Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 **E911 10-DIGIT TELEPHONE LINE SUPPORT POLICY** **Cancels all previous E911 10-Digit Phone line Support Policies** **See Also:** E911 County Contract Policy

10-Digit Telephone Line Support Policy

Telephone services associated with 10-digit numbers answered at Public Safety Answering Points (PSAPs) are not eligible for reimbursement as an Enhanced 911 expense.

This policy applies to all Washington State Counties that have contracts with the State E911 Office.

1. Background

a. The proposal has been fronted that the state E911 Program Office begin paying for telephone lines associated with 10-digit emergency numbers for Public Safety Answering Points (PSAPs) with emphasis on paying for lines to which Voice over Internet Protocol (VoIP) providers will route calls.

b. The state E911 Program Office has not included these lines as reimbursable in the past.

2. Analysis

a. If Enhanced 911 (E911) did not exist the PSAP would need to have a 10-digit number to receive emergency calls. The implementation of E911 service reduced the number of calls made to the emergency 10-digit number but did not eliminate calls to that number.

b. 10-digit numbers answered at the PSAP do not utilize the 911 emergency telephone network. Their publication as a way to contact emergency services may conflict with the basic premise of 911 as the single emergency number.

c. Additional 10-digit numbers are frequently placed in service at PSAPs for call management purposes such as receiving calls from commercial alarm companies where the calling party is reporting an emergency situation but does not have a capability to utilize 911 dialing. In these instances the caller, by selecting a specific number for the PSAP they wish to reach, manually perform call routing functions similar to the automated routing performed by the selective router in the Enhanced 911 system.

d. Voice Over Internet Protocol (VoIP) is a telecommunications service provided to individuals where the transmission of the voice is not passed through the switched telephone network, but is processed on other networks as data packets. The voice containing packets are managed by Internet Protocols. Some providers are, or plan to be, capable of utilizing traditional 911 system capabilities when processing calls from their customers. Other providers expect the customer to take steps to have 911 dialing interpreted as dialing a 10-digit number that will be answered at the serving PSAP. The nature of VoIP call packet management requires that the call routing information for all calls, including 911, be performed by the caller's customer premise equipment. Routing to 10-digit numbers is a decision by the VoIP service supplier who is not mandated to provide 911 service.

e. It is possible that some dialable 10-digit numbers could exist as routing numbers to supplement E911 network capabilities and would be internal to and part of the E911 network functions.

3. <u>Decision</u>

a. Ten-digit telephone numbers answered at the PSAP regardless of their designated use exist for purposes external to the functions of the E911 network, and for some uses may conflict with the principles of 911. The cost of these 10-digit telephone numbers are not reimbursable under this policy. The decision to have more than the one 10-digit telephone number which would be required if 911 did not exist is an internal PSAP decision beyond the management of calls presented to the PSAP by the 911 system.

b. Dialable 10-digit numbers used for routing within the E911 network would inherently be considered 911 network costs and are reimbursable under this policy.

Approved by: 9/22/09

Robert Oenning, State E911 Administrator