



**► VoIP Providers**  
*Safety and Security*

## Intrado VoIP 9-1-1 Solutions

### *VoIP changes the 9-1-1 paradigm*

*Voice over Internet Protocol, or VoIP, can help providers protect and expand their residential customer base. However, consumers have clear expectations regarding 9-1-1 that must be met before they will consider VoIP as a replacement for their primary line.*

#### **VoIP 9-1-1 challenges the current 9-1-1 system**

VoIP service provides users with features not available with traditional wireline solutions, including the ability for subscribers to use their VoIP phone nationwide from multiple Internet connections or to choose to use telephone numbers (TNs) foreign to the local rate center. These are key selling features of VoIP and not part of the current 9-1-1 delivery paradigm.

Intrado solves these problems by meeting the triple requirements for VoIP 9-1-1; enabling mobility, allowing for subscriber use of foreign TNs, and providing nationwide coverage.

#### **Intrado seamlessly integrates VoIP into the legacy 9-1-1 system**

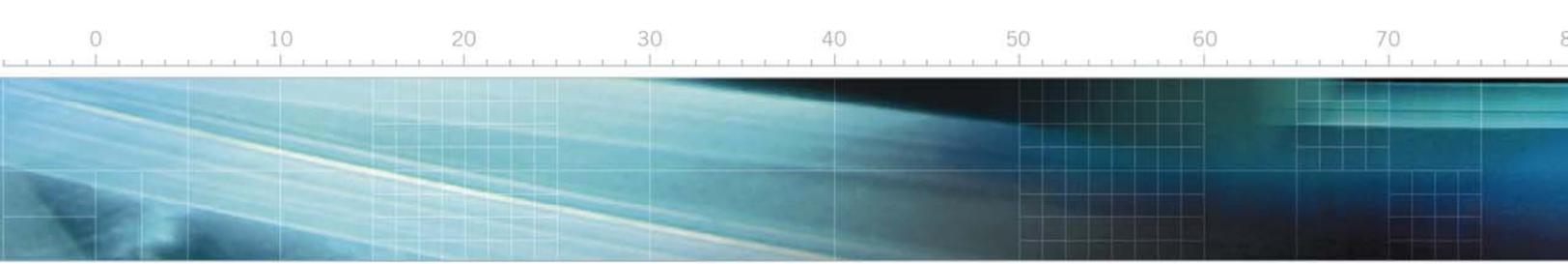
With a long-standing record of technical innovation and leadership in public safety, Intrado is uniquely qualified to help VoIP providers reduce the effort, cost, time and complexity required to help meet consumers 9-1-1 expectations. Our comprehensive suite of flexible solutions can accommodate a variety of VoIP business models.

- > Our customers value our proven ability to integrate new technologies into the 9-1-1 infrastructure, without compromising key features
- > They recognize the importance of having Intrado navigate the complexities of 9-1-1, while they focus on core business issues
- > They acknowledge that Intrado has developed and tested solutions that reduce their time to market and development costs

#### **BENEFITS**

- > Meets triple requirements for VoIP 9-1-1: Enable mobility, allow for use of foreign TNs, provide nationwide coverage
- > Enables pursuit of primary line business
- > Speeds time to market and reduces development costs
- > Provides solutions that are transparent to existing PSAP operations

*Today, the nation's leading retail and wholesale VoIP providers have chosen to trust Intrado for delivery of long term, comprehensive 9-1-1 solutions.*



*At PRIMUS, we consider it essential that our customers have access to 9-1-1. Intrado provides us with a workable solution today and a clear migration path for an E9-1-1 solution next year.*  
 – Doug Weeks, vice president of consumer marketing

**A comprehensive suite of VoIP 9-1-1 solutions**

Through our experience in integrating new technologies into legacy networks Intrado knows that there is no such thing as a one size fits all approach. We have several VoIP 9-1-1 solutions available to accommodate customers’ varying requirements, all of which fit within existing PSAP operations, requiring no new protocols or staff, or upgrades to existing call handling systems.

The diagram below can help you determine which solution is right for you. Please refer to the following product descriptions or contact us at 1.877.856.7504 or info@intrado.com for further clarification.

	VoIP E9-1-1 for Fixed Locations	VoIP Emergency Calling Service (ECS)	V9-1-1 <sup>SM</sup> Mobility Service
Provider promotes VoIP as primary line replacement	✓	✓	✓
Provider has dedicated access to 9-1-1 selective router	✓	✗	✗
Provider offers mobility and foreign TNs	✗	✓	✓
Provider has 9-1-1 selective router and ALI access in their operational footprint	✓	✓	✓
Provider has static (non-mobile) users, with locally assigned TNs	✓	✓	✓

**Intrado® VoIP E9-1-1 for Fixed Locations**

Intrado® VoIP E9-1-1 for Fixed Locations is the ideal solution for Local Exchange Carriers (LECs) with selective router access whose VoIP offering mirrors traditional wireline service. Intrado already provides similar 9-1-1 data management systems and services to all of the nation’s major incumbent local exchange carriers (ILECs), and the majority of the nation’s competitive local exchange carriers (CLECs) and inter-exchange carriers (IXCs).

