

Response to E911 (FCC05-116)

Company Information

Ideacom Technologies
4408 Middlebrook Pike
Knoxville TN 37921

We are a family owned telecommunications company that works exclusively on commercial applications. Ideacom Technologies was founded in 1946 and installed hospital nurse call and intercom systems. Formerly known as Executone of East Tennessee until 2000, Ideacom started selling and installing business telephone systems in the late 1960's. In April of 2002 we introduced a new service to our market known as ipSBS (Internet Protocol Small Business Solutions) which is an interconnected VoIP service. Our target customers are commercial enterprises (we have no consumer customers) that have less than 50 phones most current customers have around 30 phones or less. We provide VoIP Service, Internet connection, web hosting, voicemail, and call management services just to name a few.

IpSBS service operates in five cities; Knoxville, TN, Atlanta, GA, Orlando, FL, Nashville, TN and St. Louis, MO. We operate the service under various names including ipSBS Managed Services (IMS), IMS of Nashville, IMS of St. Louis, and IMS of Orlando.

Ideacom Technologies has been providing E911 service with delivery of proper information since the summer of 2002.

Almost all of our ipSBS customers are required to keep a 1FB (flat rate business line) from the ILEC. During the summer of 2002, we started installing (and retrofitted existing installations) with an on-premise gateway to each customer's 1FB. E911 calls were simply routed to that 1FB. Currently, we have established agreements with some of our PSTN providers to route the calls and information correctly on E911 calls through our Point Of Presence (POP). Today, some customer E911 calls route through our POP and others still route through the customer's 1FB. Regardless of how the E911 calls are processed, we required all customers to sign our acknowledgement and distributed warning labels.

Fulfilled Requirements

Ideacom Technologies currently has 51 ipSBS customers. All customers have received an acknowledgement letter that informs them of the conditions under which their E911 service may be limited or unavailable. All letters have been signed and are on file in Knoxville. We have had 100% compliance on this issue.

All customers have received silver-warning labels to be placed on all IP phones that say, "Warning-Under Certain Conditions 911 Service May Be Limited Or Unavailable From This Device". Our delivery and acceptance packet that is given to new customers at the time of installation now includes these silver stickers. Customers are also aware that they may request additional stickers at any time with no additional charge to them.

A copy of the acknowledgement letter that went out to current customers has been added as an addendum to our customer contracts that must be signed before installation can begin.

Our service currently requires that the customers' phones are within our private network thus limiting opportunities in which a customer can move a phone and not receive proper E911 relay to the appropriate PSAP and identification. However, we have given our customers three different ways in which they can inform us of a change in their Registered Location of each phone. They are as follows:

1. www.ipsbs.net/support/911 (login required)
2. Dialing extension 7000 from any of their VoIP phones at their location
3. Contacting Customer service at 800-434-9608

We believe that we have complied with the initial requirements of FCC order 05-116 including delivering calls to the appropriate PSAP, delivery of the appropriate information to the PSAP (including callback number), notification to our customers of when E911 service may be limited or unavailable, providing warning stickers, documented acknowledgements from 100% of current customers and established a mechanism for acknowledgement from all future customers.

Further questions and inquiries may be directed to:

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