WAC 118-66-030 Definitions. (1) **"9-1-1 call(s)"** shall mean voice or data that is routed to a public safety answering point (PSAP) by dialing or accessing 9-1-1 in emergency situations.

(2) **"9-1-1 demarcation point"** shall mean the point at which the 9-1-1 network begins and provides the ingress from the telecommunications providers' network.

(3) **"9-1-1 network"** shall mean the system of circuits, networks and/or equipment managed and maintained by the Washington state E9-1-1 office to provide 9-1-1 communications from the 9-1-1 demarcation point to the PSAP demarcation point, including the information technology system known as emergency services internet protocol network (ESInet).

(4) **"9-1-1 management information system (MIS)"** shall mean equipment that collects, stores, and collates 9-1-1 call data into reports and statistics.

(5) **"Address"** shall mean the identification of a unique physical location by street name, number, postal community (and when available, zip code), latitude, longitude (and, when available, altitude). When applicable, the address may contain the identification of separately-occupied subunits, such as apartment or suite numbers, and where appropriate, other information such as building name or floor number which defines a unique physical location.

(6) **"Advisory committee"** shall mean the enhanced 9-1-1 advisory committee as established by RCW 38.52.530.

(7) **"Alternate routing"** shall mean a method of routing 9-1-1 calls to a designated alternate PSAP location when all 9-1-1 lines are busy at the primary PSAP location.

(8) **"ANI/ALI controllers"** shall mean the equipment that processes the 9-1-1 calls and/or data and provides control functions for retrieving and interpreting information in the ANI and ALI databases.

(9) **"ANI/ALI display equipment"** shall mean the equipment at the PSAP call answering position necessary for the display of automatic number identification and automatic location identification.

(10) **"Automatic location identification (ALI)"** shall mean a feature of the enhanced 9-1-1 emergency communications system by which the name and address associated with the calling party's telephone number (identified by ANI feature) is forwarded to the PSAP for display.

(11) **"Automatic location identification (ALI) database"** shall mean the set of ALI records residing on a computer system at an E9-1-1 service provider.

(12) **"Automatic location identification/data management system (ALI/DMS)"** shall mean a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification in support of enhanced 9-1-1.

(13) **"Automatic number identification (ANI)"** shall mean a feature of the enhanced 9-1-1 emergency communications system that allows for the automatic display of the telephone number used to access 9-1-1.

(14) **"B.01/P.01 grade of service"** shall mean a level of service where the probability that one call out of one hundred (one percent) will be blocked during the average busy hour.

(15) **"Call detail recorder"** shall mean equipment used to store, record or print ANI/ALI information for 9-1-1 calls.

(16) **"Computer aided dispatch (CAD)"** shall mean equipment capable of receiving and disseminating detailed information related to emergency call taking and dispatching.

(17) **"Coordinator professional development"** shall mean a defined group of support elements provided to all counties and Washington state patrol.

(18) **"Customer premise equipment (CPE)"** shall mean equipment utilized by the PSAP to receive and process 9-1-1 communications.

(19) **"Department"** shall mean the Military Department as referred to in RCW 38.52.010.

(20) **"Electronic mail"** shall mean a means of delivering text, data, graphics and other electronic media via a private computer network or the internet.

(21) **"Eligible entities"** shall mean the counties and Washington state patrol determined to be eligible for reimbursement of costs for a specified item.

(22) **"Emergency services communication system"** shall mean a multicounty or county-wide communications network, including an enhanced 9-1-1 system, which provides rapid public access for coordinated dispatching of services, personnel, equipment, and facilities for police, fire, medical, or other emergency services.

(23) **"Emergency service zone (ESZ)"** shall mean a geographical area with a combination of designated police, fire, and emergency medical service providers.

(24) **"Enhanced 9-1-1 (E9-1-1) mapping administration"** shall mean personnel, hardware, and software necessary to create and maintain geographical information system (GIS) data necessary to interpret Phase II E9-1-1 latitude and longitude (and, when available, altitude), and to display the data on a PSAP call answering position.

