

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Petition for a Notice of Inquiry Regarding 911)	PS Docket No. 08-51
Call-Forwarding Requirements and Carriers')	
Blocking Options for Non-Initialized Phones)	

COMMENTS OF THE INDIANA WIRELESS 911 ADVISORY BOARD

I. Introduction

The Indiana Wireless 911 Advisory Board (IN Board) responds to a notice of Inquiry, FCC 08-95, in which the Federal Communication (“Commission”) seeks comment on issues regarding 911 calls made by means of non-service initialized (NSI) wireless handsets. The FCC released the Notice of Inquiry on April 11, 2008

II. Indiana Wireless 911 Advisory Board

The Indiana Wireless 911 Advisory Board was created by the Indiana General Assembly In 1998, and began operating on July 1, 1998. The IN Board comprises of 7 members; 3 representatives from local Public Safety Answering Points (“PSAP”); and 3 members from commercial radio service (“CMRS”) providers. All members are appointed by the Governor of Indiana with staggered 4 year terms. The IN Board is chaired by the Indiana State Treasurer or his designee under Indiana statute.

III. Survey and Data Collection

At the December 2007 IN Board, meeting the Board authorized a survey to be conducted during the Months of January and February 2008. The survey represents 56 reporting locations, or 61% of 136 total call taking locations, and 79.5% of Indiana’s total population

The Commission specifically requested comments and relevant information concerning fraudulent 911 calls made from NSI devices. Indiana has 92 counties and 136 PSAPs taking wireless enhanced 9-1-1 calls. The population of Indiana reported in the last US official census is 6,080,485.

PSAP'S were asked to collect data in several categories. The collection of data imposed an unknown administrative burden on PSAPs, and some were unable to respond. In any event, we believe the data listed below represents a reasonable cross section of data from those PSAPs reporting.

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	6117	6.8
BOGUS	26,981	30.0
THREATENING	283	0.31
CHILD	54,627	60.73
LEGITIMATE	1,936	2.1
TOTAL	89,944	
Call Category	Abusive Repeat Callers	Percentage of abusive NSI calls
Other (Multiple)	1652	2.68
BOGUS (Multiple)	13,999	22.71
THREAT (Multiple)	217	0.35
Child (Multiple)	45,765	74.25
Total	61,633	

CONCLUSION

The report table above shows that PSAPS have a legitimate concern about the number of NSI calls they receive each day. The report shows almost 75% of all report callers are received from children and when combined with the bogus callers the total percentage of non-legitimate NSI calls reaches 96.96% of all repeat callers.

The report also shows that over 90% of all NSI calls received are non-legitimate calls. In one case reported, the 911 operator received over 116 calls from the same person calling 911 on the NSI phone. On at least 15 other occasions the PSAPS reported receiving over 50 calls from one calling party. This abuse of the NSI phones calling the 911 system has the potential of blocking a real 911 call from arriving in a timely manner. The IN Board has consistently received complaints from Indiana PSAPS before and after the survey concerning the abuse of the NSI phones calling 911.

The operator of the Indiana NG911 network has the ability to selectively “Block” NSI calls. When contacting CMRS carriers, the wireless carriers have been reluctant to put in place the small network changes that would be needed to allow the blocking of abusive NSI 9-1-1 calls. We have been told that the carriers have a concern the FCC has issued 2 conflicting orders. One order to pass all 911 calls to the proper PSAP and a second order that allows the blocking NSI calls. We also have been told the CMRS carriers are concerned about liability issues of not delivering a 911 call or blocking 911 calls.

While the Board fully understands the FCC’s decision to allow all NSI phones to call 911, the use of NSI handsets to create an abuse 9-1-1 calls has become a major distraction for call takers, and can interfere with the delivery of true 911 services. The excessive numbers of intentionally abusive 9-1-1 calls clearly demonstrate that NSI phones have been a negative

impact on the PSAPS nationwide. Many of the calls are from children that have been given old NSI phones to play with.

Indiana's data as reported clearly shows a negative impact on PSAPs arising from the misuse of NSI phones.

The IN Board appreciates the opportunity to provide data to the Commission relating to this very important issue.

Respectfully submitted this 30th day of June 2008,

By: Kenneth. D. Lowden, ENP
Executive Director
Indiana Wireless 911 Advisory Board
Office of Indiana State Treasurer
10 West Market Street, Suite 2980
Indianapolis, Indiana 46204