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Establishment and Operation of Public Safety Answering Points and Private Safety Answering Points

Sec. 28-27-1. Designated emergency number

The digits “9-1-1” shall be the only emergency number advertised for use at the company, corporation or institution served by the private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-2. Answering point coordinators

Each public safety answering point and private safety answering point providing enhanced 9-1-1 service shall designate a person to serve as the contact person with the municipality, the Office of Statewide Emergency Telecommunications, and the telephone company for all issues regarding 9-1-1 service.

(Effective August 2, 1993)

Sec. 28-27-3. Hours of operation

Public safety answering points and private safety answering points shall operate on a twenty-four hour, seven day a week basis.

(Effective August 2, 1993)

Sec. 28-27-4. Seven digit telephone lines

Each public safety answering point and private safety answering point shall maintain at least one published seven digit number to be used to communicate with local public safety agencies and for receipt of incoming emergency calls transferred to the public or private safety answering point by telephone company operators.

(Effective August 2, 1993)

Sec. 28-27-5. Physical security

All entrance ways to public safety answering points and private safety answering points shall be locked to prevent entry by unauthorized personnel. Entry shall be gained only by authorized key holders or by lock release initiated by public/private safety answering point personnel.

(Effective August 2, 1993)

Sec. 28-27-6. Security clearance

Each public safety answering point and private safety answering point shall establish personnel security clearance standards that are acceptable to the municipality and local public safety agencies in whose jurisdiction the facility is located.

(Effective August 2, 1993)

Sec. 28-27-7. Call handling procedures

(a) Each public safety answering point shall have the ability to respond to all 9-1-1 calls received from its service area by dispatching appropriate private or public safety agencies to the emergency or through the transfer of the call to a secondary, dispatch point, having the required dispatching capability.

(b) Each private safety answering point shall have the ability to transfer 9-1-1 calls to public safety answering points or secondary dispatch points, relay information to a public safety agency, or, as appropriate, directly dispatch private safety services.

(Effective August 2, 1993)

Sec. 28-27-8. Emergency power source

Each public safety answering point and private safety answering point shall be equipped with an emergency power generator capable of providing for the essential

power requirements of the facility to ensure continuous operation for a minimum of twenty-four hours during commercial power outages.

(Effective August 2, 1993)

Sec. 28-27-9. Training

(a) The company, corporation or institution shall provide training on all 9-1-1 equipment and systems installed by the company for all private safety answering point personnel directly involved in the operation of 9-1-1 equipment and functions.

(b) Public safety answering point and private safety answering point dispatchers shall be subject to the state requirements for telecommunicator training as specified in section 28-30 of the Connecticut General Statutes.

(Effective August 2, 1993)

Sec. 28-27-10. Call answer threshold

Each public safety answering point and private safety answering point shall have sufficient 9-1-1 equipped answering positions and staff to ensure that ninety percent of all 9-1-1 calls are answered in no more than ten seconds during normal peak operating periods.

(Effective August 2, 1993)

Sec. 28-27-11. Enhanced 9-1-1 answering positions

There shall be, at a minimum, two enhanced 9-1-1 equipped answering positions established at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-12. Grade of service

The number of incoming enhanced 9-1-1 trunk lines to each public safety answering point and private safety answering point shall be based upon a grade of service of P.O1. A P.O1 grade of service means that not more than one 9-1-1 call in 100 will receive a busy signal during the average busiest hour. The service population and the call volumes experienced by the public or private safety answering point shall determine actual trunking levels.

(Effective August 2, 1993)

Sec. 28-27-13. Minimum trunking requirements

There shall be a minimum of two incoming 9-1-1 lines at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-14. Call status indicators

Each 9-1-1 trunk line terminating at a public safety answering point or private safety answering point shall indicate incoming emergency calls by both audible and visual indicators.

(Effective August 2, 1993)

Sec. 28-27-15. 9-1-1 terminal equipment

(a) Public safety answering point and private safety answering point 9-1-1 terminal equipment shall:

(1) electronically display the automatic number identification (ANI) of the calling party.

(2) electronically display the automatic location identification (ALI) of the calling party or provide for the electronic or, if approved by the Office for private safety

answering points, the manual retrieval of location information from an in-house data base,

(3) provide a hard copy printout of the ANI, time of 9-1-1 trunk seizure, time the call was answered, time the call was transferred, time the call was terminated, trunk identification and answering position identification.

(b) Public safety answering points and private safety answering points that interface with the established enhanced 9-1-1 network shall utilize enhanced 9-1-1 equipment compatible with said network and approved by the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-16. Equipment safeguards

(a) Service entrances at public safety answering points and private safety answering points for commercial power and telephone service shall be underground for all such facilities constructed after July 1, 1993. All commercial power and telephone lines entering the facility shall be encased in protective sheathing.

(b) All facilities and equipment associated with 9-1-1 service shall be provided with protective measures to prevent accidental worker contact. Each protected termination shall be clearly identified.

(Effective August 2, 1993)

Sec. 28-27-17. Private safety answering point ALI and location data base updates

(a) Private safety answering points that utilize the established Southern New England Telephone (SNET) ALI data base shall transmit updates to SNET data management system on a daily basis in a manner prescribed by tariff. The SNET ALI data base and data management system provide the ALI functions of enhanced 9-1-1 service and is updated by SNET on a daily basis.

(b) Private safety answering points that utilize an in-house location data base shall make updates daily with all updates completed within two days of any change. Private safety answering points shall maintain a record of all updates to the in-house data base.

(Effective August 2, 1993)

Sec. 28-27-18. Contingency re-route plans

All private safety answering points shall have back-up routing capability that provides backup for the re-routing of 9-1-1 calls to the local public safety answering point when all lines to the intended private safety answering point are out of service.

