

Wireless Network Service Provider								
Step	To Do	Purpose	Request From	PSAP Cost	Duration	Authority	Additional Comments	
1	Request a busy study on 911 trunk groups	Incoming/outgoing call counts Trunk group usage (helps to determine trunk group sizing based on regular call patterns)	Lisa Wirtanen, 911 Service Executive 4918 W 95th St Oak Lawn, IL 60453 708-229-0388 lb9261@att.com	None	30 days (not retroactive)	P.01 Telecommunications Standard adopted by NENA	P.01 is defined as no more than one 9-1-1 call out of 100 attempts made during the average busy hour will exceeds the capacity of the trunk group and result in blockage/busy signal. As a review we look at the number of aggregate record count in the 9-1-1 ALI database (including Wireless ESRKs and VoIP ESQKs (pANIs)and the Neal-Wilkinson Table, a standard P.01 measurement guide determines the number of trunks. A 9-1-1 trunk group would never be built with less than 2 trunks.	
2	Milw Co OEM must agree (in writing) to release wireless 911 call routing to individual Municipalities.	Gives ATT the authority to change Milw Co from a Primary PSAP to a Secondary PSAP	Director Westrich, OEM	None	Within 30 days	Milwaukee Co OEM	None	
3	Municipality will need to pass a resolution declaring itself as a Primary Wireless PSAP.	Gives ATT the authority to change Milw Co from a Primary PSAP to a Secondary PSAP	Muni Common Council or Village Board	None	Varies	State Statute 256.35	None	
4	Municipality signs agreement with AT & T to become the wireless service provider.	Establishes wireless billing and an ESN as a Primary Wireless PSAP	Lisa Wirtanen, 911 Service Executive 4918 W 95th St Oak Lawn, IL 60453 708-229-0388 lb9261@att.com	Monthly billing is based on population serviced divided by 1000 multiplied by \$10.36 (total amount varies by PSAP)	Varies (discussed with individual PSAPs)	None	No charges are billed until the process to re-route the calls through the wireless carriers has completed.	
5	Review ATT busy study	Determine trunk cost	Lisa Wirtanen, 911 Service Executive 4918 W 95th St Oak Lawn, IL 60453 708-229-0388 lb9261@att.com	Installation \$131.39 per trunk line Monthly \$96.73 per trunk line	Varies (discussed with individual PSAPs)	AT & T	If no additional trunks are needed, there are no additional cost.	
6	Submit copy of the resolution (#3 above) to AT & T.	Gives ATT the authority to change Milw Co from a Primary PSAP to a Secondary PSAP	PSAP POC	None	Varies	Muni Common Council or Village Board	Next step-reach out to the wireless carriers	
			Wireless Provider					Additional Comments
Ref	Question	ATT PSAP Service Provider	ATT Wireless Carrier	Sprint	US Cellular	Verizon	T-Mobile	
1	How do I request to receive my own wireless 911 calls?	Contact ATT Service Executive-As an agreement must be signed to change from a Secondary PSAP to a Primary.	Written request via mail or email	Written request via mail or email	Written request via mail or email	Written request via email	Written request via email	NOTE: the FCC gives each wireless service provider a time window of 180 days in which to complete requests for service once the letters are received and approved
2	How long does the process take?	Complete process (including wireless carriers) 180 days maximum per FCC mandate..	3-6 months from the date the request is received	3-6 months from the date the request is received	3-6 months from the date the request is received	3-6 months from the date the request is received	3-6 months from the date the request is received	
3	Is there a cost to have the call re-routed to my PSAP? *all responses provided by the contacts listed in #6 below	No, but there is a cost to establish billing for wireless calls.	No	No	No	No	No	Check with your phone vendor to see if there is an additional cost to upgrade your phone system to handle the additional calls.
4	Who do I send my request to?	Lisa Wirtanen, 911 Service Executive 4918 W 95th St Oak Lawn, IL 60453 708-229-0388 lb9261@att.com	Mail: E911 Chief Compliance Officer AT & T Mobility PO Box 97061 Redmond, WA 98073-9761 Email: mbrown1@west.com	Mail: Sprint PCS Attn: Mike Lister 6391 Sprint Parkway KSOPHTO101-Z3911 Overland Park, KS 66251-3911 Email: michael.r.lister@sprint.com	Mail: David Conner Regulatory Affairs Technical Prog. Mgr. US Cellular 8410 W. Bryn Mawr Avenue Chicago, IL 60631 Email: david.conner@uscellular.com	Email: david.sowell@verizonwireless.com	Email: sara.hamilton37@t-mobile.com	AT& T requests are handled by West Technologies. Verizon and T-Mobile requests are handled by Comtech Telecommunications Corp.
5	What can I expect throughout the process?	Continually communication through out the process.	Once letters are received and validated, ATT Mobility will reach out to the POC for the PSAP and assign homework: *Routing Sheets *Coverage Maps *Testing	Once letters are received and validated, Sprint will reach out to the POC for the PSAP and assign homework: *Routing Sheets *Coverage Maps *Testing	Once letters are received and validated, US Cellular will reach out to the POC for the PSAP and assign homework: *Routing Sheets *Coverage Maps *Testing	Once letters are received and validated, Comtech will reach out to the POC for the PSAP and assign homework: *Routing Sheets *Coverage Maps *Testing	Once letters are received and validated, Comtech will reach out to the POC for the PSAP and assign homework: *Routing Sheets *Coverage Maps *Testing	Carriers will work with each PSAP's POC through out the process to explain exactly what is needed and why.
6	Who can I contact for additional questions?	Lisa Wirtanen, 911 Service Executive 4918 W 95th St Oak Lawn, IL 60453 708-229-0388 lb9261@att.com	Lawson Dripps, Public Safety Relations Manager 513-657-6270 ld6216@att.com	Michael Lister, Regulatory & Public Safety Voice Services 913-762-6812 michael.r.lister@sprint.com	David Conner, Regulatory Affairs Technical Program Manager 773-399-4193 david.conner@uscellular.com	Patrick Montgomery, Safety and Security Technologies Comtech Telecommunications Corp. 206-792-2172 psap.services@comtechtel.com	Patrick Montgomery, Safety and Security Technologies Comtech Telecommunications Corp. 206-792-2172 psap.services@comtechtel.com	None