

PROVIDING ACCESS TO EMERGENCY SERVICE FOR VOIP USERS

1—For service to customers using phones that have the functionality and appearance of conventional telephones, provide 9-1-1 emergency services access (at least routing to a PSAP 10-digit number) within a reasonable time (three to six months) and prior to that time inform customers of the lack of such access.

2—When a communications provider begins selling in a particular area, it should discuss with the local PSAPs or their coordinator (as identified on the NENA website) the approach to providing access. (For example, if routing to 10-digit number, confirm the correct number with the PSAP.) This obligation does not apply to any “roaming” by customers.

3—Support for current NENA and industry work towards an interim solution that includes (a) delivery of 9-1-1 call through the existing 9-1-1 network, (b) providing callback number to PSAP, and (c) possibly in some cases, initial location information. The current timeline for the NENA VoIP/Packet Committee to develop its interim recommended solution is May 2004.

4—Support for current NENA and industry work towards long-term solutions that include (a) delivery of 9-1-1 call to the proper PSAP, (b) providing callback number/recontact information to the PSAP, (c) providing location of caller; and (d) PSAPs having direct IP connectivity. The initial standards development work of the NENA VoIP/Packet Committee should be completed by the end of 2004.

5—Support for an administrative approach to maintaining funding of 9-1-1 resources at a level equivalent to those generated by current or evolving funding processes.

6—Consumer education. This could include projects involving various industry participants and NENA public education committee members to create suggested materials explaining any 9-1-1 differences to customers.