

By Paul D. Linnee

Anyone who has any experience with Enhanced 9-1-1 can attest there has been a long-term problem with PBX calls to Enhanced 9-1-1. A "PBX" is a Private Branch Exchange phone system. These are privately owned computer phone switches usually purchased by any business, government or other institution that has numerous phone lines. PBX's are used to reduce costs and provide added customer features. Specifically, a PBX is usually located at the organization's "headquarters" facility. The hundreds or thousands of phones owned by that organization are all wired to that PBX. This one fact means that "outside" calls placed by any of these PBX-connected phones are actually placed by the PBX

switch at the central location. The PBX switch at the central location is connected to "X" number of "outbound trunks" acquired from the local telephone company. When a PBX phone user dials "9" (or some other

that is actually carrying that outside call is one of these outbound trunks. Therefore, the seven-digit ANI number of the "phone" that placed the call is the seven-digit number associated with that outbound trunk. In the 9-1-1 world, the ANI presented to the 9-1-1

call-taker on the display would be the ANI for that outbound trunk and not the number that the caller thinks of as being the phone number. In many cases, that out-

bound trunk number is not even a dialable number. To further

complicate matters, in the case of a 9-1-1 call, once the ANI for that outbound trunk is presented to the 9-1-1 call-taker, that same ANI is sent to the E9-1-1 ALI data system to answer the question, "who do I belong to

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The 9-1-1 / PBX Problem (And a Solution, Too)

outside line access code) for an outside line, the PBX switch picks one of these "outbound trunks" and connects the caller to that trunk, and the outside call is placed.

As a result of this, the Telco phoneline

Mid-Eastern Chapter Holds Fall Conference in Ocean City

The Mid-Eastern Chapter held its Annual Fall Conference October 2-4 in Ocean City, Maryland. Special guests were John Powell, APCO's new President, and Ronnie Rand, APCO's new Executive Director.

The Chapter's regular fall meeting was held Saturday morning followed by an officers luncheon with Powell and Rand. While the members were busy with the meeting, spouses and children enjoyed the perfect fall



From left, Chapter Second Vice President Joe Belger, APCO Executive Director Ronnie Rand and President John S. Powell, Chapter Recording Secretary Richard Reynolds, Executive Council member Sam Kimbles, Chapter Past President Jay Hancock, Chapter Secretary/Treasurer Sharon Lechowicz, President Alan McClements, Vice President Alan Kealy, and Frequency Advisor Jonathan Bigoney.

weather and hit the beach and boardwalk. Chapter President Alan McClements said, "We've been trying to emphasize this meeting as a family event for the last five years; a chance for your spouse and the kids to see and meet the people they hear us talking about and have a good time, too."

The highlight of the event was Saturday's banquet, held "Eastern Shore style" under a tent and featuring barbecued ribs and fried chicken.

President McClements appointed a committee to assist some of the Mid-Eastern Chapter's members in having Maryland's law covering workers' compensation benefits for public safety workers amended to cover tele-

communicators. The Chapter also voted unanimously to donate all proceeds of the conference to telecommunications who were victims of Hurricane Andrew in Florida and Louisiana. At the banquet drawing, Jon Bigoney, the Chapter's frequency advisor, donated his winnings to this worthy cause.

The Mid-Eastern Chapter will host a conference January 20-22 of members of four Regional Planning Committees and headquarters officials with officials from the Federal Communications Commission at the Ramada Inn in Gettysburg, Pennsylvania. For more information, call John DiDonato, (410) 544-8299.



At the banquet (rear from left) Ronnie Rand, John Powell, Alan McClements, and (front) Alan Kealy.