Top 10 FAQ's for E911

Navigating E911 for the enterprise has become somewhat of a challenge. A decade ago, implementing an E911 solution for a multi-line telephone system was fairly straightforward; today, a multitude of factors exist including IP, SIP trunking, remote workers, wireless and soft phones. As an E911 hosted solutions provider since 1997, 911 ETC has been actively involved in the evolution of E911. Following are the answers to the top 10 questions we're currently receiving in regards to E911 service for the enterprise:

1. **In a flattened and consolidated environment, can you route calls from a core switch to anywhere in the United States?** Yes, the Voice Positioning Server (VPC) allows 911 ETC to route 911 calls from a core switch back to anywhere in the United States and most of Canada. One of 911 ETC's largest clients has a core switch in Cupertino, California and one in Austin, Texas. All 911 traffic in the various states in which they have a presence are routed to the 911 ETC VPC and then based on the automatic number identification (ANI), it is delivered back to the Public Safety Answering Point (PSAP) nearest to where the call originated.

2. **How do we ensure that accurate 911 location information is delivered to the correct PSAP from our soft phones or remote agents?** SoftLoc is a product developed by 911 ETC that automatically prompts soft phone users to update their location information every time they move their phone. The application can recognize the phone has moved by the IP address it is connected to. The administrator of your organization has the ability to shut down the soft phone if the location is not populated. For remote agents, the organization needs to provision the location and phone number of the remote agent in a web-based GUI. When the call is placed from an agent's home, the PBX recognizes that the call is not within the network and will route it to the 911 ETC Voice Positioning Server where it will be routed to the appropriate PSAP or 911 Operator nearest to their home. The call is routed based on the pANI presented to the VPC.

3. **Can you route calls via SIP?** Yes, 911 ETC utilizes SIP delivery of calls that use a Voice Positioning Server solution. This allows for multiple paths to the VPC and eliminates charges due to misdialed calls to the PRI delivery number.

4. **Is equipment required to implement E911?** No, in most cases E911 solutions that meet state mandates can be implemented with no equipment required on-site. 911 ETC has been providing fully hosted E911 service since 1997.

5. **Do we need an appliance to do discovery for our IP phones?** No, in many cases an organization can assign an Emergency Location Identification Number (ELIN) to a network region or subnet. If a user logs in or plugs into that subnet, the PBX will recognize the subnet they are located in and out pulse the ELIN for the area in which the individual is located. Many of 911 ETC's largest

enterprise customers have set up the ELIN's for their network and no longer have to manage anything to do with their IP phones regarding E911 and additionally, do not have another piece of equipment to maintain.

6. **How do you track wireless phones?** Wireless phones are handled much like IP phones in that we assign an ELIN to a Wireless Access Point (WAP). The current problem that wireless devices present for E911 across the board is that of WAP coverage overlap, as a caller could be on a floor above or below the actual WAP.

7. **Who is in charge of error correction or routing issues?** 911 ETC's solutions include the ongoing management of error reconciliation and assistance with routing issues from our customer service team. Conversely, if you buy a server-based solution it is the customer's responsibility to correct any errors or trouble-shoot with the Telco in the event of 911 database errors or routing issues.

8. **What is the impact to E911, and action required by us, if we upgrade to a new PBX hardware/software version or release?** In most instances 911 ETC does not charge the client if they upgrade or even replace their PBX.

9. **What kind of assistance is provided to our organization in establishing any required relationships with PS/ALI providers?** Over the past 15 years, 911 ETC has established contacts with each of the 911 groups at ILEC's nationwide and is a longstanding partner of Intrado. Intrado hosts the 911 database (PS/ALI) for all carriers except for Verizon. 911 ETC is uniquely positioned with its relationship with Intrado and the LEC's to provide a comprehensive E911 implementation from start to finish.

10. **If we provide E911 service for sites in states where legislation requires that we do so, what is our liability for sites we have in states where no E911 compliance has yet been mandated?** 911 ETC has several large enterprise customers with sites spread out across the nation. The majority of our clients with multi-state sites are opting to provide the protection of E911 service to all of their employees, regardless of each state's unique legislation. We recommend that you inquire with your organization's legal department regarding this matter.

For additional information regarding E911 service, visit www.911etc.com
or send us your question at info@911etc.com.