

ORDER NO. 84181

IN THE MATTER OF THE
COMMISSION'S INVESTIGATION INTO
THE OUTAGES OF VERIZON
MARYLAND INC. 9-1-1 NETWORK IN
MARYLAND

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BEFORE THE
PUBLIC SERVICE COMMISSION
OF MARYLAND

CASE NO. 9265

Issue Date: July 12, 2011

NOTICE OF SHOW CAUSE HEARING CONTINUATION

To: Parties of Record

Pursuant to the Show Cause Order No. 83944 in this case dated March 25, 2011, the Public Service Commission ("Commission") held evidentiary hearings on April 5 and April 12, 2011 concerning whether problems with Verizon Maryland Inc.'s 9-1-1 service between Maryland citizens and the Maryland County Public Safety Answering Points ("PSAPs") constitute violations of § 5-303 of the Public Utilities Article, *Annotated Code of Maryland* ("PUA"), and, if so, whether the Commission should impose civil penalties on Verizon Maryland Inc. ("Verizon") pursuant to either § 13-201 or § 13-202 of the PUA or both. The Commission has not yet issued its decision in this matter.

It has recently come to the Commission's attention that on May 30, 2011 certain wireless and Voice over Internet Protocol ("VoIP") calls to 9-1-1 in the Washington, D.C. area, including Maryland, were received by the PSAPs without the associated E9-1-1 data. Apparently the Automatic Number Identification (ANI) and the Automatic Location Identification (ALI) for these calls failed. Additionally, allegedly Verizon's notification to impacted PSAPs may have been inadequate and the PSAPs encountered

great difficulty in reporting the failure to Verizon officials. Accordingly, the Commission wishes to receive evidence in this case about the causes, nature, and extent of the 9-1-1 call problems to the Maryland PSAPs on May 30, 2011, and the difficulty, if any, the Maryland PSAPs encountered in receiving notification from Verizon about the problem and/or the difficulty encountered by Maryland PSAPs in reporting the failure to Verizon.

IT IS THEREFORE, this 12th day of July, in the year Two Thousand Eleven by the Public Service Commission of Maryland,

ORDERED: (1) That the hearing in this matter will resume at 10:00 a.m. on August 18, 2011, in the Commission's 16th Floor Hearing Room, William Donald Schaefer Tower, 6 St. Paul Street, Baltimore, Maryland, at which time Verizon Maryland Inc. shall show cause why the Commission should not find that the May 30, 2011 events violated § 5-303 of the Public Utilities Article and/or 20.45.05.09 of the Code of Maryland Regulations (COMAR) and, if the Commission so finds why it should not impose a civil penalty on Verizon Maryland Inc., pursuant to either § 13-201 or § 13-202 of the Public Utilities Article or both; and

(2) That, by August 11, 2011, Verizon Maryland Inc. shall file any written documentation as to the causes, nature and extent of the 9-1-1 call problems to the Maryland Public Service Answering Points that occurred on May 30, 2011.

By Direction of the Commission,

/s/ Terry J. Romine

Terry J. Romine
Executive Secretary