

GVG

November 16, 1987

GVG  
7/17 info -

Mr. Meetz

Last year you requested that the staff look into a hunting problem on 911 trunks in the Green Bay Huth office. We forwarded your request to switching and marketing. I recently found out that they did pursue the problem, but never informed us about the status.

As you will see from the attached letters, there is no immediate solution to the problem. The switching staff did tell me that they have asked for circle hunting as an enhancement to the ESS software. They do not know when this enhancement will be delivered by the switch vendor.

My apologies for getting back to you so late. This closes staff assistance request #001.

*Michael A. Kollmeyer*

Michael A. Kollmeyer  
Asst. Staff Manager - Special Services

cc: Mr. Mogden

Staff Project: 001  
Assigned To: Mike Kollmeyer  
Date Assigned: 3/12/87  
Hours (M&P): 16  
Hours Req (Train):  
Est Comp Date:

Project Name: 911 Rotational Selection

**Project Definition:**

. See attached letter dated 12/23/86.

**Implementation Issues  
To Be Resolved:**

MRK

~~P/BNSD FOLLOW-UP ON~~

THIS LINE DISCUSS

EM Circuits - Various Locations

cc: ~~Tom~~

1/28

*orig: Larry Olson  
I would appreciate your  
having someone look into  
rotational selection. Please let  
me know if possible by 1/26/87.  
cc: J. Mogden 1/4  
cc: Dale Merty*

AQTL  
Automatic queuing  
on trunks and  
lines.

12/23/86

Mr. Mogden

1114 Steve Fransz  
200 S. Excel  
Suite 450  
797-1756

Mike Kojis  
x 6789

Circuit involved 8EM13WT, 8EM14WT, 8EM15WT.

3/13/87 - Ref'd  
date by  
MK

On 12/19/86 sometime in the early morn a ring no answer report was received by CRSAB on the 911 service from the 465, 468 exchange. (Huth office Green Bay). The SCC dispatched a man to the office and the service tested OK.

A Special Service tech was in the Huth office on 12/19/86 about 10:00 working on a service order and was informed by the SCC craftsman that he was called in on an EM problem. Our S.S. man tested the service and looked over the connections. He found that the trunk cable had been paralleled on the Huth end. The E.S.S. trouble print out indicated an occasional pre trip which could be caused by excessive bridge tap. It was later surmised that the parallel run had been in since a massive cable damage about 4 years ago, so this was not the real problem.

It turned out that the first circuit had a bad cable pair on it. It looked like it was going wet. The pair was changed and the problem was cleared about 13:45 on 12/19/86.

In talking to the switching experts here in Appleton, it is possible that we can have a pre trip condition and the caller may still hear an audible ring back. Thereby the report "ring no answer".

Gerry Van Gheem questioned the sequence of selection of the trunks. Why pick the same trunk every time? This could lead to a constant failure to complete. Our switching people indicated that changing to a rotational selection is not possible.

The Brown County 911 center is very concerned over the 911 reliability. They have pending litigation against them on another case on the west side of Green Bay.

Would you please investigate the possibility of rotational selection with application to the various types of E.S.S. offices? }

We will get together with our SCC people so that we can become involved more quickly in the trouble report sequence.

"Thank you for your support"

*Dale J. Meets*  
Dale J. Meets

cc: A.J. Heyer  
G. Van Gheem

DATE: SATURDAY, 14 MARCH 1987  
TO: MEETZ.DALE,KOLLMEYER.MIKE  
FROM: J22868.(MCGDEN.JIM)  
SUBJECT: 911: ROTATIONAL SELECTION..GRN BY

D E,

SO FAR, NO ONE IS ADMITTING THAT THIS CAN BE DONE. JIM ASTI, MKTG,  
SAID HE WOULD WRITE A LETTER TO SWITCHING STRESSING THE NEED FOR THIS.  
I HAVE GIVEN THIS PROJECT (STAFF ASSIST #1) TO MIKE KOLLMEYER TO  
I SEE. HE WILL KEEP YOU UPDATED.

JIM MCGDEN

Basic 9-1-1 Trunking Configuration

April 16, 1987

Mr. Gunderson  
Mr. Lang  
Mr. Mueller

This is in reference to a 9-1-1 problem that has recently been brought to our attention.

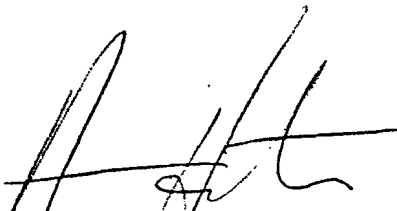
It is my understanding that in most "Basic 9-1-1 System" installations the central office circuits are accessed on a top down or bottom up basis. The lead trunk always being selected first. This configuration creates a potential problem. The person making a 9-1-1 call would receive a ring open condition in the event the lead 9-1-1 trunk is in trouble. In a life threatening emergency this could force the 9-1-1 caller to make several calls before actually reaching the PSAP...the bad trunk would be repeatedly selected as the first path to the answering point.

Due to the nature of 9-1-1 service and the implications of the current 9-1-1 trunk configuration, I would ask that alternatives to the existing trunk group offering be investigated.

It has been suggested that where possible the 9-1-1 trunk groups be built to a multi-line hunt group. It appears that this would allow selection of 9-1-1 circuits on a rotating basis.

Would you please have your staff investigate the Basic 9-1-1 trunk circuit problem and make a recommendation as to its resolution.

Question regarding the Basic 9-1-1 Systems in service can be directed to Jim Asti at X3760 or myself at X2131.



Ann Harter  
District Manager - Marketing

JA:jkc

Mr. Frensz  
Mr. Kojis  
✓ Mr. Kollmeyer

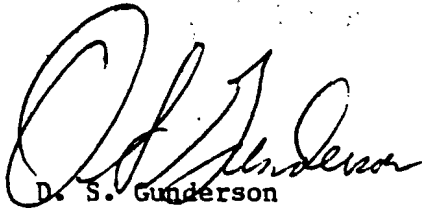
Mike discussed with Jim Ate.  
We agree with this response. No  
letter required per Jim Ate.

May 14, 1987

Ms. Harter

This is in response to your letter dated April 16, 1987, regarding 911 trunk hunting if a bad trunk exists in the group. Per Judith Papke, (Switch Engineering) the trunks required to provide Basic 911 service in the #1ESS office are SD-1A319-01 which are 2 way trunks. The only hunting arrangements available in a #1ESS office for 2 way trunks are "first-to-last" or "last-to-first". Unfortunately, both hunting arrangements cause the problem addressed by your letter and there are no alternative solutions that we are aware of.

If you have any further questions regarding this situation, please contact Dave Plamann (678-3734) of my staff.



D. S. Gunderson  
District Manager - Trunk Administration

DRP:jds

cc:

Mr. Lang  
Mr. Mueller