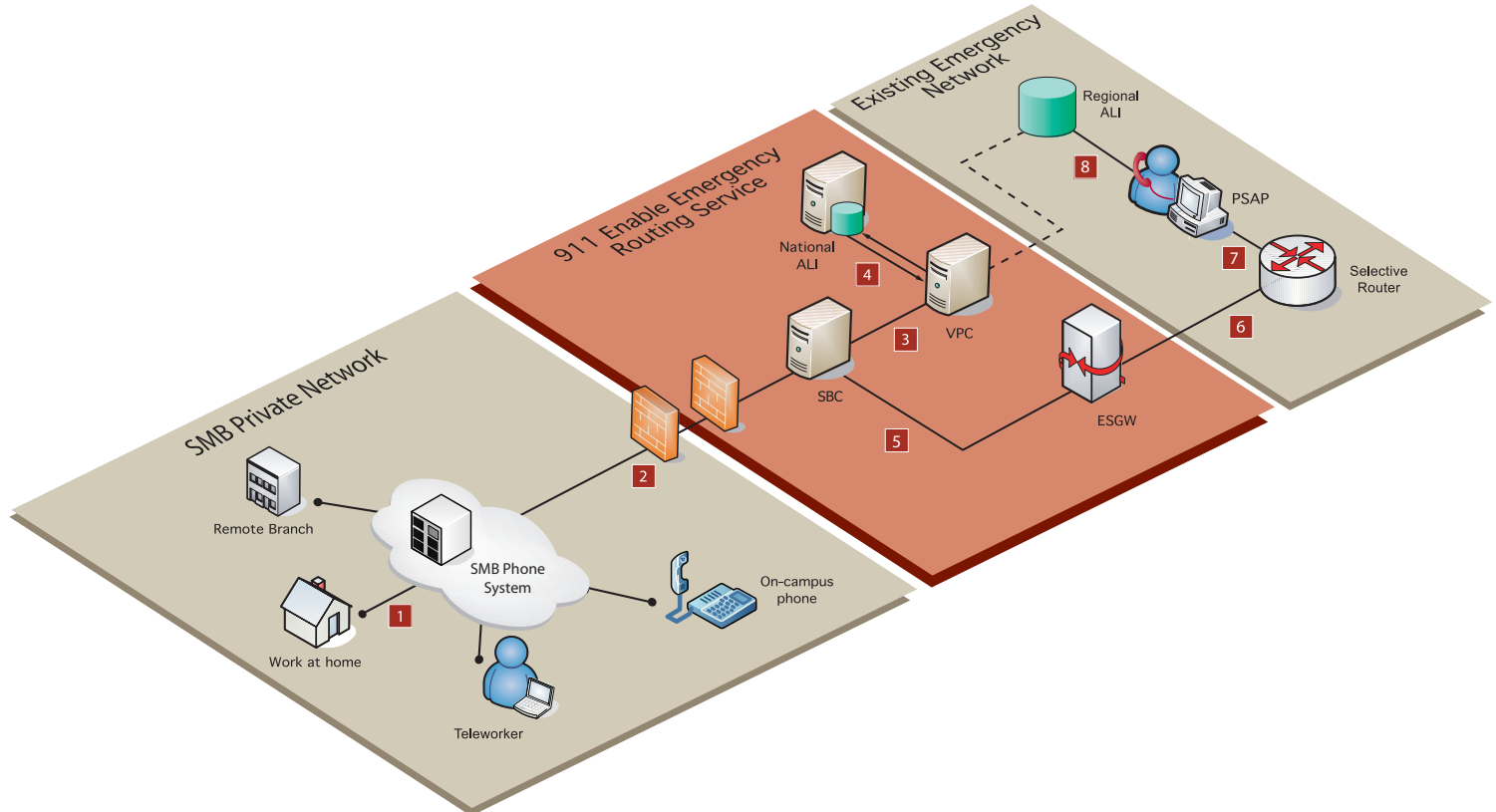


E911 for Small and Medium Businesses

How it Works



1. A 911 call is placed within the organization's network.
2. The organization's phone system forwards the emergency call to the Emergency Routing Service (ERS) over the PSTN.
3. The Session Border Control (SBC) receives the emergency call and requests routing instructions from the VoIP Positioning Center (VPC).
4. The VPC retrieves the caller's location information from the National ALI and determines the corresponding Emergency Service Zone (ESZ). The caller's location record is staged in the VPC and routing instructions are sent back to the SBC.
5. The SBC forwards the call to the appropriate Emergency Services Gateway (ESGW).
6. The ESGW uses the VPC routing information to route the call to the appropriate selective router (SR) trunk (SS7 PRI or CAMA).
7. The SR delivers the call to the appropriate Public Safety Answering Point (PSAP).
8. The PSAP automatically queries the VPC to obtain the caller's location information and callback number.