B

Status of Pending E911 Phase I and Phase II Requests

Phase 1 Sites - None pending at this time

First Name	Last Name	Work Phone	PSAP Name	P1 6 Mo Deployment Due Date	P1 Deployment Scheduled Date
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Phase 2 Sites

First Name	Last Name	Work Phone	PSAP Name	P2 6 Mo Deployment Due Date	P2 Deployment Scheduled Date
Darlene	Smith	(770) 567-7289	Pike County GA 911	13-Feb-09	TBD
Melissa	Dove	(334) 682-4911	Wilcox County AL 911	05-Mar-09	TBD
Chad	Sowell	(334) 585-1911	Henry County AL 911	08-Mar-09	TBD
Kelly	Barnard	(912) 557-1911	Tattnall County GA 911	11-Mar-09	TBD
Roland	Sutton	(912) 487-1806	GA Tri-County 911 Authority	17-Mar-09	TBD
Jane	Brown-Reed	(334) 832-7711	Montgomery County AL 911	23-Mar-09	TBD
Carolyn	Davis	(404) 765-1147	East Point GA, City of	29-Mar-09	TBD
Claire	White	(770) 358-5159	Lamar County GA 911	29-Mar-09	TBD
Tom	Johnson	(205) 956-5990	Irondale AL, City of	06-Apr-09	TBD