

Tom,

Phone number is: 253-512-7011

What most folks haven't figured out is that this problem of tenant services going out of business is a direct result of wireless displacing wireline. People who make calls to friends or relatives that would normally be toll will save money with the current wireless plans plus they have the convenience of a pocket phone. Only a matter of time before this hits Qwest in the pocket book. Maybe the following will help.

Bob

Should the rule be amended to have the state E911 office notified?

Because cessation of services may impact the ability of a customer to connect to the PSTN, including access to 911 services, and because all telephone services providers are required to provide for connectivity to Enhanced 911 including data concerning the caller's location, E911 system administrator's should be notified when a cessation of business occurs. The foremost reason for the notification is to permit the local public safety responders to take appropriate actions, if possible, to assure that the residents have access to emergency services. They may also feel it is appropriate to add police patrols or otherwise attempt to mitigate for the lack of telephone service in some locations. The E911 data bases will need to be updated as customers are moved to operational services and, although this is a carrier responsibility, the local 911 operations are frequently involved and provide assistance. The E911 data bases are always a cooperative effort between carriers and counties where early notification of major changes is key to maintaining a low data corruption rate.

The option to have the local Enhanced 911 coordinator notified of cessation of service is the ultimate goal. However, since the carrier may well contact the state E911 office to get contact information for the county having them notify the state is a practical way of limiting the need for multiple contacts.