

Enterprise Communications Systems (ECS) Compliance Waiver Request Form

The [Rule Governing the 9-1-1 Requirements for Enterprise Communications Systems](#) was adopted pursuant to 30 V.S.A. § 7057. The purpose of this rule is to define the 9-1-1 requirements for all Enterprise Communications Systems (ECS), also referred to as privately-owned telephone systems or multi-line telephone systems, that provide access to the Public Switched Telephone Network (PSTN) for end users within the State of Vermont.

In accordance with the Rule, the Vermont Enhanced 9-1-1 Board may grant a waiver to these requirements if, in the judgment of the Board, the ECS is actively engaged in becoming compliant with this rule, is likely to comply with this rule in a reasonable amount of time and will do so in accordance with standards and procedures adopted by the Board by rule.

Please complete the following:

1. Company/Entity:
2. Technical Contact & Title:
3. Technical Contact Telephone:
4. Technical Contact Email:
5. Business Manager Contact:
6. Business Manager Telephone:
7. Business Manager Email:
8. Provision(s) for which waiver request is sought – please check all that apply:

4.0 General Requirements	
<input type="checkbox"/>	4.1 ECS end users shall have the ability to directly initiate a call to 9-1-1 without dialing any additional digit, code, prefix or post-fix.
<input type="checkbox"/>	4.2 The ECS shall provide ANI for every station or living unit with a station.
<input type="checkbox"/>	4.3 The ECS shall provide a unique Call Back Number (CBN) for every station or living unit with a station. The CBN will allow the Vermont 9-1-1 system to dial-back the originating station or living unit.
<input type="checkbox"/>	4.4 The ECS shall provide ALI to include a CBN and a dispatchable location for every station or living unit with a station. The location information must correlate to a physically posted dispatchable location in the facility.
<input type="checkbox"/>	4.5 The ALI shall be provided by a third-party database provider, a LIS, or a future technology recognized and accepted by NENA standards and the Vermont Enhanced 9-1-1 Board.
<input type="checkbox"/>	4.6 The ECS shall route 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP) based upon the caller's physical location.
<input type="checkbox"/>	4.7 An ECS with remote and/or mobile users must allow the user to connect using the native phone application and the mobile network of the device when dialing 9-1-1, if capable. If the mobile or remote user can only contact 9-1-1 through the ECS then an accurate dispatchable location of the remote/mobile user must be provided.

9. Provide details as to why your ECS cannot comply with each section checked in response to #8 above:

10. What is your company doing to actively pursue ECS Compliance? Please provide detailed information as to what is actively being done, or the plan to achieve compliance. This information should include the steps you are actively taking or plan to take.

11. What is your timeline for becoming fully compliant? Please explain why this time is necessary to become compliant with the rule.

12. What is your anticipated “end date” for compliance? Month/Year: _____

Technical Contact Signature: _____ Date: _____

Business Manager Signature: _____ Date: _____

Completed forms should be submitted to e911.ecsinfo@vermont.gov or faxed to 802-828-4109.

THIS SECTION FOR E9-1-1 BOARD STAFF USE ONLY

Reviewer Name: _____

Status: Approved Denied

Comments: