



Telecommunications Bulletin

Customer Service Center (CSC)

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Safety First

It's time to get rid of all non-E911 compliant wireless devices

The hard fact is there are still some cell phones and wireless devices that, in an emergency, are completely unable to help responders pinpoint your location. These units are not in compliance with current E911 regulations.

You should know which ones are which. As part of our continuing effort to provide the best service possible, CMS has made agencies aware of the cellular lines that Verizon Wireless identified as non E911 compliant devices.

While it is true that the phones and Blackberry devices will still function and there is no law making 911 compliance mandatory, this is really about the safety of your employees and co-workers. Hopefully it will never be needed, but the consequences of not taking action at this time could be serious. To repeat, these non-compliant phones will not be able to provide public safety agencies the location of the device automatically when the user dials 911.

Several agencies have already made the smart choice to either disconnect the lines or to upgrade their equipment. This has eliminated almost half of the affected problem phones. Over 100 devices, owned by many different agencies, still remain in service. CMS is requesting that agencies formally advise us of their intentions either to keep or upgrade/disconnect the identified devices.

This is your last reminder. Please contact George Aguilar at george.aguilar@illinois.gov or call him at 217-785-8665. If you are ready to disconnect lines or upgrade to 911 compliant devices, George will help you through the process.

CMS wants all cellular devices used by State Employees to be E911 compliant. For a list of available replacement devices please visit the BCCS Services Catalog/Communications Services page at: <http://www.bccs.illinois.gov/BCCScatalog/Communicationservices.htm>.

Please submit orders to replace devices identified as non-E911 compliant to:

George Aguilar
CMS – Customer Service Center
120 W. Jefferson – 2nd Floor
Springfield, IL 62702

If, however, your agency has determined it will keep existing E911 non-compliant devices, please email George to confirm that decision.

We appreciate your support and cooperation in addressing this matter. Thank you.

For more information visit our website at: www.bccs.illinois.gov
800-366-8768 [in Springfield 217-524-4784]