

## E999 Emergency Call Routing

**Ensure Precise Location Identification for IP or Legacy Voice Networks**



In emergency situations you need to provide accurate and reliable location information for emergency calls regardless of where they originated. With an IP PBX the person making an emergency call could be literally anywhere.

Our E999 solution provides enhanced emergency information for organisations with private IP-PBX networks. The innovative products and services that form the solution help organisations ensure the safety of their entire workforce by capturing and delivering the precise location details of emergency callers to the BT Emergency Call Centre and on-site security personnel.

### Solution Components

Our E999 solution is comprised of two key components: on-site software that automatically tracks phones as they move and re-register on your network and an emergency call routing service.

#### ⇒ Emergency Gateway (EGW)



- On-site software with redundancy
- Automatically tracks IP phone moves
- Provides emergency support for remote users
- Delivers 999 calls and email alerts to on-site security personnel
- 999 call recording
- Certified with industry-leading IP-PBX vendors including Cisco, Avaya and Aastra

#### ⇒ Emergency Routing Service (ERS)



- Routes 999 calls to the BT Emergency Call Centre
- Delivers the caller's precise location details, including the main address, floor and room number
- Allows emergency responders to quickly locate 999 callers within large buildings or campuses
- Provides operators with a callback number to reconnect with the distressed caller, bypassing the organisation's switchboard
- Located in the Telehouse national data centre

### Features & Benefits

- ✓ **Automatic IP Phone Tracking**  
Ensures that IP phone locations are always up-to-date.
- ✓ **Enhanced 999 Call Routing**  
Delivers 999 calls and precise location details to the BT Emergency Call Centre.
- ✓ **Security Desk Routing and Notification**  
Informs security personnel of 999 calls via screen pop-up, email, pager, and SMS.
- ✓ **Callback Number**  
Reconnects operators with the distressed caller in case of a dropped call, bypassing the organisation's switchboard.

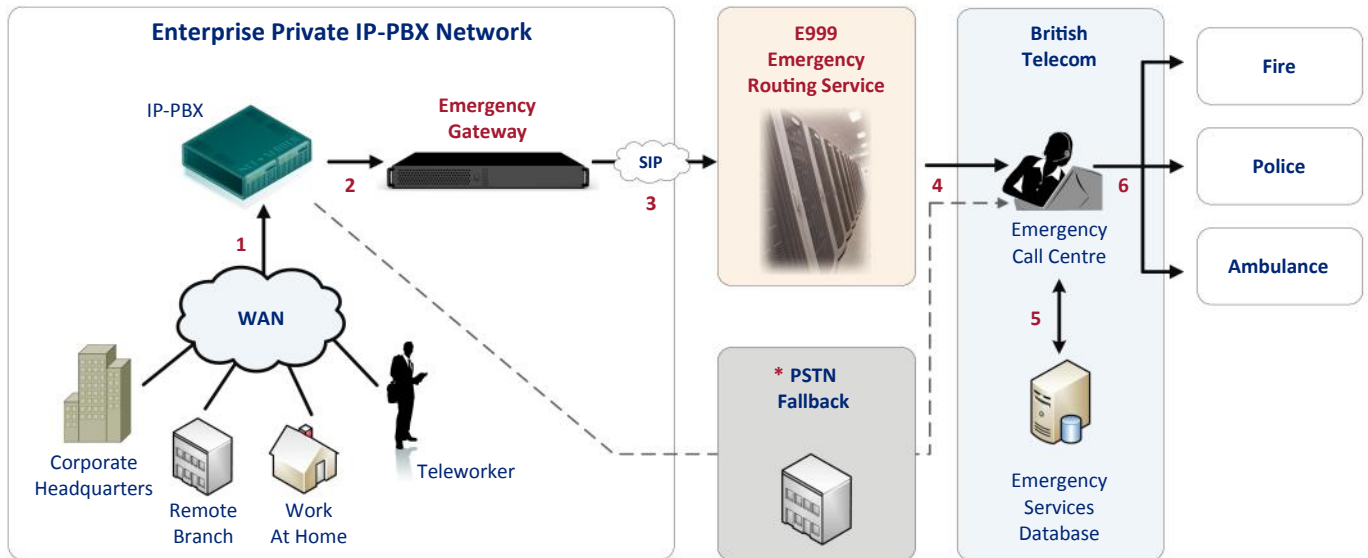


## Ensure Precise Location Identification for IP or Legacy Voice Networks

### How it Works

Our E999 solution provides emergency support for your organisation's entire workforce, including remote branches, work-at-home employees and teleworkers.

The presentation of misleading location information to the 999 operator is a Health & Safety risk. If you have IP-PBXs serving multiple locations or a large campus, our E999 service will enable you to minimise your risks and comply with Health & Safety and Telecoms legislation.



1. A 999 call is placed by a user within the organisation's private IP-PBX network.
  2. The IP-PBX sends the call to the on-site Emergency Gateway.
  3. The Emergency Gateway retrieves the Emergency Location Identification Number (ELIN) associated to the caller's location and forwards it to the Emergency Routing Service (ERS).
  4. The Emergency Routing Service delivers the call (using the ELIN as the Caller ID) to the Emergency Call Centre.
  5. The Emergency Call Centre uses the ELIN to retrieve the caller's precise location details from the Emergency Services Database (ESDB).
  6. The operator dispatches the appropriate emergency service (fire, police or ambulance).
- \* *In the event that the Emergency Gateway is unable to connect to the ERS, the call is delivered to the Emergency Call Centre via a fallback PSTN connection.*



### Technology Partners

Our E999 solution is compatible with today's leading equipment manufacturers. In addition, our solution supports multi-vendor deployments as well as deployments which combine IP and legacy equipment.

