

MOBILE VIRTUAL NETWORK OPERATOR REGULATORY COMPLIANCE MANUAL



S&L

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Regulatory Compliance Guide for
Mobile Virtual Network Operator (“MVNO”) Providers

**Mobile Virtual Network Operator
Regulatory Compliance Manual**

Sample

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1. FEDERAL REGULATIONS – SUMMARY

E911 Requirements

Technical Requirements:

- All wireless providers, including Mobile Virtual Network Operators (“MVNOs”), must comply with the FCC’s basic and enhanced 911 (“e911”) rules.
- Wireless providers must transmit all customer 911 calls and customer automatic number identification (ANI) to the caller’s designated Public Safety Answering Point (PSAP).
- The FCC’s phase 1 rules require all wireless providers to provide the PSAP with the telephone number of the originator of a wireless 911 call and the location of the cell site or base station transmitting the call.
- Phase 2 rules require wireless service providers to provide more location information to PSAPs; specifically the latitude and longitude of the caller. This information must be accurate to within 50 to 300 meters depending on the type of location technology used.
- New rule changes require wireless carriers to comply with location accuracy requirements at either a county-based or PSAP-based geographic level.

Regulatory Requirements:

- File with the FCC a list of counties, or portion of counties that they seek to exclude from location accuracy requirements.
- Report changes to exclusion lists within 30 days of such changes.

Communications Assistance for Law Enforcement Act (CALEA)

- MVNOs are required to comply with CALEA.
- Providers must facilitate Law Enforcement Agency (LEA) wiretaps, traces and other lawful surveillance.
- Providers must comply with systems capability requirements set forth in CALEA Section 103.
- CALEA compliance may be achieved through Trusted Third Parties (TTPs).
- Providers must file and maintain up-to-date System Security and Integrity (SSI) Manual with the FCC.