

E911

Are We Making Progress?

Tony Maier
CEO, RedSky Technologies, Inc.
877-RedSky1

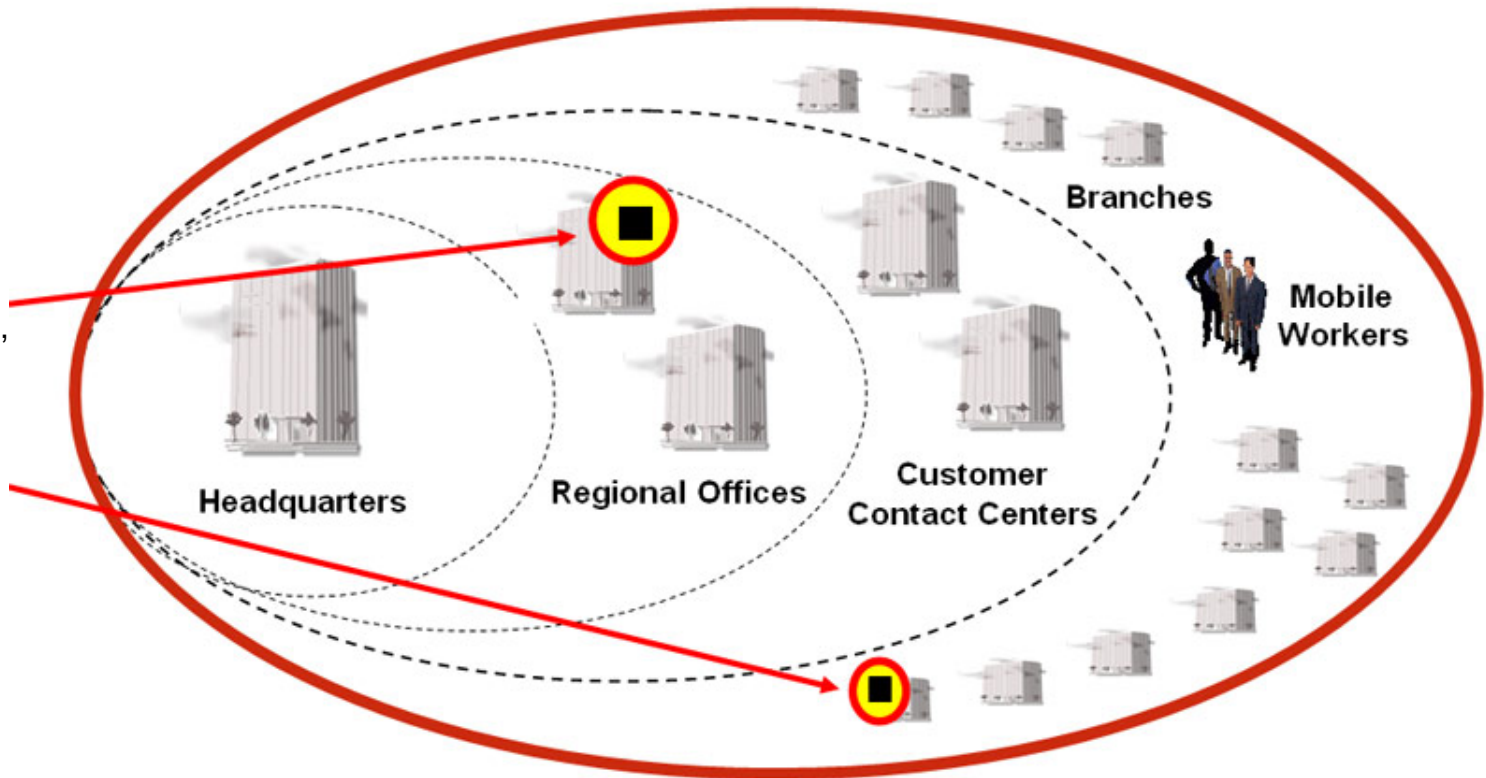


E911 -- A Critical Issue for a Complex Network

- **Pinpoints the exact location of a 911 caller**

- 44 Adams, Anytown, NJ, FL15SW
- 2 N. Main, Dallas, TX, FL3NW

- **Puts critical information in the hands of emergency responders**



E911 Business Issues

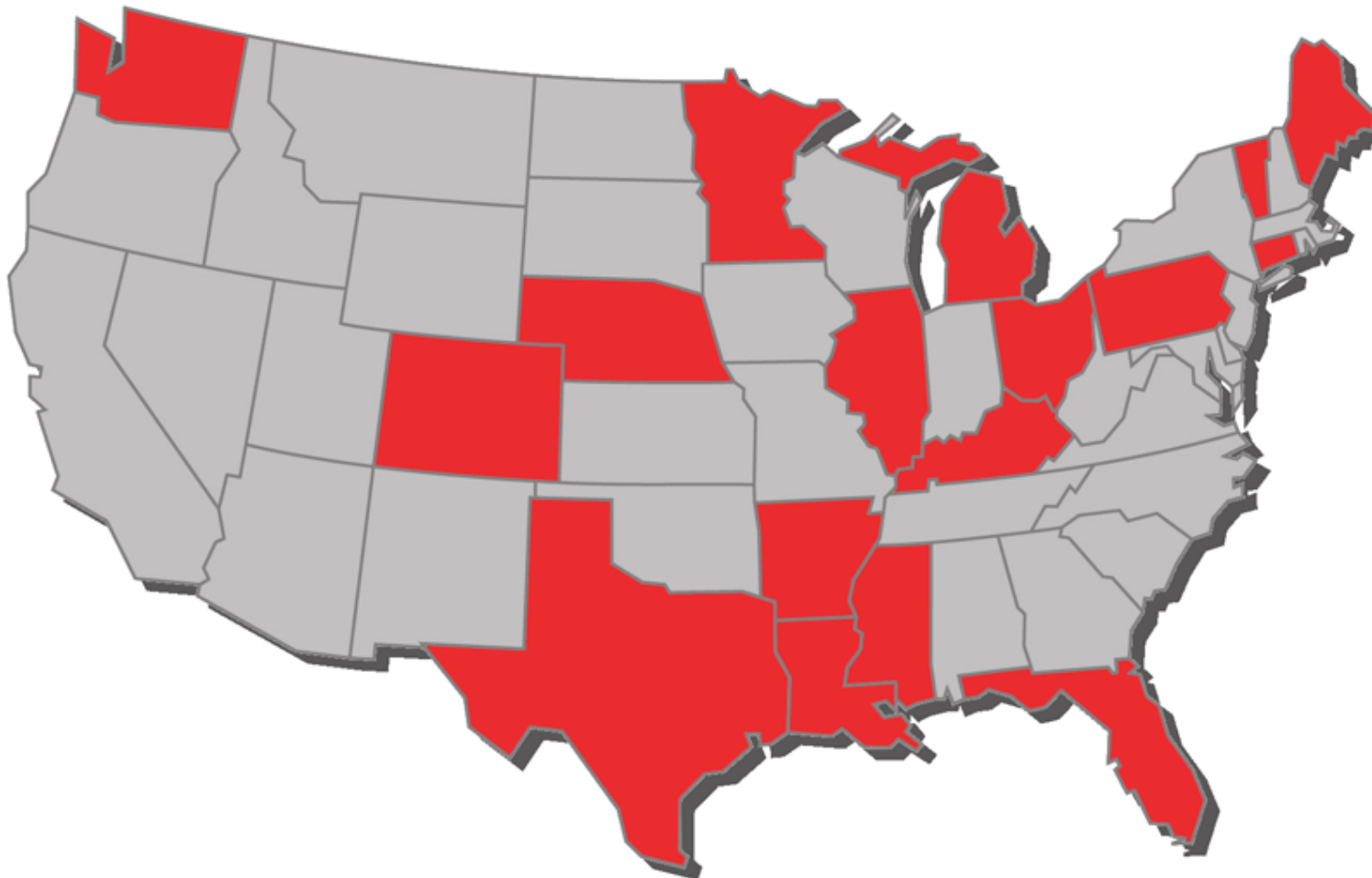
- If someone dials 911, do rescuers know where the caller is?
- When 911 is dialed, where do the emergency responders show up?
- Do you operate facilities in a state that requires E911 and if so, are you compliant with the law?
- Have you quantified your risk and liability in regard to effective 911 response?
- Have you considered an enterprise-wide standard for E911 in anticipation of regulations and to promote overall workplace safety?
- How does VoIP mobility impact E911 in your current or future environment?

