

## **NENA VoIP Statement of Intent**

On Thursday, May 18, the Federal Communications Commission (Commission) approved an Order concerning Enhanced 9-1-1 (E9-1-1) requirements for Internet Protocol (IP)-enabled services. The full text of the detailed Order (FCC 05-116) was publicly released Friday, June 3<sup>rd</sup>. NENA issued a Policy Statement concerning the Order on June 6<sup>th</sup> fully supporting its intent and applauding the Commission for addressing the issue in the early stages of the industry. This statement is available on the NENA VoIP web page at [www.nena.org/VoIP\\_IP/index.htm](http://www.nena.org/VoIP_IP/index.htm). The Commission's actions provide a solid foundation and a path forward from which we can build on this very important topic. There are, however, clearly technical, operational and policy issues that need to be addressed in the very near future as VoIP service providers take steps to meet this Order.

A great deal of work has already been done by public safety and industry on these issues. NENA looks forward to continue working with all of the stakeholders, both public and private, to reach common sense solutions that satisfy the requirements of this Order while working towards a future path that meets established industry standards. This document is a statement of the activities NENA intends to pursue over the coming weeks and months to ensure collaboration and cooperation among all affected parties. As the leading international association focused on the delivery of 9-1-1 services, NENA is well positioned to play this facilitation role.

### **Providing a Forum for Effective Dialogue**

Perhaps most important, NENA intends to continue to provide a forum for industry and public safety to come together to discuss issues and solutions. This will occur in many ways, including the formation of as needed ad-hoc working groups, coordination with the E9-1-1 Institute and well publicized public events. Two specific events include NENA's 24<sup>th</sup> annual conference and trade show in Long Beach from June 24<sup>th</sup> to June 30<sup>th</sup> as well as a "VoIP E9-1-1 Solution Summit" on July 7<sup>th</sup> co-hosted by the VON Coalition and NENA.

At the annual conference, several VoIP breakout sessions are offered to continue educating members. Also, the VoIP courses, introductory and advanced, are offered there, in addition to a special education course. Various vendors and providers will be exhibiting and providing additional information to conference attendees concerning their VoIP E9-1-1 solutions.

The July 7<sup>th</sup> summit will cover the various processes and requirements which need to be implemented to comply with the FCC VoIP E9-1-1 Order. Detailed information on this event is available at <http://www.neustar.biz/nena/index.cfm>.

### **Establishing Acceptable Technical Requirements**

The Order calls for providers of interconnected VoIP services to provide E9-1-1 or 9-1-1 service to all customers. However, the Order does not specify any specific requirements that must be met for a VoIP provider to provide an appropriate and acceptable solution. This leaves the door open for a number of possible approaches for VoIP providers to employ in providing E9-1-1 service. NENA intends to play a leadership role in establishing acceptable system requirements that must be met by VoIP providers to meet the Order.

Ideally, VoIP providers will meet established industry standards in providing E9-1-1 solutions, specifically NENA's Interim Solution (i2) standard. NENA is working expeditiously to publish this standard which is expected to be complete around the end of September, 2005. Recognizing that not all VoIP providers will be able to implement the full i2 standard in the 120 day FCC Order interval, the 9-1-1 community must work with all stakeholders to determine what the characteristics of interim solutions should be. Several ad hoc NENA technical group has already been put together to examine these issues and make initial recommendations. These transitional approaches will need to be reviewed through the NENA technical

committee process, which will be completed in an expedited manner. The ad hoc process is examining the minimum system requirements for VoIP providers, E9-1-1 system services providers and PSAPs. This ad hoc effort will be available to collaboratively work with all stakeholders, including VoIP providers, E9-1-1 system service providers, industry groups such as the VON Coalition and other affected groups to provide answers to questions on an as-needed basis.

### **PSAP Outreach and Awareness**

During the interval before the full Interim Solution (i2) can be implemented, PSAPs may receive E9-1-1 ALI data with varying content, depending on the transitional (pre-i2) approach chosen by individual VoIP providers. It will be critical that PSAPs be able to access a source of information on what each VoIP provider's E9-1-1 capabilities are. Some of the capabilities that will need to be known may include whether the VoIP provider provides fixed or nomadic service, uses non-native NPAs, E9-1-1 Selective Router access method, E9-1-1 data provision method, ALI content, and if subscriber addresses are MSAG validated.

NENA is investigating the possibility of updating its company ID database to support documentation of VoIP provider capabilities. It will be important for the PSAP community to ensure that each VoIP provider has acquired a NENA Company ID, to identify each VoIP provider and make 24x7 contact information available to the PSAP receiving a 9-1-1 call.

### **Consumer Education**

NENA stands ready to support and assist in the establishment of content of consumer education material, warning statements and warning labeling as required in the FCC Order. We will work with the VON Coalition and individual companies to help promote consumer education. We will also reach out to safety advocacy groups such as the National Safety Council and similar groups to ensure appropriate and accurate information is being provided to the public.

NENA believes that all IP and next generation technologies can and must aggressively pursue implementing E9-1-1 in the interest of their consumer's safety and security. Furthermore, 9-1-1 is vital to the personal safety of IP service customers, and security of all consumers, the general public and our nation's homeland security. Providing our citizens with easy and reliable access to police, fire and paramedic services through an E9-1-1 system is a guiding principle of NENA.

NENA looks forward to actively working with all parties to address and meet the challenges of IP and 9-1-1, as well as other emerging telecommunications technologies and capabilities.

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**Note: The above information relates to USA status and activities. Canadian requirements on VoIP may differ, but NENA's intent is to support Canadian requirements, where possible.**