

National Emergency Number Association



Video Relay Service
IP Relay Service
9-1-1 Access

VRS & IP Relay - Needed 9-1-1 Solutions



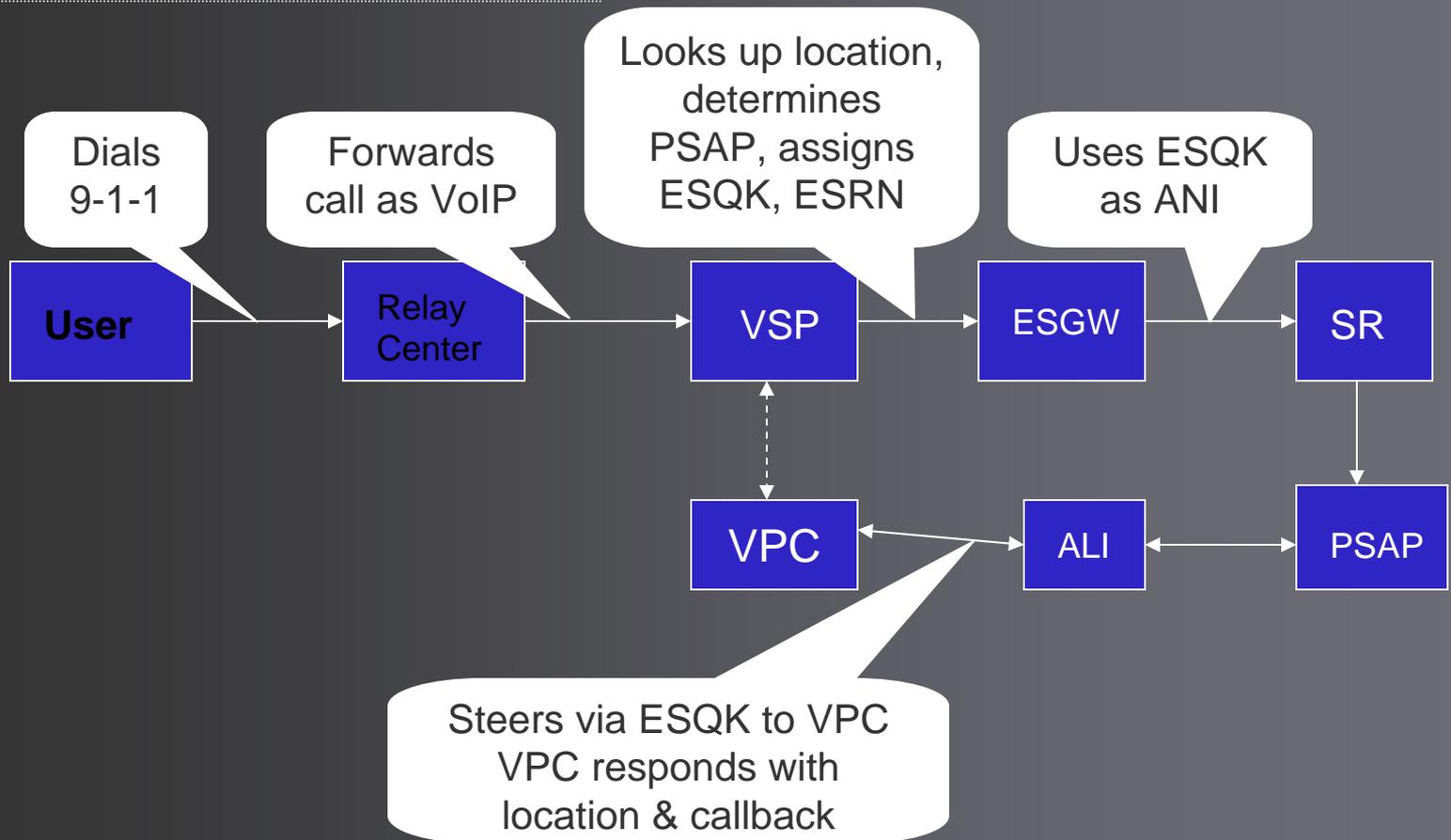
- Emergency Call Issues
 - Access to 9-1-1 network
 - Speed
 - Priority
 - Delivery of re-contact and registered location information provided to geographically appropriate PSAP
 - Appropriate processing of emergency calls
 - Vast reduction of use of delivery via 7/24 10-digit numbers

- Proposed Solution
 - Speed - should cut at least 1 1/2 to several minutes in process
 - Priority - Uniformly assign queue priority for emergency calls
 - Delivery to right PSAP via existing 9-1-1 network with caller location data included

Emergency Call Flow

using VoIP E9-1-1 linkages

Relay Center pre-registers users with location, indexed by TN





VRS & IP Relay – FCC Actions

- Order VRS (and IP Relay) providers to provide 9-1-1 service using equivalent language in VoIP E9-1-1 Order

Needed Numbering Actions:

- Order VRS/IP-R providers to provide portable, dialable TNs to VRS/IP-R users
- Advise NANC to proceed with NANC415 (VRS/IP-R user URI in NPAC)
- Allow VRS/IP-R providers to get some/all upgrade development cost back from interstate fund
- Allow monthly operational costs to come from the fund (including VPC/ESGW expenses)



VRS & IP Relay – FCC Actions

- Require VRS/IP-R providers to submit a plan to accomplish above – reasonable amount of time after Orders
- VRS/IP-R providers complete their plan for E9-1-1 integration within 120 days after approval of their plans
- VRS providers give callers an 'emergency call' option to move in front of queue
- FCC should allow call back by VRS provider if call has been identified as emergency call, even if there is a disconnect by user before answered by VRS provider

VRS & IP Relay – FCC Actions



- Allow interpreter to relay visual information to PSAP (e.g. presence of gun via video link without direct caller communication)
- Permit interpreters to take notes during calls once they are identified as emergency calls and permit saving of such documentation
- Permit provider to store information and save documentation about emergency calls.