

Tips for calling 9-1-1

- Call 9-1-1—
 - To report a crime in progress
 - To report a fire
 - To save a life
 - Anytime an emergency response is required by law enforcement, fire or emergency personnel call
- Make sure the numbers on your house are clearly visible from the roadway day or night
- Stay calm and speak clearly
- Be sure to listen carefully and answer all of the dispatchers questions to be best of your ability
- Do not hang up until the 9-1-1 call taker has obtained all of the information that is needed.
- Always be aware of your surroundings when calling 9-1-1 from your wireless phone and be prepared to give specific information regarding your location
- Do not use *SP or *77 from your wireless phone to get emergency help. Always call 9-1-1 in an emergency.
- If you are calling from a wireless phone, your call may be disconnected if the signal is lost. Be sure to call back if you are cut off.

Interpreter Services for 9-1-1

The Commonwealth of Massachusetts Statewide Emergency Telecommunications Board (SETB) has entered into a contract with Quest/NetworkOmni to provide over the phone language interpreter services to all 270 primary 9-1-1 Public Safety Answering Points (PSAPs).

Interpreting in over 150 languages, Qwest/NetworkOmni will allow 9-1-1 call takers to conference in an interpreter when they receive an emergency call from a caller who does not speak English. People of foreign dialects who live in Massachusetts should feel confident that in an emergency, Massachusetts 9-1-1 call takers will be there to listen and to respond no matter what language they speak

Servicio de Intérprete para llamadas al 911

El equipo de telecomunicaciones de emergencia del estado de Massachusetts (SETB, por sus siglas en inglés) ha hecho un contrato con Qwest/Network Omni para tener servicio de intérprete por teléfono en los 270 principales centros donde se atienden las llamadas al 9-1-1 ("Public Safety Answering Points, PSAPs" en inglés)

Qwest/Network Omni ofrece intérpretes en más de 150 idiomas. Esto permitirá que las operadoras que atienden las llamadas al 9-1-1 puedan conectarse a un intérprete por medio de conferencia telefónica cuando la llamada de emergencia sean de una personal que no habla bien inglés. Todas las personas que viven en Massachusetts y que no hablan bien inglés pueden tener la tranquilidad de que en el caso de una emergencia las operadoras del 9-1-1 de Massachusetts podrán atender y responder a las llamadas telefónicas en cualquier idioma.

Serviços de Intérpretes para ligações ao 911

A equipe de telecomunicações de emergência do estado de Massachusetts (SETB, em inglês) assinou um acordo com a empresa Qwest/Network Omni para oferecer serviços telefônicos de interpretação em todos os 270 pontos principais de atendimento a ligações ao 911 ("Public Safety Answering Points, PSAP" em inglês).

Qwest/Network Omni oferece interpretação telefônica em mais de 150 línguas. Isto permitirá que a central de atendimento do 911 possa fazer uma ligação de conferência com um intérprete quando receber uma ligação de qualquer pessoa que não fala inglês. Todas as pessoas que moram em Massachusetts e não falam bem inglês podem ter certeza que a central de atendimento do 911 poderá atender e responder a ligações de emergência em qualquer língua.



Massachusetts 9-1-1

What you should know when calling 9-1-1 in an emergency

Statewide Emergency
Telecommunications Board

1380 Bay Street
Taunton, MA 02178
Phone: 508-828-2911
Fax: 508-828-2585
website: www.mass.gov/e911

Fast Facts about E9-1-1

The Enhanced 9-1-1 (E9-1-1) system automatically displays the address and telephone number of the emergency caller at the Public Safety Answering Point (PSAP)

E9-1-1 implementation began in 1993 and was completed statewide in 1997. **Every city and town in Massachusetts has enhanced 9-1-1**

9-1-1 in Massachusetts is funded through a surcharge on all home and wireless telephones bills

There are 278 PSAPs in Massachusetts

PSAPs are operated by the individual municipalities and the MA State Police

All 9-1-1 calls made from a cell phone while in Massachusetts go to one of 3 MA State Police PSAPs.

In *most cases* the State Police Dispatcher will receive the location information of the wireless caller. This location is generally accurate up to 300 meters.

Once the State Police determine the location of the wireless caller, they will transfer the call to the appropriate responding agency.

In Massachusetts there are an average of 1.8 million wireless 9-1-1 calls and 1.5 million wire line calls made per year.

Voice over Internet Protocol (VoIP), a technology that allows voice quality calls to be made over broadband internet connections, is regulated at the federal level and is not subject to Massachusetts E9-1-1 requirements.

(VoIP)

There has been increasing consumer and media attention about the emerging communication technology known as Voice over the Internet Protocol (VoIP). In response, SETB is informing Massachusetts consumers of important information about VoIP and access to 9-1-1 emergency services.

VoIP is a technology that allows voice quality calls to be made over Internet connections. The appeal of VoIP includes the cost savings associated with making long distance calls over the Internet and the ability to take your phone service with you anywhere in the world. However, these advantages could prove to be a major disadvantage in the case of an emergency.

Providers of traditional wire-line telephone service in Massachusetts are required by state law to provide their customers with access to E 9-1-1. Because VoIP is regulated at the federal level, VoIP service providers (VSPs) are not subject to the Commonwealth's E 9-1-1 requirement. In June of 2005 the FCC issued an Order, (FCC 05-116) mandating that all VSPs deliver E 9-1-1 services no later than November 28, 2005.

The SETB has worked with our E 9-1-1 service provider and VSPs serving Massachusetts to integrate the technology into our E 9-1-1 system. Before a VSP can be approved to provide VoIP service in Massachusetts they must go through a testing process with the SETB to ensure the calls are delivered with complete and accurate information. For a list of VSPs currently approved to provide E 9-1-1 service in Massachusetts please visit our website www.mass.gov/e911.

We hope that you will find this information helpful as you make choices about using VoIP phone service. Please feel free to contact the SETB at 508-828-2911 for further information.

VoIP service Tips

- Confirm with the VSP that they provide E 9-1-1 services and are in compliance with FCC Order 05-116
- Provide your accurate physical address to your VSP to ensure that emergency services can be quickly sent to your location.
- Be familiar with your VSPs procedures for updating your address, and promptly update address information in the event of a change.
- Have a clear understanding of any limitations of your 911 service.
- Inform children, babysitters, and visitors about your VoIP service and its 911 limitations, if any.
- If the power is out or your broadband connection is down, be aware that your VoIP service may also be out. Consider installing a backup power supply, maintaining a traditional phone line and analog phone, or having a cellular phone as a backup.
- If you have questions about whether the phone service you are receiving is a VoIP service, contact your service provider for further information.