All,

There have been some stories and online reports the last couple of days regarding recent problems with Time Warner Cable phone service. I want to let you know what's going on in general and more specifically, our County, so you have the full story.

For several years Time Warner has been selling phone service. This is not traditional phone service over a standard hard line but instead Voice-Over-IP (VOIP) - or in other words, the call goes through the internet. There are other services out there such as Vonage, Magic Jack and others who also provide VOIP phone service. The difference with Time Warner is that for years they have done a good job of delivering all of the same information (name, address, phone number, responder, etc) that traditional phone companies like Frontier do.

While Time Warner sells the phone service, they have a provisioning company that handles all of the 911 aspects of the business, including routing emergency calls, confirming addresses, etc. The company that has been doing this work up until a month ago was Sprint. Due to some issues, Time Warner began switching that over to a new company called Intrado. The conversion has not gone so well.

Intrado has different equipment and standards and as a result is not delivering the same information that Sprint did. For instance, if someone calls 911, their name, address and phone number would come up, but the list of responders did not. This causes unnecessary delays because the address has to be verified against our database to confirm the responders. Time Warner's response has been that they deliver all of the information required by the FCC and technically this is correct.

More importantly, and what has triggered the 911 coordinators to speak out, is that some people have been calling 911 and instead of getting a 911 center, they have been routed to Intrado's call center in Colorado. Those calls then have to be transferred to the correct 911 center. Obviously this is causing delays. The percentage of these incidents is relatively small but it is still a problem.

How does this relate to us? Well, at this point it appears based on our research that the transition from Sprint to Intrado has not taken place in our County at this time and as a result we have been immune to the problems you may have seen in the media. It won't be long before we will be cut over as well.

After largely dismissing these issues, Time Warner in the past 24 hours has started to actively engage with the 911 coordinators. We have a conference call with them this afternoon to discuss the issues and how they intend to handle them. If you have specific questions or concerns, please let me know. I'll update you if I get any other relevant information.

A. Wesley Jones

Acting Chief Dispatcher
Chenango County Sheriff's Office/911
279 County Road 46, Norwich, NY 13815
607.337.1957 (new phone #)
607.337.1865 (fax)
www.chenangosheriff.us