

TENS: Telephone Emergency Notification System FAQ

Source: Marin County Office of Emergency Services, April 2010

Question	Answer
1. What information do you have on the citizens who are being called and where does the information come from—how is this information accessed or collected?	County OES collects all phone numbers from Verizon and AT&T and upload them to our servers quarterly. The only people that can access these numbers and activate our TENS system is our County OES staff. These numbers are not given out to anyone else for any reason.
2. If I am called, what information appears on my caller ID?	The numbers that will show up on your caller ID varies depending on the method we use. They could be any of the following numbers: 415-507-1513, 480-629-0003, or 615-514-0815.
3. Does the system leave a message if no one answers?	<p>As long as you have a standard voicemail/answering machine, the system will leave a message. If you have a voicemail/answering machine that says press 1 for Joe, 2 for Mary, etc., the system will not leave a message.</p> <p>TENS is not able to navigate any voicemail prompts. If it defaults to a general box if nothing is selected then it will leave a message there.</p>
4. I have a rotary phone so when I receive a message from TENS, I can't select 1 to hear the message.	After the intro prompt concludes, the system will wait 2 seconds then begin to play the emergency message without the call recipient doing anything.
5. I understand a conventional "landline" is the standard phone number used but what about phones with the VOIP system like Vonage or Comcast digital or AT&T U-verse digital? I know there are some differences with the 911/e911 service for these online phones.	<p>AT&T and Verizon cover the VOIP numbers for AT&T U-verse and Comcast, so those numbers are uploaded into our database. As for Vonage, they do not have this option. Those subscribers need to contact Vonage and ask them to provide their numbers to AT&T & Verizon so those numbers will be covered when a call out is made.</p> <p>e911 service is the number that is provided to Communication Dispatch Center so if you call 911 from your home phone, your address shows up on the Dispatch screen for a faster way to get help dispatched to your home.</p>
6. The May/June 2009 newsletter from City of San Rafael OES indicated that residents must verify with their phone provider that the resident is registered with the "emergency notification database". What is the "emergency notification database" and can any number be listed?	What this means is that it is up to the subscriber to contact their phone carrier and make sure that their number is added to the phone numbers that is provided to County OES for emergency call outs. AT&T & Verizon do this automatically.
7. Can TENS contact me in multiple ways: phone, cellular, pager, pda, fax, and email? If so, how can we sign up additional numbers i.e. cell phones or email?	No, TENS is only for land-line phones.