

The 9-1-1 / PBX Problem AND A Solution, Too

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and where?" When the ALI display comes back, all the ALI data base usually knows about that number is that it was sold to the "X-Y-Z Company" and is terminated at "1234 Main St." and that it is the "PBXb" class of service. This information would lead the 9-1-1 call-taker to believe that the call came from the number of a phone on a desk at the location of the X-Y-Z company at 1234 Main St. Further, the call would

route to the PSAP which has responsibility for 1234 Main St. The reality is that the call could have been placed by a phone with a different number on it than the ANI number, and even at a location far distant from 1234 Main St. — perhaps in some remote facility owned by the X-Y-Z company, or in a different community served by a different PSAP! It doesn't take too much imagination to see how this could muck up the works in an Enhanced 9-1-1 dispatch center. Imagine if a caller can't talk, or if your operators are in the (bad) habit of assuming that the ALI location is where the trouble is, or if the caller doesn't know where they are.

In the Minneapolis-St. Paul area, we have understood for 10 years now that PBX problems are a big liability. Unfortunately, there have been more mis-handled cases of 9-1-1 / PBX calls for these very reasons than we like to admit.

BUT THERE IS A SOLUTION!

As indicated in the title, there is now a solution to these problems. Actually, it takes two solutions before perfection may be achieved. The first solution is

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realized by causing the PBX in question to transmit the proper seven-digit ANI for the station that is placing the 9-1-1 call to the 9-1-1 network. The second solution is realized by making the phone company's ALI data base know what it needs to know about that specific ANI representing the calling PBX station phone. When both of these are done, the 9-1-1 call-taker will get a 9-1-1 call complete with a proper ANI and a

proper ALI that can even be selectively routed to the proper PSAP, provided that the central office serving the PBX is a selectively routed CO. As it relates to solution #1, the enabling of the PBX to send out the proper ANI for the calling PBX station: either the subscriber must have a PBX built to be able to do this properly, or the PBX needs to be modified by the addition of an "after market" device. The only such device I am aware of was developed in Minneapolis by a company named Telident. It calls its device the "911-STS" system.

As a part of Telident's development efforts, we agreed to be the Beta test site for installation of its 911-STS. It was connected to our city's Rolm 9751 PBX system, which serves 3,000 stations in one central and seven remote facilities.

This 911-STS is not only capable of transmitting the proper seven-digit ANI for the calling PBX station, it also has a built-in "translation" capability which enables it to handle 9-1-1 calls from PBX station numbers (which are actually PBX intercom numbers, and are not Direct Inward Dialable -- DID -- numbers) from the outside world.

In other words, if the PBX phone on your desk has two "line appearances" (one of which is the seven-digit number you give your kids to use if they need to call you at work, and the other is a four-digit station number that you use to call the guy down the hall); and, if you selected that "intercom" line and dialed "9" followed by "9-1-1," the 911-STS would then see that you were using a station that was not a number that could be reached from the outside, and it wouldn't just send that bogus number down the line to 9-1-1 as your ANI.

Instead, it would look at that number and check an internal translation table to see if its data base had been provided with a translation number for that intercom number. If so, it would send that translation number, which would be the actual DID number for the other line on your phone, to 9-1-1.

This 911-STS is connected in the PBX room

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