



VoIP Position Statement Of the State of Missouri



Emergency Service 9-1-1 Communications Professionals

Including

Missouri Chapter, Association of Public-Safety Communication Officials, International (MoAPCO)

Missouri Chapter, National Emergency Number Association (MoNENA)

Mid-America Regional Council (Kansas City MARC), St. Louis City and County area

Springfield, Greene County area

Joplin, Missouri

Columbia, Missouri

Jefferson City, Missouri

Stone County, Missouri

Emergency Communication Centers in Missouri are pleased to witness new technologies emerge onto the scene of communications. However, these new technologies must be planned and implemented taking emergency communications and specifically 9-1-1 into consideration. If this is not done, the benefit of 9-1-1 to the public will be compromised with critical consequences.

We believe that the following points should be remembered and honored with any new communication technology and specifically Voice over Internet Protocol (VoIP);

Federal Law establishes 9-1-1 as the national emergency phone number. Therefore, all calls to 9-1-1 should ring in through each entity's established 9-1-1 network.

The Emergency Communication Centers of the State of Missouri did not participate with the Von Coalition and NENA agreement regarding VoIP and therefore have concerns with certain elements of the agreement.

Citizens within a community deserve the same level of access to 9-1-1 emergency service when placing a 9-1-1 call, therefore 9-1-1 calls must be routed to the appropriate emergency communications center based on the actual location of the caller, and the location and caller information must be made available to all Emergency Communications Centers for the purpose of saving lives.

All 9-1-1 calls should be delivered in a standard format to be displayed on the 9-1-1 answering equipment in a fashion that is consistent in order to provide maximum life-saving efficiency within the emergency communication centers of Missouri.

Cost of implementing any new communication technology into the Emergency Communication Centers of Missouri should be borne by the vendor supplying the new technology to the public. The Emergency Communication Centers will not be expected to make special equipment changes to accommodate VoIP calls.

Customer database and locations must be available to the communication centers immediately upon service to a business or individual. This information will also be placed in the 9-1-1 ALI database within one (1) business day.

Maintenance of the database must be addressed within a time frame contracted by the communication center but not more than one (1) business day after the receipt of an error report.

In order to offset expenses incurred in answering and disseminating VoIP 9-1-1 calls for service, a method of collection of 9-1-1 funding from VoIP providers must be available to all entities providing 9-1-1 service in the State of Missouri.

Each Emergency Communication Center must have the authority to maintain security, approval and control over the types of call-technology and the manner of the implementation of the technology into the Emergency Communication Center.