Emergency Routing Service for the UK Data Sheet

911 Enable's Emergency Routing Service (ERS) is an emergency call termination service for IP-PBXs. When 999 is dialled, the ERS delivers the call and the caller's precise location information to the existing emergency network's Emergency Control Centre (ECC).
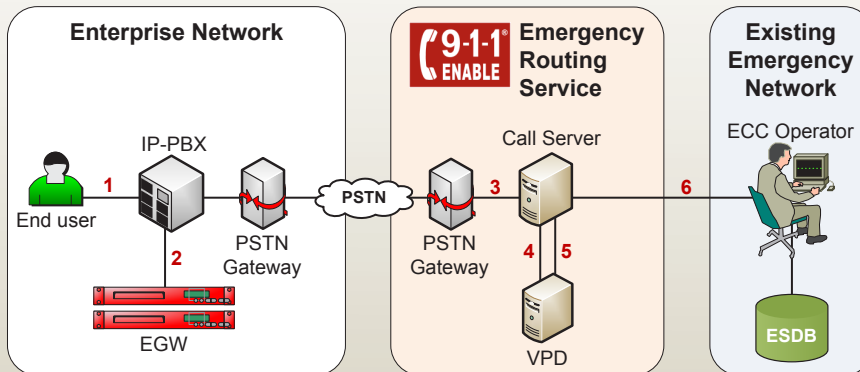
The ERS seamlessly interoperates with 911 Enable's Emergency Gateway (EGW), which performs device discovery and 999 call management functions for the organisation.

How it Works

To deploy the ERS, organisations must first associate their static locations to Emergency Location Identification Numbers (ELINs), and provision this mapping in their on-site EGW. An ELIN is simply a 999-only caller line identification (CLI) used to reference a caller's location.

A 911 Enable Provisioning Specialist then assigns emergency Direct Dial-in numbers (DDIs) to the organisation's ELINs, and submits the organisation's locations for validation. The validated locations are uploaded to the existing emergency network's Emergency Services Database (ESDB), and 911 Enable provisions the ELIN-to-DDI mapping in a VoIP Positioning Database (VPD) within the ERS.

Enterprise Network — End user | IP-PBX | 1 | 2 | PSTN Gateway | EGW

PSTN

Emergency Routing Service (9-1-1 ENABLE) — PSTN Gateway | Call Server | 3 | 4 | 5 | VPD

Existing Emergency Network — ECC Operator | 6 | ESDB

1. An emergency call is placed by an end user.

2. The organisation's EGW maps the end user to an ELIN that corresponds to the caller's location, and delivers the emergency call and ELIN to the ERS Call Server using a PSTN access number.

3. The ERS Call Server receives the emergency call, with the ELIN presented in the CLI.

4. The Call Server uses the ELIN to query the VPD.

5. The VPD uses the ELIN to determine the emergency DDI that corresponds to the appropriate location record as provisioned in the ESDB. The VPD returns this DDI to the Call Server with instructions to terminate the call to the ECC.

6. An ECC operator receives the 999 call and DDI, and queries the ESDB for the end user's organisation name and location.

Compliance with Legislation
Delivery to the ECC of 999 calls with accurate caller-location information helps organisations comply with Telecommunications and Health and Safety legislation.

Granular Location Delivery
By providing granular location information (e.g. building, floor, or room level) to the ECC, emergency responders can quickly locate 999 callers within large buildings or campus environments.

Reliable Integration with Any Leading Carrier or Service Provider
An innovative emergency calling solution the first of its kind in the UK, the ERS can be used by any organisation regardless of the carrier or service provider they use for telephone service.

Robust Address Validation
911 Enable's Validation Engine pre-validates locations to ensure they properly display on the ECC operator's screen.

999 Callbacks
In the event of a dropped call, the ERS allows the ECC operator to reconnect directly with the emergency caller.

Support for 999 and 112 Emergency Numbers
The ERS is able to support both 999 and European Union emergency number 112.

Simple to Deploy and Manage
911 Enable's emergency calling specialists help organisations deploy and manage the ERS to ensure that every emergency call routing solution is accurately implemented and maintained.

Specifications

ERS Components

VoIP Positioning Database (VPD)	• Delivers routing instructions to the 999 Call Server • Maps ELINs to DDIs for outbound 999/112 calls • Maps DDIs to ELINs for 999/112 callbacks
Call Server	• Handles 999/112 calls • Receives routing instructions from the VPC • Forwards calls to the ECC
PSTN Gateway	• Signaling and media interworking point between the IP domain and conventional ISDN/PRI trunks • Converts calls from IP to PSTN, and vice versa • Uses routing information provided by the Call Server to deliver calls to the appropriate destination

Existing Emergency Network Components

Emergency Services Database (ESDB)	• Internal 999/112 database which stores the customer name and address information
Emergency Control Centre (ECC)	• Emergency call centers operated by BT from five locations: Bangor, Blackburn, Newport, Glasgow, and Nottingham • Obtains caller's location by querying the ESDB

Connectivity

Call Delivery	• PSTN via access number

Maintenance and Support

Technical Support Center (TSC)	• Customer support and troubleshooting • 24/7/365 Emergency number • Email and Web support
Network Operation Center (NOC)	• 24/7/365 Network monitoring

Other

Licensing	• Monthly subscription service • Based on the number of records provisioned
Documentation	• ERS Support Policies

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