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CONTACT: Rob Martin, Exec. Director
1-800-332-3911, rmartin@nena.org

Voice over Internet Service Leaders Making Significant Progress on 9-1-1
*National 9-1-1 Association Lauds VoIP Industry 9-1-1 Efforts,
Encourages Further Work*

Washington, D.C. – The VON Coalition, a group of the nation’s leading Voice-over Internet Protocol (VoIP) companies, joined with NENA, the National Emergency Number Association, one year ago in a voluntary agreement to develop technical and operational methods for providing access to 9-1-1 services by users of Voice over Internet services. One year later, this joint effort has resulted in progress in all areas of the original agreement.

A recent survey by the VON Coalition indicates that 100% of those companies surveyed who offer a residential Voice over Internet service are providing a 9-1-1 calling capability that allows a caller to reach a PSAP. Of high importance is the indication that 60% are providing access for fixed location customers similar to traditional wireline E9-1-1 service, with delivery of callback number and ALI data, with the remainder having specific plans to implement this type of service. The survey indicates 75% of the companies participating in the Agreement already collect and remit state/local 9-1-1 fees for their retail Voice over Internet customers - either directly or through an intermediate telecommunications provider.

In addition, the Agreement involved cooperative efforts toward developing better E9-1-1 solutions for VoIP based communications services in general. VON Coalition members have been active in NENA efforts on Migratory and IP based E9-1-1 definition work throughout the past year. As gratifying as the overall progress has been to date, there is much more to be done. VON Coalition members are expected to be active in the next step in NENA’s drive to accomplish future evolution of the E9-1-1 systems, which is embodied in NENA’s “Next Generation” E9-1-1 Program. NG E9-1-1 is intended to further technical, operational, and policy issue resolution needed to enable the testing and implementation of IP-based E9-1-1 systems in North America. See NENA’s website at www.nena.org for more information on the NG E9-1-1 Program.

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About NENA

A not-for-profit 501(c)(3) organization, the National Emergency Number Association (NENA) is the only educational organization dedicated solely to the study, advancement and implementation of 9-1-1 as America’s universal emergency number. Established in 1982 to integrate 9-1-1’s “one nation, one number” into our community culture. NENA has approximately 7,000 members organized into 46 chapters across the U.S. and Canada.

At www.nena.org, you will find a wealth of additional information on the nation’s 9-1-1 issues, including NENA’s leadership role in other activities to increase the level of 9-1-1 service in each state and county of the United States, and links to official documents.