

State 911 Creation and Background

NOTICE

FROM: Frank Pozniak, Executive Director
State 911 Department

TO: Prepaid Wireless Telephone Service Providers

DATE: July 2, 2009

RE: Prepaid Wireless Telephone Service Surcharge and Reporting

On July 31, 2008, the Governor signed into law “An Act to Create a State 911 Department, Single 911 Surcharge, and an Enhanced 911 Fund” (Chapter 223 of the Acts of 2008, or the Act). The Act charged the State 911 Department with promulgating regulations establishing the surcharge. As required by the Act, the State 911 Department has promulgated regulations 560 CMR 3.00 establishing an equitable and reasonable method for the remittance and collection of a surcharge on prepaid wireless telephone service. The regulations establish a surcharge of \$0.75 per month on each subscriber, end user, or customer of prepaid wireless telephone whose communications services are capable of accessing enhanced 911 service on or after July 1, 2009. The regulations require each prepaid wireless telephone service provider to collect the surcharge on a monthly basis from each subscriber, end user, or customer and remit the surcharge to the State 911 Department within thirty (30) days; or to calculate and remit the surcharge by dividing its total Massachusetts prepaid wireless revenue for the month by its national average revenue per user for prepaid wireless service and multiplying the result by \$0.75. As required by the regulations, each prepaid wireless telephone service provider shall remit the surcharge to the State 911 Department on a monthly basis, along with the required report, beginning no later than September 2009. The report can be found on our website at www.mass.gov/e911 under the service provider resources link. Please contact Karen Robitaille at 508-828-2911 or Karen.Robitaille@state.ma.us if you have any questions regarding this notice.

A Message From The Executive Director



Welcome to the Massachusetts State 911 Department!

On behalf of the State 911 Department, I welcome you to our website. The State 911 Department is charged with the responsibility of coordinating and effecting the implementation of enhanced 911 service, and administering such service in the Commonwealth. In fulfilling this responsibility, the State 911 Department provides the public safety answering points (PSAP) in Massachusetts that serve as the first point of reception of a 9-1-1 call with call processing equipment, and database, network, and technical support services, with training for personnel handling the calls at the PSAPs, and with funding to support the operation of the PSAPs through the administration of an extensive grant program. In addition to these duties, the State 911 Department is responsible for administering the Disability Access Program that provides relay communication services through the Massachusetts Telecommunications Relay Service (MassRelay) and specialized equipment through the Massachusetts Equipment Distribution Program (MassEDP).

Thank you for your interest in the State 911 Department. I encourage you to take this opportunity to browse our website to learn more about us.

A handwritten signature in blue ink that reads "Frank Pozniak".

Frank Pozniak
Executive Director
State 911 Department

Public Education


Massachusetts Enhanced 9-1-1

"Save a Life, Stop a Crime, Report a Fire"

On December 11, 1990 Legislation was enacted to provide statewide enhanced 9-1-1 telephone service in Massachusetts. That Legislation established the Statewide Emergency Telecommunications Board (SETB) who is responsible to coordinate and effect the implementation of enhanced 9-1-1, and administer its services for the Commonwealth. The SETB is also responsible for promulgating the rules and regulations for the administration of enhanced 9-1-1.

The Enhanced 9-1-1 (E9-1-1) system automatically displays the address of the emergency caller and the telephone number at that location on a screen at the 911 Communications Center. The department that first receives the emergency call is called a Public Safety Answering Point (PSAP). In Massachusetts there are 270 PSAP's, some of which are regional and answer calls for more than one community.

The E9-1-1 program in Massachusetts is funded through a surcharge on the telephone accounts of Massachusetts citizens. The Massachusetts 9-1-1 System is considered one of the best in the country because of its redundancy. All persons that operate the 9-1-1 system are required to be certified through the SETB training program.

One of the goals of the State 911 Department is to educate to the public about 9-1-1 in Massachusetts and its many important programs. This includes the Massachusetts Equipment Distribution Program (EDP) and the Massachusetts Telecommunications Relay Service (MassRelay). If you would like to have a representative from the State 911 Department come to a meeting or event hosted by your organization to talk about our programs please fill out the [Outreach Request Form](#)  and return it to the State 911 Department. If you have any questions regarding outreach or about the State 911 Departments Public Education program please contact Monna Wallace at 508-821-7220 or monna.wallace@state.ma.us

[Fast facts about 9-1-1 in Massachusetts](#)

[9-1-1 FAQ](#)

[Wireless 9-1-1 Brochure](#) 

[Landline/VoIP 9-1-1 Brochure](#) 

[Silent Call Procedure](#)

[Voice Over Internet \(VoIP\) Consumer Information](#) 

[9-1-1 Calling Tips and Contact Card](#) 



9-1-1 Public Education Materials

NEW 9-1-1 NUMBERS TO KNOW KITS NOW AVAILABLE!!!

The State 911 Department is pleased to introduce the 9-1-1 Numbers to Know kid kits. To order this free kit and get more information please contact Ronnie Zuniga at ronnie.zuniga@state.ma.us

Click [here](#) for 9-1-1 calling tips for kids

State Police are Eliminating *SP (*77) and *MSP (*677): Remind Motorists "9-1-1 SAVES LIVES"

The Massachusetts State Police and the State 911 Department would like to remind motorists to dial 9-1-1 for all roadway emergencies. This is a fundamental cornerstone to ensuring a prompt emergency response of police, fire or EMS personnel. When you dial 9-1-1 on your wireless phone, vital information is presented to State Police dispatch personnel, including your approximate location. The dispatchers assess the information and notify the appropriate State Police barracks or the local authorities of jurisdiction. For more information about calling 9-1-1 from your cell phone visit our [wireless 9-1-1](#) section above.

Disability Indicator Program -

The disability indicator program is voluntary for both the community and it's residents. The disability indicator form was created by a group of several different organizations representing the mobility, hearing, speech and sight impaired communities.

The information provided on the disability indicator form enables a special code to appear on the 911 call takers screen which alerts the call taker that a person residing at that address may require special assistance during an emergency. [more...](#)

For questions regarding our public education program, please contact Monna Wallace at 508-821-7220 or monna.wallace@state.ma.us