Challenges of E911 in a VoIP Environment

- **VoIP is pushing the idea of mobility**
 - Flatten – Consolidate – Extend
 - Access to the corporate network is made available to employees working remotely, from home or on the road
 - E911 is a common element of new systems or upgrades
- **A Regulatory Tidal Wave**
 - 13 States have passed E911 legislation, 4 more are pending
 - FCC now requires all VoIP Service Providers to provide E911
 - The FCC, at some point, will likely consider large enterprises as VoIP Service Providers
- **Risk management and corporate liability are important factors**
 - Exceptions to Workers Compensation can be used to justify a lawsuit

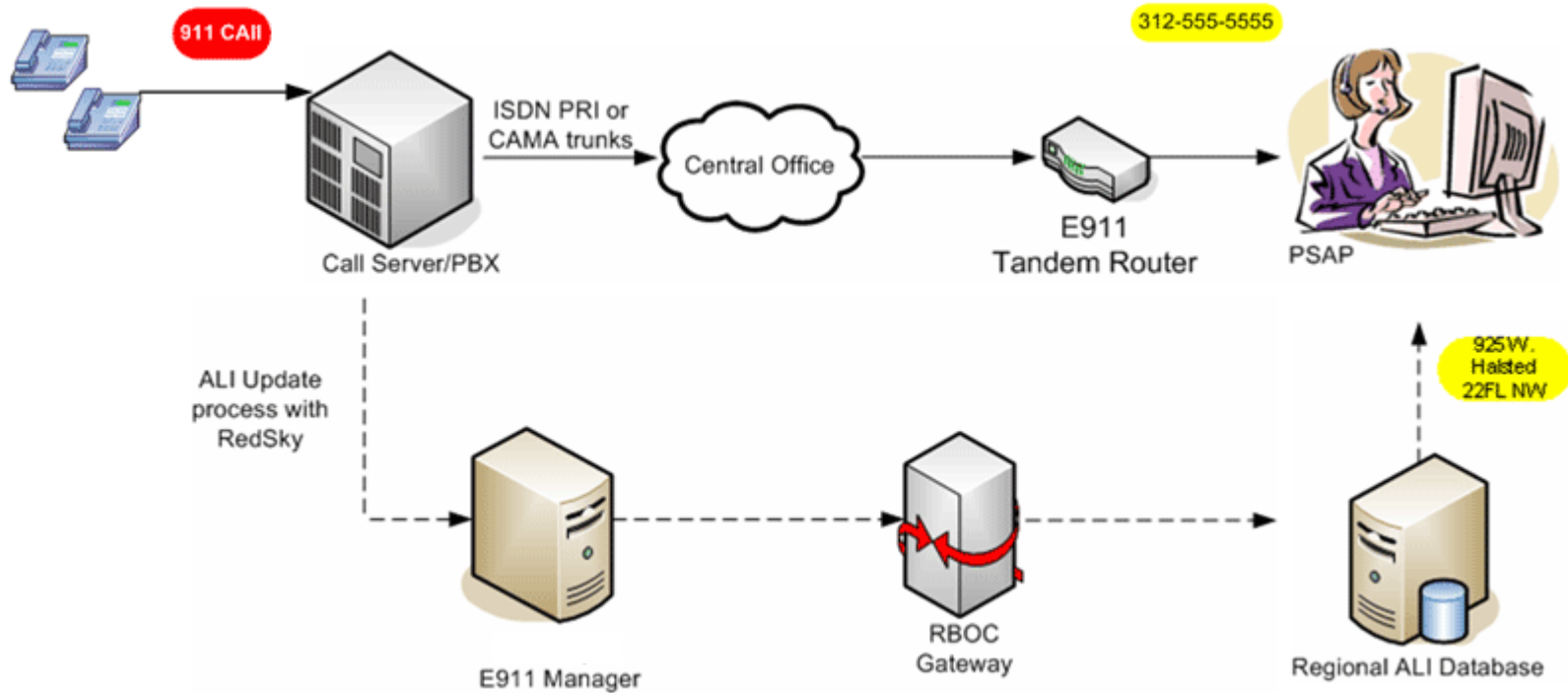
Challenge:

E911 Legislation *Passed & Pending* – What are you Doing?



**Arkansas • Colorado • Connecticut • Florida • Illinois • Kentucky
Louisiana • Maine • Michigan • Minnesota • Mississippi • Nebraska
Ohio • Pennsylvania • Texas • Vermont • Washington**

An Example of Traditional E911



E911 Manager interfaces with the call server and regional gateway providers to perform standard ALI database updates

