

This is the most current information that has been received from the carriers. The Board has not independently verified the accuracy of the information.

Wireless E911 Phase I—Contact Information

NTCH-WEST TENN, INC, DBA CLEAR TALK

1. 24x7 Emergency Procedures

The PSAP is responsible for contacting the TCS NOC to report trouble symptoms that appear to be associated with services.

After impairment has been detected, TCS manages it until resolution by following troubleshooting, escalation, and notification procedures defined in TCS internal documents.

TCS notifies PSAPs of impairment based upon the severity level of the impairment. Notification procedures guide how and when notification occurs.

Procedures:

- 1) E-mail the TCS NOC at NOC@seattle.telecomsys.com or call 1 800-959-3749 if there is an impairment with the delivery of a wireless carrier's E9-1-1 calls or with the ANI/ALI display.
- 2) Provide the following information to the TCS NOC;
 - PSAP Name
 - Description of the impairment
 - Data and time impairment was noticed

Please contact the TCS NOC before contacting your carrier. Escalation contacts for the carrier may be provided to the PSAP.

Support Type	Contact Name	Contact Number
TCS Operations	NOC	E-mail: NOC@seattle.telecomsys.com Toll-free: 1 800-959-3749

2. Contact number for subscriber information 24X7 for purposes of determining the name and address of 911 callers is Heinz Steinmann, (760) 861-2067.

Wireless E911 Phase I—Mapping Information

NTCH-WEST TENN, INC, DBA CLEAR TALK

ECDs may obtain coverage maps from TCS. Contact Jeff Farmer (TCS Deployment Manager) at 206-792-2410.