(25) **"Enhanced 9-1-1 emergency communications system"** shall mean a public communications system consisting of a network, database, and on-premises equipment that is accessed by dialing or accessing 9-1-1 and that enables reporting police, fire, medical, or other emergency situations to a public safety answering point. The system includes the capability to selectively route incoming 9-1-1 voice or data to the appropriate public safety answering point that operates in a defined 9-1-1 service area and capability to automatically display the name, address, and telephone number of incoming 9-1-1 voice or data at the appropriate public safety answering point. Enhanced 9-1-1 emergency communications system includes the modernization to next generation 9-1-1 systems.

(26) **"Enhanced 9-1-1 information technology services"** shall mean the technical support and maintenance of eligible E9-1-1 equipment.

(27) **"Enhanced 9-1-1 public education services"** shall mean the development and delivery of 9-1-1 public education.

(28) **"Enhanced 9-1-1 training coordination"** shall mean the development and delivery of a 9-1-1 call receiver in-house training program.

(29) **"Geographical information system (GIS)"** shall mean an integrated system of hardware and software for capturing, managing, analyzing, and displaying geographically referenced information.

(30) **"Instant call check"** shall mean equipment which records 9-1-1 call conversations for immediate playback on demand.

(31) **"Interconnected voice over internet protocol service (VoIP)"** has the same meaning as established under RCW 82.14B.020.

(32) **"Interconnected voice over internet protocol service line"** has the same meaning as established under RCW 82.14B.020.

(33) **"Language interpreter services"** shall mean language translation services for 9-1-1 calls.

(34) **"Location determination technology (LDT)"** shall mean the technology used exclusively to determine position or geographic location using latitude and longitude (and, when available, altitude) of a wireless 9-1-1 caller when the mobile switching center (MSC) starts a call or while the MSC is engaged in a call, or of a VoIP 9-1-1 caller when the VoIP switch starts a call or while the VoIP switch is engaged in a call.

(35) **"Logging recorder"** shall mean a device that is capable of time stamping, recording and replaying 9-1-1 voice and data.

(36) **"Mapping display"** shall mean equipment capable of displaying 9-1-1 call locations on a map.

(37) **"Master street address guide (MSAG)"** shall mean a database of street names and address ranges within their associated postal communities defining emergency service zones for 9-1-1 purposes.

(38) **"Mobile positioning center (MPC)"** shall mean a point of interface to a wireless network for the emergency service network. The gateway mobile location center (GMLC) serves as the point of interface to the global system for mobile communications (GSM) wireless network. The MPC and GMLC serve as the entity that retrieves, forwards, stores and controls position data within the location network. The MPC/GMLC entity receives position information from the wireless network, forwards it to the emergency services network upon request and coordinates requests for position update.

(39) **"Mobile switching center (MSC)"** shall mean the wireless equivalent of a switching office that provides switching functions for wireless calls.

(40) **"MSC Phase I software capabilities"** shall mean software at an MSC that is necessary for the provision of Phase I E9-1-1 service and is used exclusively for this purpose.

(41) **"MSC Phase II software capabilities"** shall mean software at the MSC that is necessary for the provision of Phase II E9-1-1 service, and is exclusively used for this purpose.

(42) **"Multicounty region"** shall mean two or more counties served by a regional PSAP.

(43) **"Next Generation 9-1-1 (NG9-1-1) network"** shall mean the next evolutionary step in the development of the 9-1-1 emergency communications system known as E9-1-1 since the 1970s. NG9-1-1 is a system comprised of managed IP based networks and elements that augment present-day E9-1-1 features and functions and add new capabilities. NG9-1-1 will eventually replace the present E9-1-1 system. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations.

(44) **"Night service"** shall mean a feature that forwards all 9-1-1 calls routed to a designated PSAP to an alternate directory number preassigned for that PSAP. The alternate directory number may be associated with another PSAP or other alternate destination.

(45) **"Phase I address"** shall mean the identification of a cell site and cell sector from which a 9-1-1 call originates, and includes identification of a cell site address, cell sector orientation, and/or a text description of the area.

(46) **"Phase I ALI database"** shall mean a computer database used to update the mobile directory number (MDN) information of wireless end user and cell site and cell sector information.

(47) **"Phase I ALI data circuit"** shall mean a dedicated 9-1-1 data circuit between an MSC and a service control point (SCP), and between an SCP and an ALI database.

