



Summary of NENA Activity and Plans for Voice over Broadband services and E9-1-1

Introduction

Over the last few months, the growth of telephone service using analog-to-digital conversion into a broadband/Internet connection has resulted in concerns among Public Safety as to appropriate access to E9-1-1. Some companies have provided no access for 9-1-1 calls, and others are directing 9-1-1 dialed calls through a process that results in a call to a 24x7, 10 digit number at the PSAP, rather than through the E9-1-1 system itself. There are a number of issues with this technique and its administration, and a need for a better interim solution, as well as a full E9-1-1 solution for this type of service.

NENA has taken actions to deal with all these issues, as noted below.

- NENA negotiation with the VON Coalition on communication and administration processes with Public Safety. NENA is negotiating a vendor-specific agreement with Vonage.
- The established NENA VoIP/Packet Technical Committee has a work plan for identification of improved interim/migratory solutions to E9-1-1 access:
(Excerpt from Committee plan)

"With the proliferation of VoIP services from both enterprise and carrier organizations, it's become clear that there are several problems related to providing emergency services. There are many scenarios in which a call to 9-1-1 will not be properly routed or reach a 9-1-1 center at all. It is the intent of this group to identify these scenarios and provide an interim solution whereby a call to 9-1-1 will reach a PSAP.

The NENA VoIP Migratory working group has a short term goal to address this issue in a 6 month timeframe. The intent is to deliver a TID (Technical Information Document) that will address this issue directly by recommending steps to ensure that calls from VoIP providers will reach a PSAP in the correct jurisdiction in which the call originated."

- The NENA VoIP/Packet Technical Committee also has a working group to identify and develop longer term utilization and support of IP-based technology, including

caller location, as applied to E9-1-1 future service. NENA has also worked longer term solution issues, and continues to do so, in the areas of IP based PBX and Centrex call originator applications, and IP interface to the Public Safety Answering Point (PSAP). A Technical Information Document is in final approval phase on the latter interface. IP relationships to E9-1-1 is a basic component of NENA's 9-1-1 Future Path Plan.

- In addition, NENA also has a 9-1-1 Center VoIP Operations Committee, which will develop and coordinate PSAP associated procedures for these applications.
- NENA will seek interactions with appropriate industry standards groups, including contributions to the ATIS TOPS VoIP focus group, for needed standards and coordination actions
- We are asking the FCC to act as a facilitator, supporting NENA and industry solution work. Purpose: find best solutions sooner rather than later, and minimize regulation needs and actions.

The NENA Executive Board is supportive of this work, and is being kept informed of actions toward both improved interim and full E 9-1-1 solutions for this aspect of 9-1-1 system evolution.

We request and encourage public safety/industry cooperation and communication in providing improved handling of Voice over Broadband 9-1-1 capabilities. By combining our resources and knowledge, we can accomplish faster and more appropriate solutions.

NENA Contacts:

Roger Hixson, Technical Issues Director (rhixson@nena.org)
Rick Jones, Operations Issues Director (rjones@nena.org)