

IMPORTANT VoIP INFORMATION FOR CALIFORNIA PSAPS !!

By now you have heard about the voice over internet protocol (VoIP) Federal Communications Commission order ([FCC-05-116A1/VoIP Order](#)), released in June 2005, requiring all IP-based service providers (VSPs) to provision E9-1-1 services by interconnecting with existing Selective Routers by November 28, 2005.

The California 9-1-1 Emergency Communications Office (9-1-1 Office) is working to streamline the process and minimize the impact this mandate will have on PSAP operations. So, we are working directly with the VSPs and their data base partners: the VoIP positioning centers (VPCs) and the emergency services gateway (ESGW) provider, along with SBC and Verizon, to develop uniform standards for interconnection, data format, and PSAP ALI display. Many of the standards and processes will mirror those used for wireless E9-1-1. Before authorization is given to connect to Selective Routers in California, each VSP will be required to complete a trial that demonstrates successful 9-1-1 call delivery in the proper format.

We are also developing a link on our website that will provide information to PSAPs, VSPs, VPCs and ESGWs regarding the California requirements for VoIP connectivity. Links to other important resources will be provided as well.

If you receive telephone calls or letters from VSPs or ESGWs requesting “ESQKs”, “pANIs” or shell records,” please refer them to the website for information.

As always, if you have questions regarding this correspondence and the information contained herein, please contact your assigned State 9-1-1 Office consultant ([9-1-1 Office consultant assignments](#)).

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