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Outsourcing 9-1-1:

4 Things Communication Service Providers Need to Consider Now



If you're a **Communication Service Provider (CSP)** that's thought about outsourcing 9-1-1, you've probably wondered: *how do I get started?*

It's a fact that **9-1-1 regulations** are constantly **changing**. Understanding today's environment and staying ahead of what's new from the Federal Communications Commission (FCC) and the National Emergency Number Association (NENA) can often feel like a full-time job. It's important to understand all of your **options** when you're thinking about outsourcing—including what to look for in a trusted **partner**.

This guide will help you evaluate your **readiness to outsource 9-1-1** services and highlight the value that outsourcing can bring to your business. We'll discuss outsourcing 9-1-1 in the context of **four key considerations**: 1) expanding service out of territory, 2) understanding the business case, 3) realizing the value of process automation and 4) getting ahead of next-generation requirements.

Consideration #1

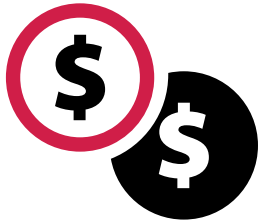
Outsourcing 9-1-1 when You're Expanding Service Out of Territory

If you're extending your services to new areas of the country or transitioning any elements of your network from a TDM infrastructure to VoIP, the **quickest way** to get your network up and running is to utilize a trusted VoIP Positioning Center (VPC). Many CSPs are already in the process of upgrading their networks to IP, and doing so makes it very easy to bundle 9-1-1 services right into your origination service offering.

Moving your 9-1-1 service to a VPC can produce major **business efficiencies** including:

- ✓ Elimination of time spent establishing new selective router connectivity
- ✓ No need to secure your new trunks or evaluate capacity
- ✓ Ability to provision phone numbers and 9-1-1 service to your customers on day 1 (no more wait periods)
- ✓ A singular, nationwide VPC database replaces an inefficient, multiple-database TDM solution
- ✓ Quicker time-to-market, which equates to faster revenue recognition
- ✓ Compliance with FCC requirements for VoIP Service Providers

Consideration #2
Outsourcing 9-1-1 when the Business Case is Right



If you're been handling 9-1-1 on your own for some time and are considering outsourcing, it's important to have a critical eye when evaluating the **true cost** of this service in terms of time, physical resources and money. For instance, you may have costs hitting your monthly budget today that you've never really thought about or associated with your 9-1-1 business. It's important to know exactly what you're paying today when considering outsourcing your emergency services. Here is a list of some relevant costs to consider, but other costs may apply:

- Dedicated selective router trunking costs
- ALI storage costs defined by tariff, which vary by state and are often the most challenging costs to track
- Charges for managing and correcting address validation errors
- Dedicated resources focusing on database management, record loading and address validation

Once you have a complete picture of your costs today, you'll be better equipped to consider the benefits of outsourcing these services to a capable provider. You should make sure to have a complete understanding about what's included with potential emergency services providers and what fees are applicable. That way, you'll never be surprised when your first bill arrives.

And remember—if you make the switch to an IP-based solution, you automatically gain major efficiencies over the days of managing 9-1-1 on your own. That means you can turn your customers up much more quickly (and start billing sooner, too).

Consideration #3

Outsourcing 9-1-1 and Realizing the Value of Process Automation



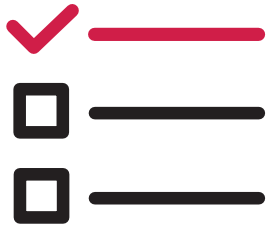
When you're considering an outsourced 9-1-1 solution, it's a good idea to ask yourself, "how important are **efficiency and speed** to my business?" If you can implement specialized VPC automation to support 9-1-1 record management, imagine the time and resources you could save over doing it on your own.

As you evaluate your options, think about the various vendors in terms of their level of **flexibility** in important areas such as:

- **Managing customer records.** What tools does the VPC offer for managing records? Is there a ticketing system for managing bulk changes? Is there an API you can utilize? Do they offer self-service tools via a customer portal? Different vendors offer various ways to connect. Make sure the one you choose provides the accessibility and flexibility you need.
- **Providing easy-to-use Application Programming Interfaces (APIs).** If you're going to access your VPC's 9-1-1 platform via an API, you'll want to make sure the implementation process is painless. Does the potential partner offer clear documentation on its APIs? Does it offer ReST and SOAP interfaces? What type of support is available for the implementation and is there a charge?
- **Accessibility of reporting tools.** Most CSPs want immediate access to their records at the click of a button, which isn't always easy to get when utilizing multiple databases throughout the country. Think about your reporting needs and carefully evaluate how VPC automation tools let you access your data when you need it.

Consideration #4

Outsourcing 9-1-1 and Getting Ahead of Next-Generation Requirements (i3)



If you've been tied to a TDM-based, static ALI management protocol for years, there's never been a better time to migrate to the VPC model. Until recently, state requirements have sometimes made it challenging to fully escape the confines of the old system. However, times are changing and regulations continue to evolve in favor of the next generation services enabled by **IP infrastructure**.

As you're thinking about outsourcing 9-1-1, it's important to keep in mind that the FCC regulates 9-1-1 for VoIP service providers. In order to comply with **FCC requirements**, VoIP providers must, among other requirements, transmit all 9-1-1 calls, as well as a callback number and the caller's registered physical location, to the appropriate emergency services call center. This necessitates having interconnection with selective routers, interconnection with ALI databases and steering arrangements in place to steer the caller's location to the appropriate PSAP. **Consider**: how does **your service** match up against these guidelines?

The full implementation of NG911 will be much more complicated, with many more parties involved, than the legacy 9-1-1 system. Choosing a 9-1-1 partner that can manage these relationships for you means you'll never have to get into the weeds of 9-1-1 regulation again. A trusted partner will handle it all, ensuring your full compliance with current and future 9-1-1 regulations.

Bandwidth—A **9-1-1** Partner You Can Rely On

Purpose-built IP Network **-** Bandwidth's **all-IP network** was purpose-built to support next generation technology and today delivers 9-1-1 services to hundreds of CSPs and millions of end-user subscribers. When you partner with Bandwidth for 9-1-1, you can forget about old-school TDM technology and trying to manage multiple ALI databases that come with it. Our singular, nationwide VPC database solution gives you **immediate access** to your records and allows for **instantaneous** record provisioning. Our nationwide selective router network assures that emergency calls will be routed to the proper PSAP wherever your customers are located in the US or Canada.

Zero hidden fees **-** With Bandwidth as your 9-1-1 partner, you'll never have to deal with managing address discrepancies, TDM trunking costs or managing different ALI databases. You know exactly what you're getting with **no hidden costs**.

Flexible processes, high-touch support **-** If **process automation** would benefit your business, Bandwidth's got you covered. We offer **multiple interfaces** for managing your records—from easy-to-use SOAP and ReST **APIs** to our self-service **Dashboard** and even bulk uploads by ticket. Best of all, our team is there to support you every step of the way. Whether it's our easy-to-use API documentation or getting on the phone to test with you, our goal is to give you all the tools and support you need to get your 9-1-1 program running on autopilot.

Ready for next-gen **-** No other provider is better prepared for the next generation of IP products and the 9-1-1 service requirements that come along with them. When you choose Bandwidth for outsourcing 9-1-1, you'll take an important step toward **future-proofing** your network—and gaining the **peace of mind** that only comes from partnering with a proven leader.

At Bandwidth, we're ready to help you outsource 9-1-1. If you're ready to get started, call us today.

Contact us or visit our Resource Center for more information:

855-864-7776 (option #4) | sales@bandwidth.com | www.bandwidth.com