POLICY NO. 39

APPLICATION OF EMERGENCY TELEPHONE SERVICE CHARGE TO VoIP SERVICE

Effective July 1, 2006, all subscribers and users of voice over internet protocol ("VoIP") service are subject to the emergency telephone service charge.[1] The Tennessee Emergency Communications Board ("TECB") understands that VoIP providers may be unable to determine the number of users utilizing VoIP service through a VoIP account, especially in the context of commercial accounts. For each VoIP account, the TECB interprets Tennessee Code Annotated § 7-86-108(a)(1)(B)(vi) as imposing the emergency telephone service charge on all circuits or capacity by which the account may simultaneously transmit a telephone call to a public safety answering point, which otherwise may be understood to be the account's concurrent call volume or the account's capacity for making simultaneous calls. One service charge should be assessed on each such circuit or capacity for each account.[2]

Adopted 9-28-06

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[1] 2006 Tenn. Pub. Acts 925.

[2] As an illustration: if a VoIP provider sells service to a business account and configures the service such that the account may make a maximum of 100 outgoing calls simultaneously under optimum conditions, the account should be assessed the emergency telephone service charge for 100 "subscribers or users" regardless of the number of VoIP devices connected by the account on any given day (whether 20, 200, or any other number of devices).