



**BUSINESS  
COMMUNICATIONS  
REVIEW**

← Cross-Training for Your Career

Now Comes with a FREE Sports Bag →

[Click Here for Details](#)



[Current Articles](#)  
[Older Articles](#)

**SUBSCRIBE NOW!**

[Subscriber Services](#)  
(Change of Address, etc.)

**BCR eWeekly:**  
Free weekly  
newsletter

your email

[Read it in the BCR  
eForum](#)

Search In:

[Advanced Search](#)  
[BCR Acronym Guide](#)

**NOV 2004 ISSUE:**

- [Negotiating Managed Network Contracts](#)

**IN BRIEF:**

- [MPLS Migration: A Customer Story](#)
- [SSL VPNs—An Independent Taxonomy](#)
- [Overcoming MPLS VPN Application Classification Challenges](#)
- [New Paradigms In Enterprise Video](#)
- [Getting The IP-PBX To Work: Fire, Ready, Aim](#)
- [WiMAX: Broadband Wireless Access And Beyond](#)
- [Layer 1 Switches Offer Resiliency](#)
- [The Balancing Act: Using Touch-Tone And Speech](#)
- [E-911: Costs, Benefits And Pitfalls](#)

**OPINION:**

- [RFID: Network Implications](#)
- [A Collaboration Culture?](#)
- [Better Than Nothing](#)
- [IP: The Telcos' Secret Weapon To Beat Cable](#)

**SUPPLEMENT:**

- [Architectures For Convergence](#)
- [A Roadmap To Convergence](#)
- [The Payoff: Killer Applications](#)

## E-911: Costs, Benefits And Pitfalls

from the November 2004 issue of *Business Communications Review*, pp. 46–53

by Martha Buyer, an attorney whose practice is limited to telecommunications law, where she represents end users and landlords. She maintains offices in East Aurora, NY, and Boulder, CO, and is a vice president of the Society of Telecommunications Consultants, an organization of independent telecom consultants.

As telecommunications technologies have advanced, most people have come to rely on them to make their lives easier, simpler and safer. In no case has this been more visible than with the level of emergency services available to American dialers who hit 3 digits—9-1-1—and are connected with the appropriate law enforcement and safety personnel, who are generally able to respond at a moment's notice to save lives and property.

One of the important issues associated with 911 involves the obligations of enterprise IT managers to consider alternative methods for providing ANI/ALI (automatic number identification/automatic location identification) information. Simply stated, the problem is this: In a large campus environment, when someone dials 911, the information that reaches the PSAP (public safety access point) may only provide the street address of the main office location. When time is of the essence—and emergency personnel operate on the assumption that they have no more than four minutes to reach a person in cardiac distress—this generic location information is not specific enough to allow the first responders to get where they need to be in time.

While federal rules address E-911 wireless policy and legal obligations, no such comparable national direction exists on the wireline side. According to one leading expert,

while the FCC has suggested to the states that they take some action on this important issue, on a national level, the issue of national wireline E-911 policy simply hasn't been visible enough on the political radar to warrant federal intervention.

As a result, the laws, rules and regulations that do exist are a crazy-quilt of codified good intentions. In fact, as of late summer 2004, only 11 states had enacted legislation requiring E-911 capabilities in wireline applications. These states are Arkansas, Colorado, Connecticut, Florida, Illinois, Kentucky, Minnesota, Mississippi, Texas, Vermont and Washington. However, the legislation that has been enacted, or the rules that have been adopted in each state, are as different as their state flags are from one another.

While 39 states lack any laws, rules or regulations, many multi-tenant facilities and large businesses and/or governmental entities in these states have weighed the risks and taken some initiative. These actions generally have taken the form of either placing emergency dial information on individual phones, or taking direct action to provide specific ANI/ALI information to the authorities, even though such compliance is not mandated by law.

For many enterprises, it's just good sense. To date, no litigation has been filed in which a corporate entity was held liable for failure to provide ANI/ALI information that would have enabled emergency responders to locate a person in need of assistance. However, just because there has been no successful litigation doesn't mean that there isn't liability. According to Mark Lies, a partner at the law firm of Seyfarth Shaw in Chicago, "The employer has to decide how much risk it's willing to take."

The landmark Hatfield Report, which was published in 2002 by the FCC, made a series of recommendations regarding the implementation of a truly enhanced 911 system for wireless telephone users. Without comparable attention given to issues affecting wireline emergency

capabilities and requirements, the safety of individuals in multi-tenant and large campus facilities, among others, could be needlessly at risk.

### **Top of Page**

A more detailed discussion of the issues raised here can be found in the print edition of this article.

[BCR Magazine](#) | [NGN](#) | [VoiceCon](#) | [Instructor-Led Training](#)  
[Subscribe to BCR Magazine](#) | [Register for Training Program](#)  
[BCR Home](#) | [Search](#) | [NGN Policy](#) | [NGN Ventures](#) | [Opticon](#)



[MediaLive International, Inc.](#) | [WingateWeb](#) | [Legal](#) | [Privacy](#) | [Careers](#) | [Mailing List](#)  
| [Contact Us](#)

Copyright © 2003–2005 MediaLive International, Inc. All Rights Reserved.  
Access to all MediaLive International events sites is subject to the [Terms Of Use and Other Legal Provisions](#). For questions about this site please contact the [webmaster](#).