(48) **"Phase I (ALI)"** shall mean the MDN information of wireless end users and the cell site and cell sector information.

(49) **"Phase I E9-1-1 service"** shall mean service that facilitates the selective routing of wireless 9-1-1 calls and the display of Phase I ALI at the PSAPs.

(50) **"Phase I implementation plan"** shall mean a plan of an RCSC or county for implementation of Phase I E9-1-1 service in a county or counties in Washington state, including, but not limited to: Phase I E9-1-1 service activation date; network flowchart (including the company's relevant MSCs); specification of the technology used for interface to the selective router and the ALI/data management system (ALI/DMS) and a 9-1-1 call flow description; procedures for updating cell site and cell sector information; default and diverse routing plans; and an outline of Phase I E9-1-1 service testing procedures.

(51) **"Phase I interface to ALI database"** shall mean the physical connection of Phase I ALI data circuits from a service control point (SCP) or selective router to the ALI database, and the ALI feature enabling of the circuits.

(52) **"Phase I interface to selective router"** shall mean the physical connection of the Phase I 9-1-1 voice network from an MSC of an RCSC to a selective router, and the selective router feature enabling of the 9-1-1 trunks.

(53) **"Phase I master street address guide (MSAG)"** shall mean records in a master street address guide associated with each cell sector that provide cell site and cell sector identification, address, coverage information, service provider name, and PSAP of the cell sector for automatic display at the PSAP when a wireless 9-1-1 call is processed by that cell sector.

(54) **"Phase I testing"** shall mean testing conducted by an RCSC when Phase I E9-1-1 service is implemented to ensure the service is working correctly and testing after a company makes Phase I E9-1-1 service affecting additions or changes to their networks.

(55) **"Phase II address"** shall mean the latitude and longitude (and, when available, altitude) of the wireless end user.

(56) **"Phase II ALI"** shall mean the latitude and longitude (and, when available, altitude) of the wireless end user, in addition to the mobile directory number information. When the latitude and longitude are not available the Phase II ALI defaults to Phase I ALI as defined in this chapter.

(57) **"Phase II computer aided dispatch (CAD) system upgrades"** shall mean upgrades to the PSAP CAD system necessary to interpret the Phase II ALI data stream or to provide output to display Phase II location.

(58) **"Phase II E9-1-1 service"** shall mean service provided by an RCSC that delivers Phase I E9-1-1 service and latitude and longitude (and, when available, altitude) of the wireless end user.

(59) **"Phase II implementation plan"** shall mean a plan of an RCSC or county for implementation of Phase II E9-1-1 service in a county or counties in Washington state, including, but not limited to: Phase II E9-1-1 service activation date; network flowchart (including specification of the technology used for Phase II); and an outline of Phase II E9-1-1 service testing procedures.

(60) **"Phase II testing"** shall mean testing conducted by an RCSC when Phase II E9-1-1 service is implemented to ensure the service is working correctly, and periodic testing necessary for the maintenance of the service.

(61) **"Place of primary use,"** as defined in RCW 82.04.065, shall mean the street address representative of where the subscriber's use of the mobile telecommunications service primarily occurs, which must be:

(a) The residential street address or the primary business street address of the subscriber; and

(b) Within the licensed service area of the home service provider.

(62) **"PSAP demarcation point"** shall mean the point at which the 9-1-1 network accesses the PSAP's CPE.

(63) **"PSAP mapping"** shall mean a system capable of converting latitude and longitude (and, when available, altitude) to a map display at the 9-1-1 call answering positions at the PSAPs.

(64) **"Pseudo-ANI (P-ANI)"** shall mean a nondialable telephone number used to support routing of wireless 9-1-1 calls that may identify a wireless cell, cell sector, or PSAP to which the call should be routed; or a nondialable telephone number used to support routing of VoIP 9-1-1 calls that identifies the PSAP to which the call should be routed.

(65) **"Public safety answering point (PSAP)"** shall mean the public safety answering location for 9-1-1 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering.

(66) **"Radio communications service company (RCSC)"** shall mean every corporation, company, association, joint stock association, partnership, and person, their lessees, trustees, or receivers appointed by any court, and every city or town making available facilities to provide commercial mobile radio communications services, or cellular communications service for hire, sale, and both facilities-based and nonfacilities-based resellers, and does not include radio-paging providers.

