

# Letter of Agency and Carrier Notification of Change in 911 Services

Notice 01-2016

October 7, 2016  
Contacts Changed as of January 1, 2018

## Washington Military Department “Letter of Agency” and Carrier Notification of Change to state-wide 911 Services

**NOTE:** Please acknowledge this notice within 10 business days to the TCS NG911 Services point of contact listed below.

Pursuant to this integrated Letter of Agency and Carrier Notification (“LOA”), the Washington Military Department, an agency of the State of Washington (MIL), through the State E911 Coordination Office (SECO), with a principal place of business at 20 Aviation Drive, Camp Murray, WA 98430-5020, for itself and on behalf of the State of Washington and as agent for the 911 authority responsible for 911 services in each county of the State of Washington (collectively, the State) has retained TeleCommunication Systems, Inc. (TCS), a wholly-owned subsidiary of Comtech Telecommunications Corp., to act as the State’s limited agent and on the State’s behalf, through specifically identified individuals, their designees, or through the duly authorized third party agents of TCS, for purposes of providing the State with 911 call transport, database management, and related services (including but not limited to certain Internet Protocol-based Next Generation 911 (NG911) services) (collectively, the TCS NG911Services), managing the transition of enhanced 911 and/or NG911 services, currently provided to the State by CenturyLink and/or its third party agents, to the NG911 Services platform and network(s) managed by TCS, and for any and/or all other purposes enumerated herein.

### **New NG911 ESInet Vendor**

The establishment of the new network configuration for the TCS NG911 Services is underway. More information will be provided soon. Beginning in September 2016, and throughout the duration of the transition to the TCS NG911 Services, and the subsequent Program Lifecycle Management Stage, TCS and/or its designated vendors will be working with the State’s incumbent local exchange carriers (ILECs), competitive local exchange carriers (CLECs), other telecommunication carriers, VoIP service providers, wireless service providers, and other E911 and/or NG911 providers (collectively, Communication Service Providers or CSPs), as well as SECO, the PSAPs and the local 911 authorities responsible for 911 in each county of the State of Washington and their respective vendors, to begin the process of transitioning/migrating 911 call transport and related services from the current ESInet being used by the State to the ESInet that is part of the TCS NG911 Services. In addition, all 911 database information will be transitioned from the State’s current Automatic Location Information (ALI) database provider to an ALI database included with the TCS NG911 Services.

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With the implementation of the new TCS NG911 Services network, all 911 voice traffic / 911 data / 911 database information must be migrated to the network being used for the TCS NG911 Services.

## **Action**

To ensure uninterrupted access to 911 service for your customers, it will be necessary for all CSPs, providing or planning to provide 911 services in the state of Washington, to establish connectivity to the network being used for the TCS NG911 Services and such new connections must be in place and tested before discontinuing the current connectivity.

## **Timeline**

Upon receiving your acknowledgement of this notification, TCS will be following up this LOA with additional documentation, including project transition timelines, related 911 service fees and documentation to facilitate the State’s transition to TCS NG911 Services, including:

1. Carrier Interconnection SOP
2. Carrier Facility Assignments
3. ALI User Guide and Training Schedules

In furtherance of the State’s transition to TCS NG911 Services, please note the following:

**This LOA is effective on the date shown above and will remain in effect until revoked in writing.**

## **Points of Contact:**

1. For questions regarding this LOA, or regarding the requests below, please contact:

Washington State E911 Coordination Office  
William Andrew Leneweaver  
Deputy State E911 Coordinator for Enterprise Systems  
[e911technicalservices@mil.wa.gov](mailto:e911technicalservices@mil.wa.gov)  
(800) 562-6108 or (253) 512-7039

2. For questions regarding the TCS NG911 Services, please contact:

~~Courtney Wilson~~  
~~Senior Project Manager~~  
~~[SST-WA-telecom@comtechtel.com](mailto:SST-WA-telecom@comtechtel.com)~~  
~~(206) 792-2437~~

As of January 2018  
Greg Pittsford  
Customer Services Manager  
[NG-Services@comtechtel.onmicrosoft.com](mailto:NG-Services@comtechtel.onmicrosoft.com)  
(206) 792-2238 or (206) 792-2000

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**Action**

1. The State hereby authorizes TCS, and/or its designated vendors, to discuss, arrange, coordinate, and order the reconfiguration and transport of Communication Service Providers’ call origination ingress and the delivery of ALI database information for and in support of the provisioning of the TCS NG911 Services, including, but not limited to, the following:
  - a. Current and new trunk group information as required to affect a successful transition/migration of 911 call transport and related services from the current ESInet being used by the State to the ESInet that is part of the TCS NG911 Services;
  - b. Description and configuration of the types of facility transport currently in use (including, but not limited to, signaling protocols, type and quantity of trunks/virtual trunk definition, CLLI codes, DACS location, etc.) for connection to/from the system/network for the TCS NG911 Services; and
  - c. All relevant points of interconnection and information related thereto.
2. The State hereby authorizes TCS to request and obtain, as needed, from your organization (including but not limited to: all Communication Service Providers, PSAPs, and local 911 authorities responsible for 911 in each county of the State of Washington and their vendors) providing communication services or supporting 911 services in or for the State (or its surrounding areas), the following information:
  - a. Service Order Input (“SOI”) information (including, but not limited to, data formats, transfer mediums, subscriber address information, etc.) for all customers/subscribers within the State’s emergency service area;
  - b. Where applicable for a) above, for dynamic solutions utilizing pANIs, the ESRK, ESRD, ESQK, all pANI records and related ALI steering tables;
  - c. All relevant telephone customer/subscriber record information available by law or regulation to the State (which, for greater certainty, includes, but is not limited to, all local 911 authorities responsible for 911 in each county of the State of Washington) and/or 911 service providers;
  - d. Daily company SOI update activity used for the purpose of the providing or supporting 911 services in the State, responding to requests for emergency services from your customers/subscribers, and any other information associated with and/or supporting telephone number and selective routing data; and
  - e. Any other information associated with and/or supporting 911 provisioning, routing, and data for the State.
3. If you have a third party provider for transport and/or data submissions to ALI providers, please forward this notification to that third party and request the third party to

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acknowledge this notice and/or make contact with the Points of Contact identified above.

**Confidential Information**

Any proprietary or confidential data acquired hereunder will be used solely for the purpose of providing the TCS NG911 Services described above and will be protected from unauthorized use or disclosure, except as required by law. Please place the term “CONTAINS SOME CONFIDENTIAL INFORMATION” on the cover of any document containing confidential and/or proprietary information. Also clearly and specifically mark the specific confidential and/or proprietary information within the document.

**Signature Required**

The undersigned represents that he has authority on behalf of the State to execute this LOA and authorize all of the details set forth herein.

**Washington State Military Department, State E911 Coordination Office**

By: \_\_\_\_\_

Name: Stacey McClain

Title: State E911 Coordinator