

State of Vermont Enhanced 9-1-1 Board

Date: October 27th, 2020
From: Barbara Neal, Enhanced 9-1-1 Executive Director
To: All telecommunication companies operating in Vermont
Subject: Revised policy on notification of outages affecting access to 9-1-1

Note: This document restates the policy as originally implemented on November 8, 2007. The only change is to update the system provider telephone number.

With the change in Vermont's 9-1-1 system provider it is appropriate to clarify the Board's policy regarding notification of outages affecting access to 9-1-1. In accordance with VSA 30 § 7053 the Enhanced 9-1-1 Board established technical standards. Paragraph (4)(b)(3) of the 9-1-1 System Design – Technical Standards states:

Regulated Telecommunications Companies shall report any network failures to the system provider and Board within two hours of each occurrence or sooner.

Notification to the Board shall be made via electronic mail to e911-notify@vermont.gov and shall contain the following information:

1. Telephone Company
2. Affected NPA/NXX(s)
3. Location of Affected Facility
4. Approximate Number of Subscribers Affected
5. Date and Time Outage Began
6. Estimated Date and Time for Restoration of Service
7. Cause if Known
8. Contact Information

The system provider shall be notified by phone at (877) 469-2010

Upon restoration of service notification to the Board shall be made via electronic mail to e911-notify@vermont.gov and shall contain the following information:

1. Telephone Company

State of Vermont Enhanced 9-1-1 Board

2. Location of Affected Facility
3. Actual Restoration Time
4. Any other information requested in the initial notification that was not previously available or unverified such as cause or number of subscribers affected.

The system provider shall be notified by phone at (877) 469-2010

Thank you for your attention to this matter. Please feel to contact me if you have any questions or would like further clarification. I can be most easily reached by e-mail at barbara.neal@vermont.gov