(67) **"Reverse ALI search"** shall mean the ability to electronically query the ALI database to obtain an address associated with a known telephone number.

(68) **"Route diversity"** shall mean a method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network.

(69) **"Selective router"** shall mean a device that provides the switching of 9-1-1 calls and controls delivery of a voice call with ANI to the PSAP and provides selective routing, speed calling, selective transfer, fixed transfer, and certain maintenance functions for each PSAP.

(70) **"Selective routing"** shall mean a feature that permits a 9-1-1 call to be routed to a predesignated PSAP based upon the address and/or location associated with the originating 9-1-1 access point.

(71) **"Service control point (SCP)"** (also referred to as "signal control point") shall mean a remote database within the signaling system 7 (SS7) signaling network that supplies the translation and routing data needed to deliver advanced network services.

(72)(a) **"Service control point (SCP) Phase I capabilities"** shall mean database and routing translations necessary for interpretation of data provided by the MSC on wireless 9-1-1 calls to allow 9-1-1 calls to be routed to the correct PSAP and display the correct MDN of the wireless phone and the correct cell site and cell sector information.

(b) **"Service control point (SCP) Phase II capabilities"** shall mean specific functions and features necessary for interpretation of Phase II data provided by the MPC on wireless 9-1-1 calls to allow

9-1-1 calls to be routed to the correct PSAP and display the latitude and longitude (and, when available, altitude) of the caller.

(73) **"Signaling system 7 (SS7)"** shall mean an out of band signaling system used to provide basic routing information, call set-up and other call termination functions in which signaling is removed from the voice channel itself and put on a separate data network.

(74) **"Statewide services"** shall mean services which benefit all counties and the Washington state patrol and do not require local revenue to be used prior to state reimbursement. Some are paid directly by the state E9-1-1 office and some are reimbursed through county contracts.

(75) **"Switching office"** shall mean a telecommunications provider facility that houses the switching and trunking equipment serving telephones in a defined area.

(76) **"Switching office enabling"** shall mean the technology that allows the public network telephone switching office to recognize and accept the digits 9-1-1.

(77) **"Telecommunications provider"** shall mean a telecommunications company as defined in RCW 80.04.010, a RCSC as defined herein, and a commercial mobile radio service provider as defined in 47 C.F.R., section 20.3, and providers of VoIP as defined herein and/or data service.

(78) **"Telecommunications services priority (TSP)"** shall mean a service that assigns a priority to telecommunications lines for service restoration.

(79) **"Teletype (TTY)"** shall mean a telecommunications device that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people with a machine at their location.

(80) **"Traffic studies"** shall mean 9-1-1 call studies performed by a telecommunications provider.

(81) **"Uninterruptible power supply (UPS)"** shall mean a system designed to provide power, without delay or electrical transients, during a period when the normal power supply is incapable of performing acceptably.

(82) **"Voice over internet protocol (VoIP) service"** shall mean as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

(83) **"VoIP ALI"** shall mean a feature by which the name and registered address associated with the calling party's VoIP telephone number is forwarded to the PSAP for display.

(84) **"VoIP ALI database"** shall mean a set of VoIP ALI records residing on a computer system at an E9-1-1 service provider or VoIP positioning center.

(85) **"VoIP interface to ALI database"** shall mean the data connection between the VoIP positioning center (VPC) and the ALI database that serves the PSAP.

(86) **"VoIP positioning center (VPC)"** shall mean the entity that retrieves, forwards, stores and controls position data within the location network.

(87) **"VoIP service provider"** shall mean a provider of VoIP service as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

(88) **"VoIP service provider soft switch"** shall mean the VoIP equivalent of a switching office that provides switching functions for VoIP calls.

(89) **"VoIP testing"** shall mean testing conducted by a VoIP service provider when E9-1-1 service is implemented to ensure the service

is working correctly, and testing after a company makes E9-1-1 service affecting additions or changes to their networks.

[Statutory Authority: RCW 38.52.540 and 38.52.545. WSR 11-03-004, § 118-66-030, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW 38.52.540. WSR 03-10-014, § 118-66-030, filed 4/25/03, effective 7/1/03.]