



PUBLIC NOTICE

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WIRELESS TELECOMMUNICATIONS BUREAU SEEKS COMMENT ON MODIFIED 911 CALL PROCESSING METHOD PROPOSED BY MOTOROLA (WT Docket No. 99-328)

COMMENTS DUE: November 6, 2002

REPLIES DUE: November 18, 2002

In the *Wireless E911 Second Report and Order*, the Commission adopted Section 22.921 of the rules.¹ This rule helps improve wireless 911 call completion by requiring new wireless handsets capable of operating in the analog mode to be able to complete 911 calls to either analog carrier in an area, using a 911 call completion method approved by the Commission. The requirement took effect on February 13, 2000. In the *Second Report and Order*, the Commission also approved three specific call completion methods and delegated authority to the Wireless Telecommunications Bureau to consider new or revised 911 call processing methods.²

On September 20, 2002, Motorola filed a request for approval of a modification of the Automatic A/B Roaming-Intelligent Retry (A/B-IR) 911 call processing method approved by the Commission in the *Wireless E911 Second Report and Order*.³ This modification would affect the way wireless 911 calls are processed in a limited set of cases, specifically when a 911 call is terminated prematurely, without action by caller or call-taker – for example, because of loss of signal. In this situation, under the A/B-IR method, the handset would immediately attempt to complete the call using alternate channels and systems until the call is completed. Under the revised method, the phone would remain on the paging channel of the wireless carrier that last served the call for a period of five minutes, but would not attempt to reconnect the call.

¹ *Revision of the Commission's Rules To Ensure Compatibility With Enhanced 911 Emergency Calling Systems*, CC Docket No. 94-102, 14 FCC Rcd 10954 (1999) (*Wireless E911 Second Report and Order*).

² *Id.* at 10995, para. 97.

³ Request of Motorola, Inc. for Approval of a Modified 911 Call Processing Mode, filed Sept. 20, 2002 (*Motorola Request for Approval*). Accompanying its request for approval of the revised 911 call completion method, Motorola also filed a request for expedited relief to permit continued shipment of two E911 Phase II handsets incorporating this method. The Wireless Telecommunications Bureau granted this request in an Order released October 3, 2002. *911 Call Processing Modes*, WT Docket No. 99-328, DA 02-2515 (2002).

Motorola indicates that, in instances where a callback number is delivered to the emergency call center, the revised call completion method will enable the call center to reinitiate contact with the phone.⁴ After five minutes, the phone would return to normal scanning for service.⁵ The caller could also at any time place a new 911 call, with full 911 call processing.⁶ Motorola asserts that this modification will assist PSAPs in handling wireless 911 and will help to reduce unintentional 911 calls.⁷

Interested parties may file comments on Motorola's request on or before **November 6, 2002**, and reply comments on or before **November 18, 2002**. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS) or by filing paper copies.⁸

This is a "permit but disclose" proceeding pursuant to § 1.1206 of the Commission's Rules.⁹ Presentations to or from Commission decision-making personnel are permissible provided that ex parte presentations are disclosed pursuant to 47 C.F.R. § 1.1206(b).

Comments filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. Generally, only one copy of an electronic submission must be filed. In completing the transmittal screen, commenters should include their full name, Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic copy by Internet e-mail. To get filing instructions for e-mail comments, commenters should send an e-mail to ecfs@fcc.gov, and should include the following words in the body of the message: "get form <your email address>." A sample form and directions will be sent in reply. Commenters also may obtain a copy of the ASCII Electronic Transmittal Form (FORM-ET) at <http://www.fcc.gov/e-file/email.html>.

Parties who choose to file by paper must file an original and four copies of each filing. Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail,

⁴ *Id.* at 5.

⁵ *Id.* at 3-4.

⁶ Additional Information Requested Concerning Motorola's Modified Call Processing Plan, letter from Mary E. Brooner to Thomas Sugrue at 2, (Sept. 25, 2002).

⁷ *Motorola Request for Approval* at 5-7.

⁸ See *Electronic Filing of Documents in Rulemaking Proceedings*, GC Docket No. 97-113, Report and Order, 13 FCC Rcd 11322, 11326, para. 8 (1998).

⁹ 47 C.F.R. § 1.1206.

Express Mail, and Priority Mail should be addressed to 445 12th Street, S.W., Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. A copy should also be sent to Daniel Grosh, 445 12th Street, S.W., Room 3-A131, Washington, D.C. 20554.

Regardless of whether parties choose to file electronically or by paper, parties should also file one copy of any documents filed in this docket with the Commission's copy contractor, Qualex International, Portals II, 445 12th Street S.W., CY-B402, Washington, D.C. 20554 (telephone 202-863-2893; facsimile 202-863-2898) or via e-mail at qualexint@aol.com. In addition, one copy of each submission must be filed with the Chief, Policy Division, Wireless Telecommunications Bureau, 445 12th Street, S.W., Washington, D.C. 20554. Documents filed in this proceeding will be available for public inspection during regular business hours in the Commission's Reference Information Center, 445 12th Street, S.W., Washington, D.C. 20554, and will be placed on the Commission's Internet site.

Alternative formats (computer diskettes, large print, audio recording, and Braille) are available to persons with disabilities by contacting Brian Millin, of the Consumer & Governmental Affairs Bureau, at (202) 418-7426, TTY (202) 418-7365, or e-mail at bmillin@fcc.gov.

For further information, contact Daniel Grosh or Patrick Forster, Policy Division, Wireless Telecommunications Bureau, at (202) 418-1310, TTY (202) 418-1169.

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