Department of Human Services
Information Bulletin

To: Agency Providers, Community Care Residence Providers, Distribution

Date: November 26, 2013

Subject: Telephone Service: Internet, Cable, and Cellular

With the goal of keeping the Department of Human Services' partners and the people it serves informed about issues related to the health, welfare, and safety of the people we serve, we are issuing this information bulletin on the use of internet, cable, and cellular telephone service. We thank you in advance for your efforts to improve the quality of services to the individuals we serve.

Sincerely,

Lauri Woodward, Director
Office of Licensing

Background

Telephone/communication technology has moved away from hard wire centrally powered telephone systems, with the majority of new construction or new installation within existing residential areas being supported solely with Voice Over Internet Provider (VOIP) or Cable. Concurrently the Federal Communications Commission has adopted Wireless 911 Rules to include the requirement of wireless service providers to transmit all 911 calls regardless of the caller's subscription status, and to provide more precise location information to Public Safety Answering Points, in order to dispatch local emergency responders to the correct location and to provide assistance to 911 callers more quickly.

To this end the Office of Licensing has developed guidelines for the use of Internet and/or cable and cellular telephone services, which comports with the regulatory requirements for an **operable telephone**, that ensure the continued safety of the individuals we serve.

Internet and/or Cable Telephone Services Guidelines,

- The system must confirm it is e911 compliant (911 works and displays the location for police or emergency services)

- All electronic devices that support the line (cable modem, network switches, and/or phone systems) must have a UPS (uninterrupted Power Source) that supports the device for voice communication for a set amount of time (a minimum of 8 hours).

Cellular Telephone Services Guidelines

- Assure your cellular carrier is in compliance with the FCC location accuracy rules. Starting in 2011 wireless service providers were required to file with the FCC a list of counties, or portions of counties, that they seek to exclude from the location accuracy requirements, where it has been determined that providing this information is limited, or technologically impossible, because of either heavy forestation or the inability to triangulate a caller's location.

- Provider agencies shall develop and assure a Cellular Telephone Policy which addresses the use and security of cellular phones; sufficient to ensure an operable telephone is present at all times in each licensed program where applicable.

The licensing standards N.J.A.C.10:44A, N.J.A.C.10:44B and N.J.A.C.10:44C are available at the Department of Human Services Office of Licensing Website at:
http://www.state.nj.us/humanservices/ool/licensing/

Additional information and tips for consumers on e911 Wireless Rules are available at the following website: **www.fcc.gov/consumer-governmental-affairs-bureau**

The FCC provides the following Tips for 911 calling from a Wireless Phone

Consumers making a 911 call from a wireless phone should remember the following:

- Tell the emergency operator the location of the emergency right away;

- provide the emergency operator with your wireless phone number, so if the call gets disconnected, the emergency operator can call you back;

- PSAPs currently lack the technical capability to receive texts, photos and videos;

- if your wireless phone is not "initialized" (meaning you do not have a contract for service with a wireless service provider), and your emergency call gets disconnected, you must call the emergency operator back because the operator does not have your telephone number and cannot contact you;

- to help public safety personnel allocate emergency resources, learn and use the designated number in your state for highway accidents or other non-life-threatening incidents (States often reserve specific numbers for these types of incidents. For example, "#77" is the number used for highway accidents in Virginia.);

- refrain from programming your phone to automatically dial 911 when one button, such as the "9" key, is pressed. Unintentional wireless 911 calls, which often occur when auto-dial keys are inadvertently pressed, cause problems for emergency call centers;

- if your wireless phone came pre-programmed with the auto-dial 911 feature already turned on, turn this feature off (consult your user manual for instructions);

- lock your keypad when you're not using your wireless phone to help prevent accidental calls to 911;

- and consider creating a contact in your wireless phone's memory with the name "ICE" (In Case of Emergency)