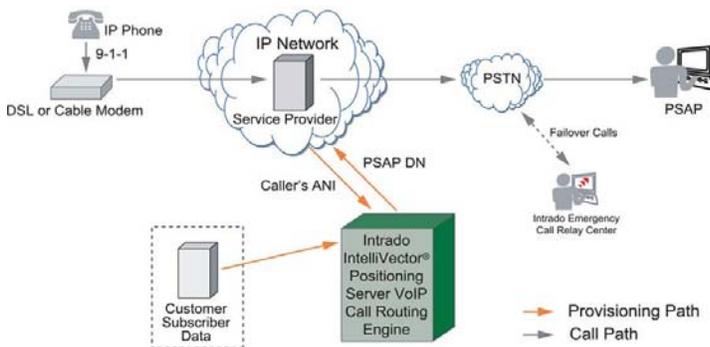
With VoIP E9-1-1 for Fixed Locations, LECs position their residential VoIP offering to meet subscribers’ 9-1-1 needs today, and easily upgrade to Intrado® V9-1-1<sup>SM</sup> Mobility Service to accommodate mobile and next generation users in the future.

*For a Local Exchange Carrier operating nationally today, the cost for selective router access and ongoing 9-1-1 database management services can amount to more than several dollars per record, per month. Conversely, for an unregulated national VoIP provider using an Intrado VoIP 9-1-1 solution, the per record, per month cost can be a small fraction of the LEC’s cost. Contact Intrado at 1.877.856.7504 or info@intrado.com for a price comparison specific to your operations.*



### Intrado® VoIP Emergency Calling Service

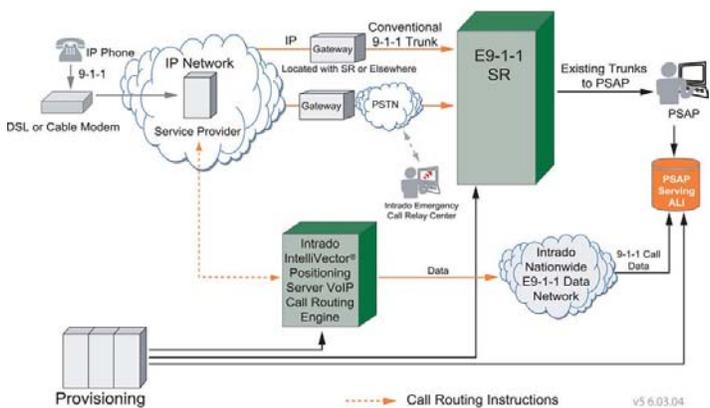
Intrado® VoIP Emergency Calling Service (ECS) is the only deployed VoIP 9-1-1 solution that meets VoIP providers' 9-1-1 needs without compromising VoIP's compelling features – like mobility or the use of telephone numbers foreign to the local rate center.



Intrado VoIP ECS is currently available nationwide and in use by all leading VoIP providers. It is a highly reliable solution that interfaces VoIP emergency calls to the Public Switched Telephone Network (PSTN), even if the user is mobile or has a telephone number (TN) foreign to the local rate center.

### Intrado® V9-1-1<sup>SM</sup> Mobility Service (early 2005)

Intrado® V9-1-1<sup>SM</sup> Mobility Service provides nationwide Enhanced 9-1-1 (E9-1-1) for VoIP without disabling key features like mobility and foreign telephone number (TN) assignment.



Other VoIP 9-1-1 providers enable E9-1-1 for static users. V9-1-1<sup>SM</sup> Mobility Service will improve upon current E9-1-1 delivery by enabling the appropriate 9-1-1 dispatcher to receive, on a dedicated 9-1-1 line, a caller's valid street address and call back number for static, as well as mobile users and users with foreign telephone numbers, nationwide.

### MEETING VOIP 9-1-1 TECHNOLOGY CHALLENGES

To help VoIP providers meet consumers' 9-1-1 requirements, Intrado developed comprehensive solutions that address the following VoIP 9-1-1 issues:

- > Nationwide subscriber mobility
- > Subscribers using telephone numbers (TNs) foreign to their local rate center
- > Delivery of a valid street address instead of x,y coordinates
- > Automatic routing of a VoIP 9-1-1 call to the correct PSAP

### LEADING THE VOIP 9-1-1 MARKET

- > First to deploy a VoIP 9-1-1 solution in April, 2003
- > Only deployed VoIP solution to support mobility and foreign telephone numbers
- > Extensive customer base including all major VoIP carriers
- > Defined migration path to E9-1-1 for VoIP in 2005



**Contact us today**

Intrado is leading the industry with long term, comprehensive VoIP 9-1-1 solutions that and a clear roadmap to deliver an E9-1-1 VoIP solution in 2005.

Intrado® VoIP 9-1-1 Solutions are available to any organization with Voice over Internet Protocol capabilities to include Local Exchange Carriers, Interexchange Carriers, Internet Service Providers (ISPs), cable operators, enterprise customers and governmental agencies.

To learn more about which Intrado VoIP 9-1-1 solution is right for you, or to learn more about Intrado's other related offerings contact us today at 1.877.856.7504 or [info@intrado.com](mailto:info@intrado.com).



The Intrado systems operations center (ISOC), is a 24 x 7 x 365 facility, staffed by trained emergency dispatch professionals. The ISOC is the core of our 9-1-1 database management and call routing operations and the foundation for the nation's emergency communications network.

**About Intrado**

For over two decades Intrado, the global expert in dynamic communications solutions, has played a pivotal role in defining and evolving the current 9-1-1 infrastructure. The company's unparalleled data management and delivery capabilities serve as the foundation for the nation's emergency communications network.

Intrado sets the standard for 9-1-1 database management and call routing. Intrado solutions are in use today by the nation's leading wireline and wireless carriers, and Voice over Internet Protocol (VoIP) service providers.

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