



Enterprise Communications Services

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Meeting topics

- Diversity of enterprise systems and importance of defining ECS
- Distinct role of vendors and installers
- Kari's Law
- Central role of location

What is ECS?

- IP-MLTS?
- Footnote 2: the full range of networked communications systems that serve enterprises”?
- Cisco: communications tools, whether IP-based or circuit-switched, that are intended to communicate on a point-to-point basis with phone numbers outside the enterprise other than a conference bridge.
 - Not internal communications tools
- Clear definition is key to then determining the technical issues or barriers to delivery of location and calling party number
 - Lack of definition also clouded the NOI record

Enterprise Market

- Diverse, constantly changing, innovating
- Cisco: three broad buckets of enterprise solutions that might fall within a future ECS definition
 - (1) on-premises solutions and software
 - (2) cloud or “hosted”
 - (3) over the top applications

Who does what?

- Manufacturers of hardware, software, and solutions
 - Vendors can design solutions capable of supporting specific dialing patterns, call back numbers, and location
- Installers configure solutions on site – including emergency calling capability
 - Configure the dialing pattern, routing within the enterprise network to the public network, obtain phone numbers, configure the system to support emergency call back, enable location (where possible)
 - Different line of business than manufacturing

Kari's Law (House or Senate pending version)

- Applies to MLTS, defined in statute
- Dialing pattern mandate + notification
- Cisco: as applied to MLTS, we are not aware of barriers to the implementation of the law from a technology perspective

Location

- Even in the absence of an ECS definition, it appears accurate location is the biggest challenge – particularly for VPN, cloud, and over the top offerings
 - And acknowledging that there are some ECS where location can be provided
- No simple answers
- Many stakeholder groups would have to be brought to the table to make significant progress
- Cisco: Wi-Fi has obvious potential to resolve some location issues