

Enhanced 9-1-1 (E911)

The Federal Communications Commission (FCC) has developed wireless Enhanced 911 (E911) rules to improve the reliability of wireless 911 calls and to provide public safety and emergency response personnel with location information so they can locate and provide assistance to wireless callers more effectively.

The FCC, through the Homeland Security Policy Council (HSPC), the Wireless Telecommunications Bureau (WTB), and the Enforcement Bureau (EB), is working with the public safety community, wireless carriers, local exchange carriers, equipment manufacturers, and other government agencies to ensure that the E911 rules and technologies are implemented quickly.

The FCC's Basic 911 rules:

- Require wireless carriers to transmit all 911 calls to a Public Safety Answering Point (PSAP), regardless of whether the caller subscribes to the carrier's service or not.

The FCC's Phase I E911 rules:

- Require wireless carriers, within six months of a valid request by a PSAP, to implement a technology that will provide the PSAP with the telephone number of the originator of a wireless 911 call and the location of the cell site or base station transmitting the call.

The FCC's Phase II E911 rules:

- Require wireless carriers, within six months of a valid request by a PSAP, to begin providing more precise location information to PSAPs, specifically, the latitude and longitude of the caller.
- This location information must meet FCC accuracy standards. Generally, it must be accurate to within 50-300 meters (depending on the type of technology used).

Implementation of Wireless E911:

The FCC's Wireless 911 rules are being implemented in stages; they are not all immediately effective. The specific conditions and schedules of Phase I, Phase II, and
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the revised schedules for nationwide carriers are located on the FCC Web site at www.fcc.gov/911/enhanced.

911 for Satellite Services:

The FCC is considering how to provide customers of mobile satellite services with access to emergency services. The FCC is working to ensure that users of satellite phones have access to emergency services and at the same time is encouraging the satellite industry to make technological improvements to eventually allow automatic 911 routing.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

