



The VON Coalition

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**VoIP Leaders Announce Significant Progress on E9-1-1**  
*Answering the call for 9-1-1 emergency service in an Internet world*

**Washington, D.C.** – The nation's leading VoIP companies today announced substantial progress in advancing 9-1-1 solutions for VoIP. For the second year in a row, the VON Coalition surveyed VoIP service providers to measure industry progress in providing 9-1-1, and the results are impressive.

Staci Pies, President of the VON Coalition said, "recognizing that dialing 9-1-1 can be the most important call a person ever makes, the survey results make abundantly clear that the VoIP industry has made remarkable progress thanks in part to FCC leadership on E9-1-1."

The Voice on the Net (VON) Coalition, the foremost voice on VoIP policy issues, is releasing this progress report in advance of the two-year anniversary of its landmark agreement with the National Emergency Number Association (NENA), on efforts to implement life-saving 9-1-1 technologies for VoIP. The results of the survey are based on the responses from 12 leading interconnected VoIP service providers that are working to implement the FCC's E9-1-1 rules.

"The survey finds that the VoIP industry has accelerated VoIP E9-1-1 solutions on an aggressive timetable and has achieved extraordinary results," said David Svanda VON Coalition spokesperson and past president of the National Association of Regulatory Utility Commissioners. These VoIP providers have made implementing 9-1-1 a top priority, with most believing the FCC's E9-1-1 Order has helped expedite industry action.

Out of an estimated 2.5 million VoIP subscribers, the VON Coalition now estimates that the vast majority will have E9-1-1 for their VoIP service by November 28<sup>th</sup> (the FCC's VoIP E9-1-1 deadline.)

The survey finds that by the November 28 deadline the VoIP industry

- will have made faster progress on implementing E9-1-1 than any other type of phone service,
- will have fewer customers without E9-1-1 service than any other type of phone service (wireline, wireless, office PBX, or satellite), and
- has better informed consumers than any other type of phone service, thanks in large part to the notification requirements established by the FCC's order.

However, like every other type of phone service it is not yet technically or operationally possible to provide E9-1-1 for all VoIP users by the deadline because there are no nationwide solutions for either fixed or nomadic services.

"In just 120 days, the VoIP industry had dedicated itself to making substantial progress, and providing emergency solutions comparable with traditional E9-1-1 functionality – a level of functionality that took the wireless industry more than a decade to begin offering," said Jim Kohlenberger, Executive Director of the VON Coalition.

Of survey respondents, 42% of interconnected VoIP providers estimate that 100% of their VoIP customers will have E9-1-1 for their primary fixed location users by November 28, 2005. However, nearly half (42%), also expect to have to disconnect customers to comply with the FCC Order. Of the companies in the survey, 92% report that they serve small businesses; 58% serve federal, state or local government agencies; and 75% serve rural customers. In the case of every other type of phone services, all of which have more subscribers without E9-1-1, to the best of the VON Coalition's knowledge policymakers have chosen specifically not to shut off services with basic 9-1-1 while the industry deploys E9-1-1 capabilities.

Significantly, survey respondents also cited several key emergency benefits (beyond E9-1-1) that VoIP can provide including: 92% -- the ability to move a VoIP phone to another location in an emergency; 83% -- the ability to use VoIP over any network in an emergency; and, 75% -- the ability to speed the transition to an IP based emergency network capable of a host of breakthrough emergency advances not possible in today's phone network. Indeed FEMA, the Red Cross, EPA, DoD, NASA and others utilize nomadic VoIP services because of VoIP's inherent advantages in an emergency.

The VON Coalition joined with NENA on December 1, 2003 to forge a voluntary agreement to develop the technical and operational mechanisms for providing effective access to emergency services by users of VoIP. The VON Coalition and NENA continue to work together, building off the foundation laid two years ago, to accelerate 9-1-1 solutions for VoIP.

**About the VON Coalition:**

The Voice on the Net or VON Coalition consists of leading VoIP companies, on the cutting edge of developing and delivering voice innovations over Internet. The coalition, which includes Acceris, AccessLine, AT&T, BMX, BT Americas, CallSmart, Cisco, Convedia, Covad, EarthLink, iBasis, Intel, Intrado, Level 3, MCI, Microsoft, MobilePro, Multi-Link, New Global Telecom, Openwave, Pandora Networks, PointOne, Pulver.com, Skype, Switch Business Solutions, T-Mobile USA, USA Datanet, and VocalData, works to advance regulatory policies that enable Americans to take advantage of the full promise and potential of VoIP. The Coalition believes that with the right public policies, Internet based voice advances can make talking more affordable, businesses more productive, jobs more plentiful, the Internet more valuable, and Americans more safe and secure. Since its inception, the VON Coalition has promoted pragmatic policy choices for unleashing VoIP's potential. More information about the VON Coalition can be obtained at the following website: <http://www.von.org>