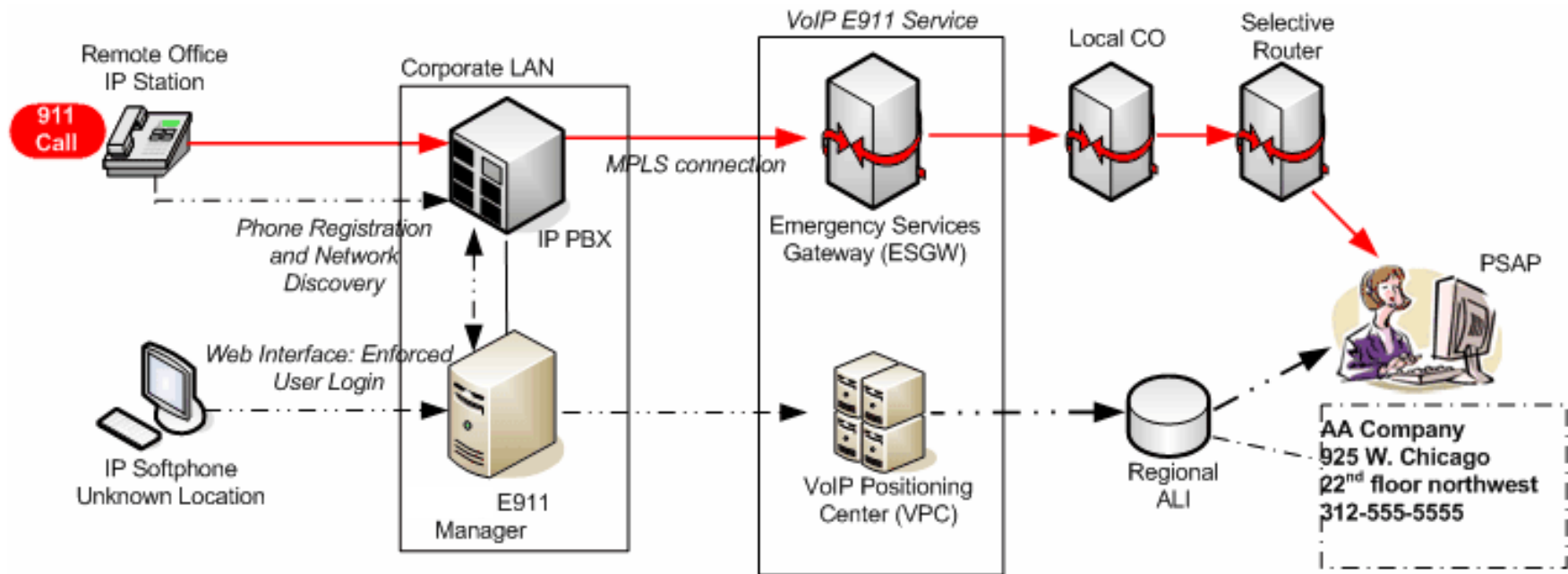
Challenges of Location Tracking in an IP Environment

- 1) Mobility – users can move from place to place, no longer tied to one location
- 2) User's new location must be detected and updated in real-time in preparation for a 911 call
- 3) Enterprises and VoIP service providers must address/solve the E911 problem introduced by VoIP for nomadic workers



Location Tracking – Remote office, home office and nomadic workers are tracked when they register

- E911 Manager captures phone registrations and updates the call server and VoIP Positioning Center with new location information



Remote users designate new location upon login to their softphone

The screenshot shows a web browser window titled "E911 Softphone Location ID - Microsoft Internet Explorer". The address bar shows "http://242.43.55.1". The page header includes the RedSky logo with the tagline "The Leader in E911 Solutions" and "ASG Medical Group". The main content area is titled "E911 Softphone Location ID" and contains a form with the following elements:

- A section titled "Select a Corporate Address" with a dropdown menu currently showing "Corporate Office".
- A section titled "My Addresses" with a dropdown menu currently showing "Select one". The menu is open, displaying a list of address options: "Home", "Corporate Office", "San Francisco Office", "Hotel Milano - S.F." (which is highlighted with an orange background and a mouse cursor), and "Add new address".

At the bottom of the page, there is a copyright notice: "© 2006 RedSky Technologies, Inc. All Rights Reserved." and a row of links: "Legal Notices", "Privacy Policy", "Site Map", and "Feedback".

Repeat locations are easily recalled and selected by the user

Conclusions & Next Steps....

- Not delivering E911 service to employees puts your company at risk
- Get out in front of the regulation “tidal wave”
- Location data will increasingly become “real time” for mobile VoIP users and ultimately, location data will travel with the call (IETF, other standard activities in this area)



Additional Resources:

- *National Emergency Number Association: www.nena.org*
- *Association of Public Safety Communications Officials: www.apcointl.org*
- *E911 Requirements: www.redskyE911.com (E911 Center)*