

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

**RESPONSES TO SECOND SET OF INFORMATION REQUESTS OF THE
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
TO THE STATE 911 DEPARTMENT**

**D.T.C. 25-2
MAY 12, 2025**

Responsible Person: Frank Pozniak

D.T.C. 2-1 Refer to the 911 Department's response to D.T.C. 1-2 (C). Clarify the expected expenditure amount as a result of the radio equipment purchase orders.

RESPONSE:

The 911 Department expects \$91,970 will be expended on radio equipment in FY 2025.

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D.T.C. 2-2 Refer to the 911 Department's response to D.T.C. 1-2 (D). Provide the expected expenses/types of expenses for subcategory D, Wireless/North Shore Call Centers.

RESPONSE:

The 911 Department expects \$115,439 will be expended in support of the Wireless and North Shore Call Centers in FY 2025; \$13,513 is expected to be expended for additional furnishings needed for the Wireless Call Center and \$101,926 is expected to be expended in support of building repairs for the North Shore Call Center.

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D.T.C. 2-3 Refer to the 911 Department's response to D.T.C. 1-3 (B). Explain what projects are funded under the "New Projects" category and provide their approximate FY completion dates.

RESPONSE:

FY 2025 projections included funding for the replacement of the fire alarm system at the North Shore Call Center as well as funding in support of regionalization efforts (IT equipment, radio equipment and infrastructure) at the North Shore Call Center. Project completion is expected in FY 2026.

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D.T.C. 2-4 Refer to the 911 Department's response to D.T.C. 1-19 (C).

- A. Explain whether this change in approach has resulted in a change to any existing contracts. Provide the updated document(s), if applicable.
- B. Clarify whether the projected expenditures in Attachment B, NG 911 - Non- Recurring include only expected expenditures for the call handling software solution in FYs 2025, 2026, and 2027.

RESPONSE:

- A. The change in approach has not resulted in a contract amendment. The contract as executed remains in effect.
- B. The NG 911 non-recurring projections are associated with the call handling software solution.

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D.T.C. 2-5 Refer to the 911 Department's response to D.T.C. 1-25. Explain how the 911 Department will compel municipalities to implement inter-system communications compliant with the FCC's recently proposed guidelines (*see In the Matter of Wireless E911 Location Accuracy Requirements*, Sixth Further Notice of Proposed Rulemaking, PS Docket No. 07-114, FCC 25-22 (March 27, 2025)).

RESPONSE:

The 911 Department does not compel municipalities to implement inter-system communications. The FCC proposed rulemaking applies to Communication Service Providers.

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D.T.C. 2-6 From 2022-2024, provide the percentage of the TERT budget that was spent on coverage for line of duty deaths, coverage for CISM, and coverage for widespread illness and staff relief after major events. Include both a dollar amount and the percentage of the total TERT spending and total TERT budget over the period.

RESPONSE:

The 911 Department does not track the reimbursement requests in accordance with whether the costs are associated with funeral, CISM, illness or major event. However, since 75% of the deployments were related to funeral coverage and 25% for CISM, for the purposes of this request the 911 Department allocated the total amount expended as set forth below:

Funeral Coverage 75%	\$	16,334
CISM 25%	\$	5,445
Illness 0%	\$	-
Major Events 0%	\$	-
TOTAL DEPLOYMENTS BY INCIDENT	\$	21,778

For the calendar year period from 2022-2024, the total TERT budget was \$609,609. TERT spending for that same period was \$103,699.

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D.T.C. 2-7 List the languages included in the 911 Department's interpretation services. Explain whether (1) callers requesting interpretation services receive similar response times as other callers and (2) callers requesting interpretation services receive comparable quality to other callers using other existing 911 Department services.

