EENA Conference Call

UK VoIP 999/112s

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Handling VoIP112 now

- VoIP challenges : -
  - link broken between telephone number and location,
  - multiple organisations/technologies (international aspect)

- Reach PSAP Centres through PSTN - IP Gateways
- Growing number of 112s, mostly fixed users
- Identified to call-takers as VoIP
- Registered “default/normal” location accessed through telephone number
- Default Location (civic address) indicated as needing confirmation
- Verbal routing by stage 1 PSAP…….

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Current challenges

- Key issues for VoIP 112/999 :

  - registered name+address data kept updated by growing number of VoIP Service Providers (VSPs)
    (end-user->VSP1->VSP2 to stage 1 PSAP)

  - 24 hour VSP contact point for PSAP use (tracing, alternative contacts)

  - lack of information to PSAP for nomadic users (definition of nomadic?)

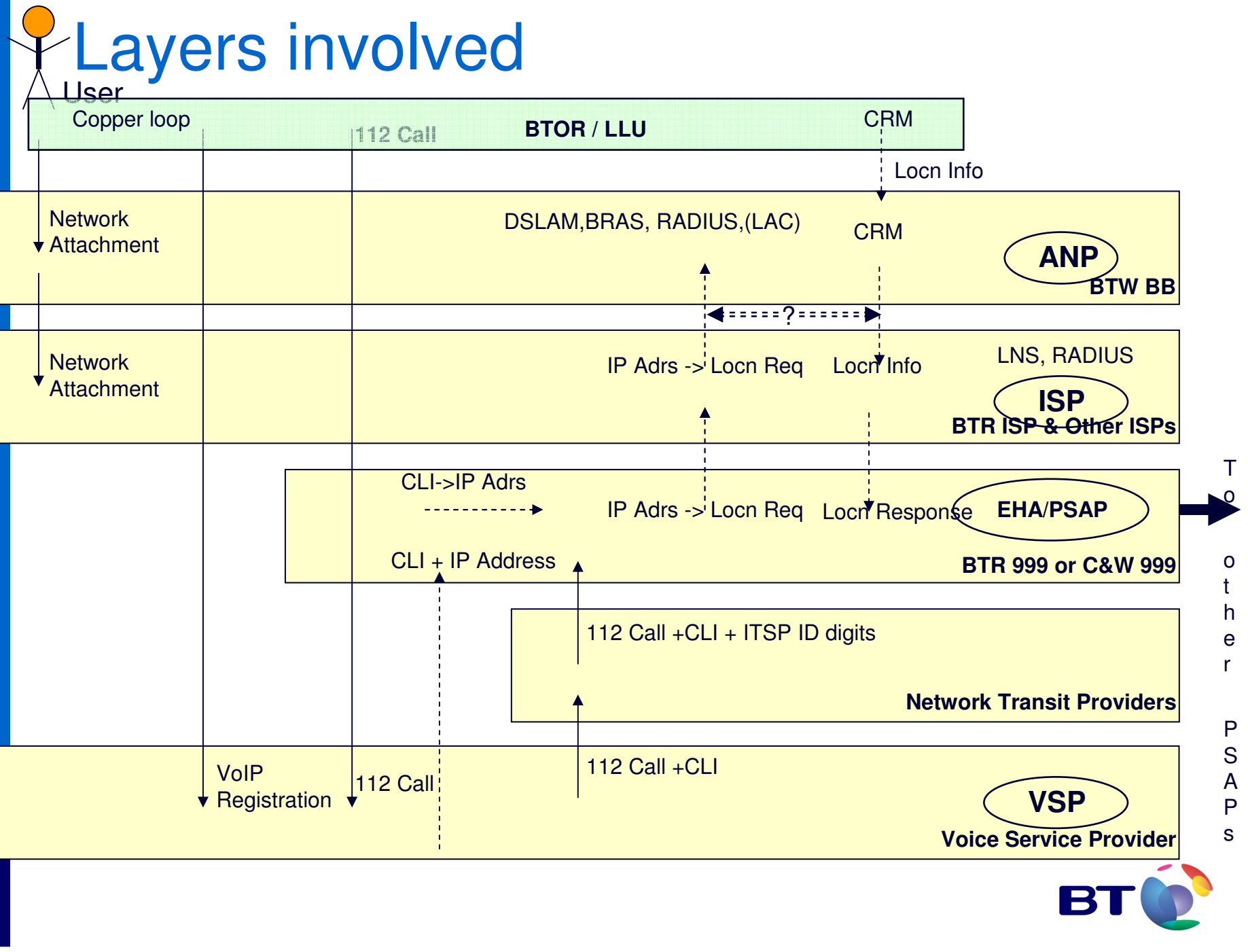
- Automate Location provision……international and national efforts for technical standards