(Effective August 2, 1993)

Sec. 28-27-19. Public and private safety answering point inspections

The Office of Statewide Emergency Telecommunications may inspect each public safety answering point and private safety answering point that utilizes enhanced 9-1-1 network features to determine if it meets the standards for public and private safety answering points.

(Effective August 2, 1993)

Sec. 28-27-20. Private safety answering point planning and coordination

(a) Each private safety answering point shall coordinate with the chief executive officer of the municipality in whose area the private safety answering point operates, to develop and implement a plan in concert with the respective chief or head of the respective law enforcement, fire or emergency medical service (EMS) department

or provider for the transfer of 9-1-1 calls relating to law enforcement, fire and EMS incidents and/or to relay information relating to law enforcement, fire and EMS incidents in accordance with criteria established by the municipality.

(b) The plan for transferring and/or reporting law enforcement, fire and EMS incidents shall be submitted as part of the private branch exchange utilization plan submitted to the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-21. Private safety answering point decertification

The Office of Statewide Emergency Telecommunications shall rescind its approval of any 9-1-1 private safety answering point that fails to comply with the standards set for such facilities.

(Effective August 2, 1993)

Sec. 28-27-22. Compliance with federal requirements for access to emergency 9-1-1 services by telecommunications devices for the deaf (TDD)

Each public and private safety answering point shall be equipped with a TDD to be in compliance with Title 28, Section 35.162 of the Code of Federal Regulations.

(Effective August 2, 1993)

Requirements Relating to Competitive Local Exchange Carriers

Sec. 28-27-23. Definition

For the purposes of sections 28-27-23 to 28-27-29, inclusive, of the Regulations of Connecticut State Agencies, Competitive Local Exchange Carrier (CLEC) means an entity that competes for local exchange service, as well as long distance, international, Internet access, and entertainment with the incumbent local exchange carrier. A local exchange is the telephone company exchange where subscriber lines are terminated. A local exchange carrier is a local telephone company. A facilities-based CLEC owns switching equipment and telephone lines.

(Adopted effective April 1, 2002)

Sec. 28-27-24. Emergency call traces

(a) Each CLEC shall identify how emergency call traces shall be initiated by Enhanced 9-1-1 (E9-1-1) public safety answering points (PSAPs) when an E9-1-1 call from a CLEC subscriber is received and the address cannot be determined. Each CLEC shall identify call trace contacts with telephone numbers so that call traces may be initiated at the request of a PSAP and completed in a timely manner. Such contacts shall be available at all times.

(b) CLECs shall update call trace contacts as changes occur and shall promptly provide such updated contact lists to the Office of Statewide Emergency Telecommunications (OSET) so that OSET may distribute the information to PSAPs.

(Adopted effective April 1, 2002)

Sec. 28-27-25. Subscriber updates

(a) Each CLEC shall transmit subscriber telephone number and address records to the E9-1-1 database provider as provided by NENA-02-011, Recommended Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions. Each CLEC shall cooperate with the E9-1-1 database provider to ensure prompt correction of data management system errors.

(b) Upon receipt of a complaint regarding a database error, OSET may request that the CLEC responsible for the error provide a written analysis of the circumstances of

the error and corrective action plan. The analysis and plan shall be submitted to OSET within five days or such other period of time as OSET deems appropriate given the circumstances.

(Adopted effective April 1, 2002)

Sec. 28-27-26. Tandem connection

Each facilities-based CLEC shall connect each telephone switching facility responsible for delivering E9-1-1 calls to both E9-1-1 selective routing tandems and, as required by Section 28-27-12 of the Regulations of Connecticut State Agencies, maintain a grade of service of P.01.

(Adopted effective April 1, 2002)

Sec. 28-27-27. Performance reports

(a) Facilities-based CLECs shall submit a written grade of service network performance report and E9-1-1 database update report to OSET on a quarterly basis. The following information shall be provided:

(1) Grade of service performance of the interconnections between the telephone switching offices of facilities-based CLECs and both E9-1-1 selective routing tandems; and

(2) Number of subscriber records updated to the E9-1-1 database and the number of days required to perform the updates.

(b) Quarterly network performance reports, which measure the number of calls blocked between the CLEC and E9-1-1 tandems, shall be provided as follows:

(1) The report due on January 1 shall cover September, October and November of the previous year;

(2) The report due on April 1 shall cover December of the previous year and January and February of the current year;

(3) The report due on July 1 shall cover March, April and May of the current year; and

(4) The report due on October 1 shall cover June, July and August of the current year.

(Adopted effective April 1, 2002)

Sec. 28-27-28. Default routing plans

(a) Facilities-based CLECs shall route E9-1-1 calls to a default PSAP during automatic number identification failure or other event when the process of selective routing of E9-1-1 calls cannot occur.

(1) Written CLEC default routing plans shall be submitted to OSET for approval.

(2) Approved default routing plans shall be in place prior to the provision of local telephone service by a CLEC.

(3) The default PSAP selected for each numbering plan area (area code) should be the PSAP serving the largest CLEC subscriber base within the numbering plan area or area code.

(b) Default routing plans shall include the following:

(1) CLEC name and address;

(2) CLEC service area;

(3) Default PSAP selected for CLEC service area; and

(4) CLEC contact responsible for the default routing plan.

(Adopted effective April 1, 2002)

Sec. 28-27-29. Outage notification

If E9-1-1 service is unavailable to facilities-based CLEC subscribers for a period exceeding two (2) hours, the CLEC shall notify OSET of the outage employing notification procedures provided by OSET.

(Adopted effective April 1, 2002)