VOICE OVER INTERNET PROTOCOL E9-1-1

Reliable Emergency Services for VoIP Service Providers

Per federal mandates, Voice over Internet Protocol (VoIP) Service Providers (VSPs) need to establish Enhanced 9-1-1 (E9-1-1) service prior to activation. Comtech's VoIP E9-1-1 product is designed to route VoIP calls to 9-1-1, providing a common call control interface for static, nomadic, and mobile routing.

A National Emergency Number Association (NENA) standards-compliant i2 platform, our LivewirE9-1-1® solution delivers reliable emergency services to VSPs' subscribers. A secure B2B provisioning interface allows for rapid order velocity and subscriber address validation. At the time of a 9-1-1 call, LivewirE9-1-1 provides call routing instructions and ensures the identity and location of the subscriber, delivering the caller's location information to public safety answering points (PSAPs) efficiently for prompt and accurate emergency dispatch regardless of underlying technology.

Comtech was the first to market with VoIP E9-1-1, commercially launching services nationally in 2004 under the LivewirE9-1-1® brand. Our VoIP E9-1-1 solution supports multiple call-routing configurations and can accommodate carrier-specific regulatory rules, such as routing calls based on geodetic location (lat/lon in Presence Information Data Format Location Object (PIDF-LO)), Master Street Address Guide (MSAG)-validated civic address, and default routing to a national emergency call center staffed by APCO-trained and certified agents.

Industry Compliance

Our VoIP E9-1-1 solution complies with the National Emergency Number Association (NENA) i2 standard and the latest applicable Federal Communications Commission (FCC) mandates, including the interconnected VoIP rules.

Key Feature	Benefit
NENA i2 Standards-Based VoIP Positioning Center (VPC)	Enables interconnected VoIP service providers to comply with Federal Communications Commission (FCC) rules for routing VoIP E9-1-1 calls.
ALI Link™ Service	Provides access to standardized Automatic Location Information (ALI) databases through a single steering point, which saves VSPs the expense of building their own data circuits.
B2B Subscriber Provisioning Application Programming Interface (API)	Provides an automated method for provisioning subscriber records, improving speed of deployment and customer acquisition.
LivE9-1-1 (Web-Based Subscriber Provisioning Tool)	Acts as a secure front end to Comtech's subscriber database, allowing authorized users to add, modify and delete individual records in the Location Information Server (LIS).
Master Street Address Guide (MSAG) Address Validation	Confirms that subscriber-provided addresses are in a format preferred by public safety entities.
Emergency Response Center	Ensures that, if for any reason a call cannot be routed automatically, an Association of Public-Safety Communications Officials (APCO)-trained and certified call taker will answer the 9-1-1 call for help and route the call to the appropriate PSAP.

About Comtech Safety & Security Technologies

Comtech Safety & Security Technologies (SST) has been demonstrating its commitment to public safety for over 20 years. We deliver reliable solutions for Next Generation 9-1-1 (NG9-1-1), wireless Enhanced 9-1-1 (E9-1-1), Text to 9-1-1, VoIP & VoWiFi E9-1-1 and related emerging technologies. Service Providers, states, and local jurisdictions nationwide rely on our portfolio of mission critical products and services.

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