RESPONSE:

The Interpretation Language List is as follows:

Acholi** Belarusian** Chin (Matu)** Dyula [Jula]* Gulf Arabic
Adlam[Fula/Fulani/Bengali/Bangla Chin (Tedim) Edo** Guyanese Creole**
Fulfulde] [Pular/Berber Chin (Zanniat)** Egyptian Arabic Haitian Creole
Pulaar]** Bhojpuri* Chinese Eritrean [Tigrinya/Hakka** Afrikaans** Bikol*
(Cantonese) Tigrigna] Hausa* Akan Borana [Southern Chinese Ethiopian [Amharic]
Hazaragi* Albanian Oromo]** (Fukienese)** Ewe** Hebrew American Sign
Bosnian Chinese (Fuzhou)* Farsi [Persian] Hiligaynon Language Bravanese
Chinese (Hakka)** Fiji Hindi [Indo-Fiji]* [Ilonggo]** Amharic [Chimwiini]**
Chinese (Hokkien)** Fiji/Fijian** Hindi Arabic Brazilian Chinese Filipino Hindko*
Arabic (Saudi) Portuguese (Mandarin) Flemish** Hmong Arabic (Yemeni) Bulgarian
Chinese Foochow [Fuzhou]* Hokkien** Arabic (Egyptian) Burmese (Shanghainese)**
French Hu [Shanghainese]** Arabic (Gulf) Cakchiquel Chinese French (Cajun)**
Hunanese [Xiang]** Arabic (Iraqi) [Kaqchikel]** (Sichuanese)** French (Canadian)
Hungarian Arabic (Levantine) Cambodian [Khmer] Chinese French (Creole)
Igbo Arabic (Moroccan) Cantonese (Taishanese)** Fujianese/Ilocano* Arabic (Sudanese)

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Cape Verdean Chinese Fukienese** Ilonggo Armenian Catalan** (Taiwanese)**
Fula/Fulani/Fulfulde [Hiligaynon]* (Eastern) Cebuano* Chinese (Xiang)**
[Pular/Pulaar] Indo-Fiji [Fiji Hindi]* Armenian Chaldean [Assyrian] Chungshan**
[Adlam]** Indonesian* (Western) [Suret] Crioulo** Fuzhou [Foochow]* Iraqi Arabic
Assyrian [Chaldean] Chichewa Croatian Ga Italian [Suret] (Malawi)** Czech*
Ganda [Luganda] Jakarta nese** Azerbaijani [Azeri]* Chimwiini Dari Garre'.*
Jamaican English Badini Kurdish* [Bravanese]** (Afghanistan) Georgian** Creole
Patois** Bahasa [Indonesian]* Chin Oinka* German Japanese Balochi**
Chin (Falam)** Ojerma [Zarma]** Greek Javanese** Bambara/Bamana* Chin
(Hakha)* Dutch** Gujarati Jula [Dyula]* Kachchi [Katchi]* Lingala Navajo**
Sarahuleh Szechuan [Sichuan]** Kannada** Lithuanian** Neapolitan* Soninke**
Tadzhik** Kaqchikel Luganda (Uganda) Nepali Saraiki* Tagalog [Cakchiquel]**
[Ganda]* Nigerian Pidgin Sarakole Soninke** Taishanese** Karen* Luo**
Norwegian** Saudi Arabic Taiwanese** Karenni [Kayah]* Maay Maay Nuer**
Serbian Tamil Kayah [Karenni]* Macedonian* Oromo Serbo-Croatian Telugu
Kekchi [Q'eqchi]** Malay* Pashto Shanghainese [Hu]** Thai Khmer [Cambodian]
Malayalam Persian [Farsi] Sichuan [Szechuan]** Tigrinya/Tigrigna Kibajuni*
Malinke** Pidgin English* Sicilian** [Eritrean] K'iche' [Quiche]** Mam**
Pohnpeian** Sindhi Tonga/Tongan** Kikuyu** Mandarin Polish Sinhala/Sinhalese
Tshiluba Kinyarwanda Mandingo Portuguese Slovak/Slovakian** [Luba-Kasai]* Rirundi
[Rundi] Mandinka** (Brazilian) Somali Turkish Kiswahili Maraka Soninke**

