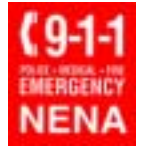


National Emergency Number Association

The Voice of 9-1-1



March 18, 2004

Open Letter to Concerned Leaders and Citizens:

The universal emergency number, 9-1-1, has come a long way since its first ceremonial call in Haleyville, Alabama in 1968. Synonymous with help and emergency response, 9-1-1 is embraced by the American public – children as well as adults – for its advantages, importance and convenience in an emergency. Today nearly ninety-five percent of the United States population is covered by some type of 9-1-1 service. However, we cannot rest on that achievement. With the introduction of new technologies and service offerings, and given today's environment of heightened risk and emergency alertness, 9-1-1 will not keep pace unless we respond immediately.

As innovative and new ways to call 9-1-1 have emerged, so too have calls for us to explore and examine efficient uses of 9-1-1 services. In this call for action, we recognize that technologies such as Internet Protocol (IP) and Voice over Internet Protocol (VoIP) are dynamic, competitive, innovative, and most of all, an opportunity to improve our nation's 9-1-1 system. Working on these issues, we are reaching out to potential colleagues, friends and allies in the public and private sector to build better relationships, form new partnerships and strengthen existing systems. We know we can't do it alone. We need the very best. We ask you to join us to expand this special effort.

What we need most is leadership, resources and above all a commitment to make significant progress in realizing the full potential for 9-1-1 and emergency services enhanced access in the digital migration.

To this end, the National Emergency Number Association (NENA) is establishing a public policy, technical and operational blueprint and framework for the advancement of Internet based service offerings for 9-1-1.

NENA's IP Services and Applications Principles for 9-1-1:

- Establish a National E9-1-1 VoIP Policy
- Encourage Vendor and Technology Neutral Solutions and Innovation
- Retain Consumer Service Quality Expectations
- Support Dynamic, Flexible, Open Architecture System Design Process for 9-1-1
- Develop Policies for 9-1-1 Compatible with the Commercial Environment for IP Communications
- Promote a Fully Funded 9-1-1 System

Adopting these principles and joining NENA we ask you to support an aggressive, open, consultative process to improve our nation's planning, leadership and innovation in the delivery of a fully functional 9-1-1 system that responds any time, anywhere from every device.

To learn more about this process, please contact NENA headquarters (1-800-332-3911).

A not-for-profit corporation, the National Emergency Number Association (NENA) is the only organization dedicated solely to the study, advancement, and implementation of 9-1-1 as America's universal emergency number. For more information, visit www.nena9-1-1.org