

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



March 14, 2003

To: California Telecommunication Carriers

RE: Workshop Notice - Industry Workshop on Law Enforcement Emergency Contacts

Various law enforcement agencies have expressed concerns about the difficulties experienced in their attempts to expeditiously contact wireline and wireless telecommunication carrier personnel in an emergency situation to have phone numbers traced, blocked or changed. In response to these concerns, the CPUC's Telecommunications Division will convene an industry workshop to ascertain current carrier practices and develop alternative options to better meet the needs of the law enforcement agencies.

INDUSTRY WORKSHOP ON LAW ENFORCEMENT EMERGENCY CONTACTS

CALIFORNIA PUBLIC UTILITIES COMMISSION

AUDITORIUM

505 VAN NESS AVE., SAN FRANCISCO

MARCH 27, 2003 10:00 AM to 4:00 PM

A conference line will also be available for those carriers and law enforcement agencies not able to participate in person. If you have any questions about the workshop please call or e-mail the following staff:

Cherrie Conner: 415-703-2767 or CHR@CPUC.CA.GOV

Bob Benjamin: 415-703-1069 or BKB@CPUC.CA.GOV

AGENDA

CALIFORNIA PUBLIC UTILITIES COMMISSION
INDUSTRY WORKSHOP ON LAW ENFORCEMENT EMERGENCY CONTACTS

AUDITORIUM

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INTRODUCTIONS

DEFINING LAW ENFORCEMENT ISSUES

SPEAKERS:

CURRENT CARRIER PRACTICES

LOCAL EXCHANGE CARRIERS

WIRELESS CARRIERS

PAGING COMPANIES

CARRIER CONTACTS FOR PORTED NUMBERS

INTEGRATED VOICE RESPONSE SYSTEM: Barry Bishop and Larry Vagnoni

ALTERNATIVE PRACTICES/ METHODS TO MEET LAW ENFORCEMENT NEEDS

- 1) CPUC REQUIRE CARRIERS TO MAINTAIN 24/7 CONTACTS
- 2) NEUSTAR UPGRADE IVR SYSTEM TO INCLUDE ALL NUMBERS
- 3) THIRD PARTY DEVELOP DATA BASE OF 24/7 CONTACT INFORMATION FOR
ACCESS BY LAW ENFORCEMENT PERSONNEL.

