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NOTIFICATION OF PLANNED AND UNPLANNED 9-1-1 OUTAGES BY MASSACHUSETTS CLEC SERVICE PROVIDERS

Effective immediately, CLEC Service Providers doing business in Massachusetts are requested to comply with the following procedures in notifying the State 911 Department and the 911 service provider in advance of planned and unplanned outages that impact or may impact a CLEC customer's ability to access 9-1-1.

Outage Definition:

The term "outage" has the meaning set forth in Part 4 of the rules of the Federal Communications Commission (FCC) (47 C.F.R. Part 4).

Planned Outages:

1. At least three (3) business days prior to the planned outage, the CLEC Service Provider shall contact the State 911 Department by email at 911outage@massmail.state.ma.us and provide the following:

   - Date of planned outage;
   - Duration of planned outage;
   - Wire centers;
   - PSAPs expected to be impacted; and
   - Name, address, email address, and cellular telephone number of company contact during outage.

   The State 911 Department will notify the 911 service provider and the affected PSAP(s) of the planned outage.

2. After the completion of the planned outage, the CLEC Service Provider shall test their network as soon as possible to make sure that 9-1-1 calls can be made successfully, thereby assuring no translations, network or other connections were lost. A minimum of three (3) test calls should be made.

3. When the testing is complete, the CLEC Service Provider shall call the 911 service provider (Verizon CCC, at 1-800-391-1435) and advise that test calls were successfully completed. The 911 service provider will send a notification to the State 911 Department and the affected PSAP(s) that service has been restored.

Unplanned Outages:

In the event of an unplanned outage, the CLEC Service Provider shall:

1. Immediately contact the 911 service provider (Verizon CCC, at 1-800-391-1435 or 1-978-691-4710) and notify them of the outage, explaining the following:

   - An unplanned outage has occurred;
   - Explain the outage in detail;
   - Anticipated restoration time;
   - Effect on 9-1-1 calls and affected PSAPs; and
   - Name and contact information (email address and cellular telephone number) of company representative during outage.

   The 911 service provider will notify the State 911 Department and the affected PSAP(s) of the outage.

2. When service has been restored, the CLEC Service Provider shall test their network assuring that 9-1-1 calls can be made successfully, thereby assuring no translations, network, or other connections were lost.

3. When the testing is complete, the CLEC Service Provider shall call the 911 service provider (Verizon CCC, at 1-800-391-1435) and advise that service is restored.

   The 911 service provider will notify the State 911 Department and contact the affected PSAP(s) to notify them that service has been restored.