Survey Highlights Progress on 9-1-1 for VoIP
## *Answering The Call For 9-1-1 Services In An Internet World*
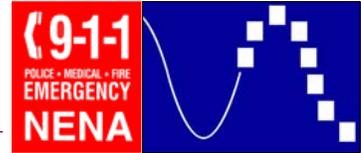
In December of 2003, the Voice on the Net (VON) Coalition, the leading voice on VoIP policy issues, and the National Emergency Number Association (NENA), the leading emergency services organization, came together to forge a landmark agreement to find workable 9-1-1 solutions for VoIP. In December 2004, the VON Coalition released these results of a survey of leading VoIP providers who signed the initial VON-NENA agreement and other VON coalition members to gauge the current state of progress towards providing emergency service for VoIP users.

### TYPE OF 9-1-1 SERVICE BEING OFFERED

Sixty percent of broadband VoIP service providers surveyed are currently offering a VoIP service that provides E9-1-1 access today for fixed users with automatic call back number and location information to emergency call centers like traditional fixed wireline service. The remainder either expect to implement E9-1-1 service within a year or are expecting to roll out E9-1-1 service as the next generation of service (I2) is developed.

#### 60% DELIVERING TRUE E9-1-1 TODAY
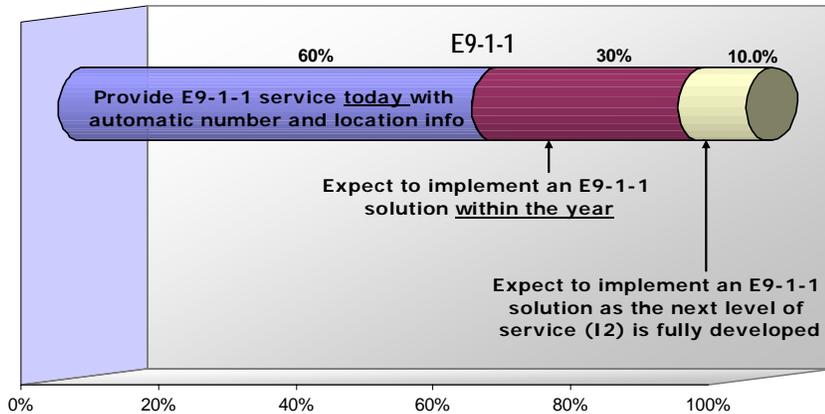
9-1-1 A STANDARD FEATURE FOR MOST

63% provide 9-1-1 as a standard feature with their service (50% for fixed users, 13% for fixed and nomadic users.)
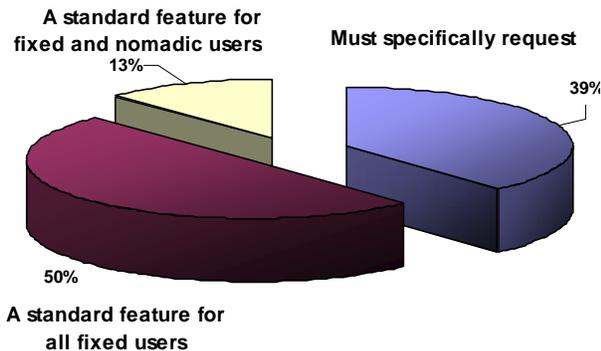
ADOPTING ADVANCED SOLUTIONS

100% will adopt new more advanced 9-1-1 solutions (I2) within a year after standards and solutions are developed -- 63% immediately, and 38% within 6 to 12 months.
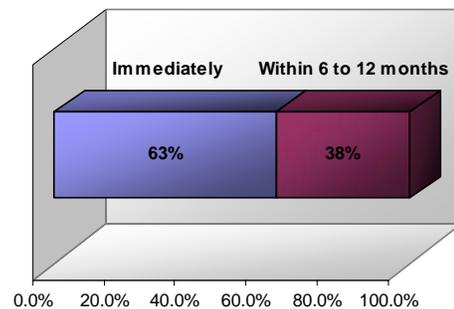
SUMMARY OF KEY FINDINGS

Results are based on the survey responses from 14 leading VoIP providers who either signed the initial VON NENA agreement or are VON Coalition members and who are providing a VoIP replacement phone service for residential customers.

- ✓ 100% of respondents are offering a 9-1-1 service that ensures that when a customer dials 9-1-1, it will get routed to a designated PSAP.
- ✓ 60% are currently offering a VoIP service that provides E9-1-1 access today with automatic call back number and location information to emergency call centers like traditional fixed wireline service -- with the remainder expecting to either implement this type service within a year (30%), or roll out new services as the next generation (I2) service is developed (10%.)
- ✓ 56% provide the capability to route calls to the 10 digit number for the PSAP (Note: Several companies provide both a 10 digit solution for nomadic users, and an E-911 service for fixed users).
- ✓ 63% provide 9-1-1 as a standard feature with their service (50% for fixed users, 13% for fixed and nomadic users.)
- ✓ Of agreement signators, 75% of retail providers already collect and remit state and local 9-1-1 fees for VoIP customers, while 25% indicate they will when/if they are provided access to incumbent trunking and other databases.
- ✓ 100% will adopt new more advanced 9-1-1 solutions (I2) within a year after standards and solutions are developed -- 63% immediately, and 38% within 6 to 12 months.
- ✓ 100% inform customers about the level of 9-1-1 service provided, and 75% also inform the emergency response centers (either directly or indirectly) about their approach to 9-1-1 service.
- ✓ More than a thousand user 9-1-1 calls have been successfully delivered to emergency personnel since December 1st 2003 when the agreement was signed.
- ✓ 100% believe that when fully implemented, IP based 9-1-1 solutions can be more robust than the solutions provided by today's network and can provide more advanced emergency solutions that can make our country even safer.