NICC Task Group

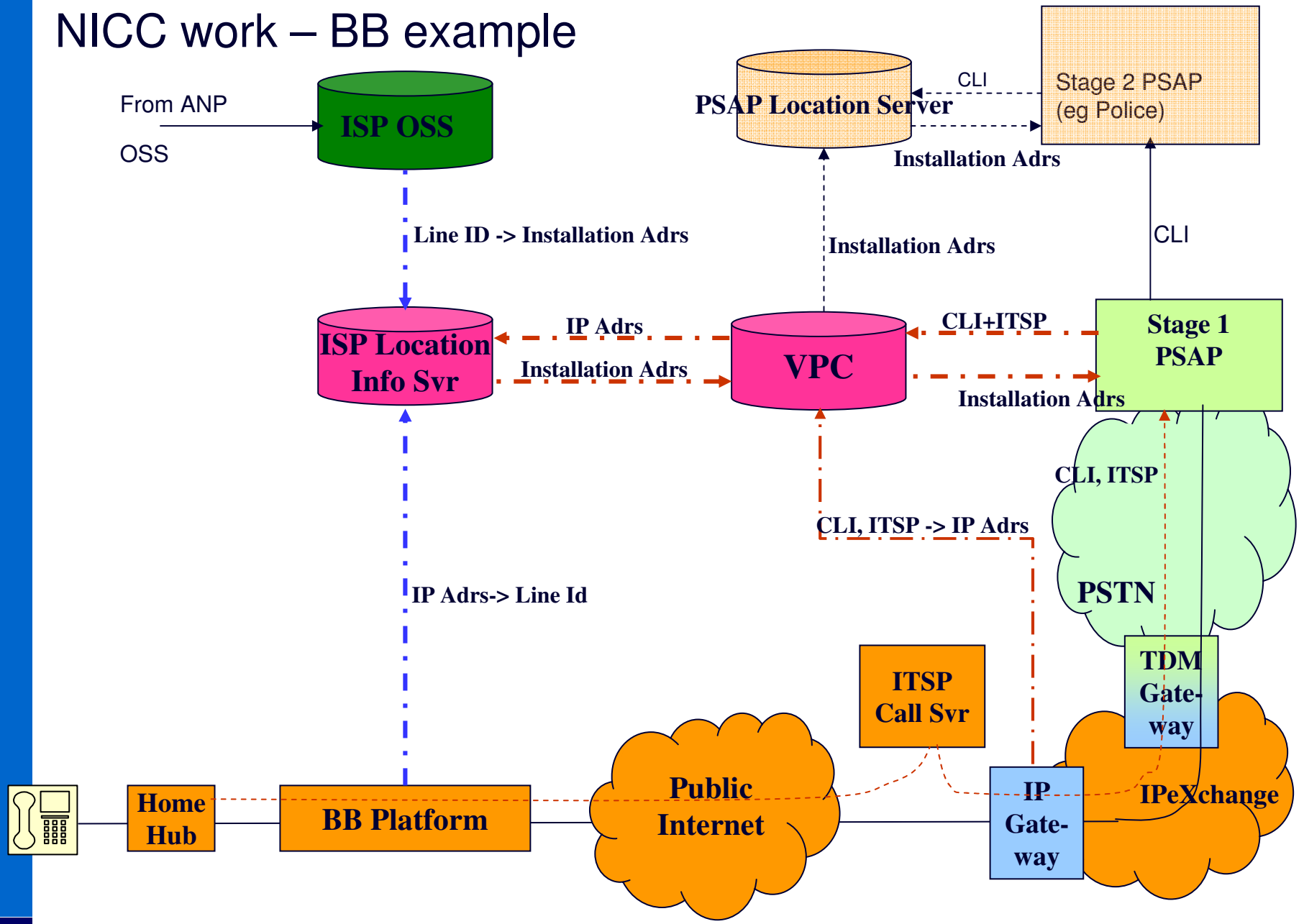
- *The Network Interoperabilty Consultative Committee : NICC*
- Location Task Group : Routing VoIP 999/112 to correct local EA (Stage 2 PSAP) with dynamic caller location information
- Membership : ITSPA, BT, C&W, Ericssons, Huawei, Andrew, ETSI, Talk-On, IN UK, Magrathea, Thus, Orange, Vodafone, Nominet, Virgin Media and Ofcom +….
- Approach :-

  - VSP, ISP and Access Provider(s) all different
  - Start with DSL+ tackle WiFI, GSM and Private Network scenarios
  - Standards still developing (use when possible, eg IETF, ETSI)
  - Start with UK only (but need to allow for International dimension)
  - Don’t rely on user
  - Don’t rely on device (at least for next 2 - 3 years)

Layers involved



NICC work – BB example



Implications

Yes, automated routing and location provision is technically feasible but will imply :-

- New requirements on all organisations (systems development)
- Many more organisations involved to deliver 112 (not just traditional telcos but VSPs and ISPs)
- New operational components : LIS and VPC
- New interfaces for all organisations: based on international standards as far as possible (eg IETF HELD) and links with OSS/CRM
- Increased co-op between PSAP and VSP, ISP and Access networks
- Detailed document is now going through NICC review process ……..

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Challenges to adoption

- ISPs storing and updating association of IP/Line ID/ location at an ISP LIS
- ANPs (both layers) storing and updating association of Line IDs/ location in Management Systems (CRM/OSS)
- Challenging business cases unless regulatory driven, or commercial (not emergency)services
- Current regulatory responsibility unclear when several CPs, ANPs and an ISP all involved!

Next Steps

- Finalise basic architecture and BB ADSL scenario detail

- Continued work on other UK scenarios (Wi-Fi, Private networks, Cable, GSM)

- International Scenarios (national solutions will need to evolve to cover international IP roamers)

- Long transition periods with hybrid TDM/IP services

- IP end-to-end (as NGN, PSAP + device capabilities become clear) - > NG112

Questions ??

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