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Portuguese (EU) Soninke** Turkmen Kizigua** Marathi* Portuguese Creole Soninke
(Maraka)** Ukrainian Kongo** Marshallese* Pothohari* Soninke (Sarahuleh)** Urdu
Korean Mien** Pular/Pulaar [Fula/Soninke (Sarakole)** Uyghur** Krio** Mina**
Fulani/Fulfulde] Sarani Kurdish* Uzbek Kunama** Mirpuri** [Adlam]** Southern
Oromo Vietnamese Kurdish Mixtec/Mixteco** Punjabi [Borana]** Visayan* Kurdish
(Badini) Mixteco (Alto)** Q'eqchi' [Kekchi]** Spanish Wolof Kurdish (Sarani)
Mixteco (Bajo)** Quiche [K'iche']** Sudanese Arabic Wuxinese** Kyrgyz** Mizo**
Rohingya Suret [Assyrian] Xiang** Luba-Kasai Moldovan/Romani** [Chaldean]
Yemeni Arabic [Tshiluba]* Moldavian Romanian Suzhou** Yiddish* Lao/Laothian
Mongolian Russian Swahili Yoruba Latvian** Moroccan Arabic Samoan** Swedish**
Zarma [Djerma]** Levantine Arabic Nanjing** Sangho/Sango** Sylheti* Zou [Zomi].

[brackets] refer to name variations.

* (parentheses) refer to a dialect.

**Recommend always scheduling.

Please note interpreter availability for some less-frequently-used languages may vary.

Cyracom has six (6) call centers scattered throughout the United States as well as two locations offshore. All centers are staffed to provide the same level of service to multiple callers requesting the same language. When a PSAP conferences in interpreter services for 911 calls, the calls are placed into a high-level queue so that 911 calls are a priority. In other words, they are answered first by Cyracom. This process helps to minimize any delay caused by the language barrier, and allows the PSAP to provide the same level of service provided to other 911 calls.

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D.T.C. 2-8 Refer to Massachusetts State 911 Department Comments in PS Docket No. 18-64 (July 8, 2022). On page 2, the 911 Department explained, “(o)nly one carrier has connected to Massachusetts NG911 via IP for voice calls. The lack of SIP end to end creates operational issues.”

- A. Explain whether and to what extent carriers have made progress implementing IP-to-IP interconnection with Massachusetts NG 911.
- B. To the extent this is an ongoing issue, elaborate on the comment that the “lack of SIP end to end creates operational issues,” including whether and to what extent there are costs borne by the 911 Department by those operational issues.

RESPONSE:

- A. One service provider has fully connected IP to IP. A second carrier started testing but stopped prior to connecting IP to IP.
- B. The lack of SIP end to end creates an operational problem for PSAPs because the PSAPs do not have access to the information provided by the signaling itself, for example knowing if the caller ended the call or did that call end due to a technical failure. The 911 Department, through its 911 Service Provider, pays for the conversion and transport of calls for Communication Service Providers that are not connected ending at the designated aggregation points.

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D.T.C. 2-9 Refer to 560 CMR 2.00, State 911 Department Standards for 911/ Next Generation 911, at Appendix A, effective May 5, 2023.

- A. Affirm these standards are still in effect.
- B. In part, these standards require Communications Service Providers that carry more than 1% of the Commonwealth's total 911 call volume to connect to more than one aggregation point. Identify the number of Communications Service Providers that meet this call volume standard and how many of those providers connect to more than one aggregation point as required.
- C. In part, the standards require Communications Service Providers to comply with the NG 911/i3data interoperability standard and format and require Communication Service Providers who are not capable of complying to submit a remediation plan to the 911 Department. Identify the number of Communication Service Providers that have submitted a remediation plan as required by these standards.

RESPONSE:

- A. The 911 Department affirms these standards are still in effect.
- B. There are eleven (11) Communications Service Providers that meet these criteria. No Communications Service Providers connect to more than one aggregation point.
- C. No Communications Service Providers have submitted a remediation plan.