POLICY NO. 9

CONTACT AND INFORMATION REQUIRMENTS FOR CMRS PROVIDERS, PSAPS AND DISTRICTS

WHEREAS, the Tennessee Emergency Communications Board (the Board) finds that there is a need for public safety answering points (PSAPs) to obtain a caller's identification, call-back number and location information from commercial mobile radio service (CMRS) providers immediately in an emergency situation; and

WHEREAS, Title 47, United States Code, Section 222 specifically permits the release of such information to public safety answering points and providers of emergency services:

NOW THEREFORE, the Board hereby enacts the following policy:

Requirements for CMRS Providers:

1. All CMRS Providers providing Commercial Mobile Radio Service in the State of Tennessee shall establish a dedicated emergency toll-free number restricted for use in emergency situations by Emergency Communications Districts (Districts), PSAPs, and other public safety emergency service providers (as defined by T.C.A. §7-86-103(1)). This number shall be staffed twenty-four hours per day, seven days per week.
2. All CMRS Providers shall provide a customer's name and address immediately upon request of a District, PSAP or other public safety emergency services provider for use in an emergency situation. No subpoena shall be necessary. Nothing herein shall prohibit a CMRS provider from requesting written confirmation of the request after the emergency has abated.
3. Each CMRS Provider shall provide the Board and each District in its service area with the provider's non-emergency toll-free number, as well as the number established pursuant to item number one above, and with the address to which any non-emergency requests or subpoenas for information should be sent.
4. Each CMRS Provider shall provide the Board and each District director with an escalation list within the provider's company that can be followed by the District in the event that the procedures outlined below are not followed by the provider's employees.

Requirements for PSAPs and Districts:

1. Each District shall provide the Board with PSAP information lists for all PSAPs within their service area together with the following information for each PSAP:

   a. Name of Supervisor/Director;
   b. Call-back number for use by CMRS providers; and
   c. Address.

   The Board shall provide each CMRS provider with this information for PSAPs within the provider's service area.

2. The District's Director or the PSAP's supervisor shall serve as the contact for CMRS providers in the event that PSAP personnel fail to follow proper procedures in obtaining customer information as outlined below.

Information Request Procedures:

1. Where a PSAP, District, or emergency services provider requires customer information in an emergency situation, the person calling shall:

    a. Call the provider's dedicated emergency toll-free number;
    b. Identify themselves and their PSAP by name and county and give their Operator name and number;
    c. Identify the emergency; and
    d. Specify the information required.

2. Upon receipt of a request for information in an emergency, the CMRS provider shall immediately look up the customer information requested. The provider shall then reference the PSAP information list provided by the Board and contact the Director/Supervisor designated thereon for the requesting PSAP to deliver the information.

Adopted 2-22-01