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Barbara M. Neal, Executive Director
Vermont Enhanced 9-1-1 Board
100 State Street
Suite 500
Montpelier, VT 05620

Re: Comments to the Enhanced 911 Board on the Outage Reporting Rule

Dear Executive Director Neal:

It is certainly a testimony to citizen voice encouraged in Vermont that I comment today to the Enhanced 911 Board on the Outage Reporting Rule. Thank you.

My comments are similar to those that I made at last week's meeting:

- As a small rural state, Vermont is very different from California and other states with large urban populations. Our outage rule must have reporting thresholds that quickly identify localized outages so as to safeguard telephone subscribers who must have reliable E-911 service.
- The Enhanced 911 Board's priority must be on public safety and promptness in providing outage information for emergency responders even as it respects the profit-making and technological interests of Vermont's telecommunication companies.
- The rule needs to include provisions to ensure accurate mapping and verification of coverage areas for cell towers and the accuracy of reporting by ZIP Codes in ways that make sense for Vermont.
- Vermont needs to reconsider its directive to the Enhanced 911 Board rule to follow California provisions for reporting thresholds for wireless outages such as number of customers affected and reporting time. Given our population, Vermont's rule for reporting landline outages should reflect its rural and community-based nature with town-by-town reporting within an hour.
- Public safety as a need must supersede ethically, any considerations of competitive interest.

Thank you.

Yours truly,

Cecile Betit

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CC: Wallingford Selectboard,
Rutland County Legislators
Jonathan Gibson