

FAQs . . . Carrier Introductions to a New NG911 Service Provider



- Q: Does my Company have to participate in a new NG911 service provider conversion?**
A: Yes, if your Company has existing connections to the incumbent 911 service provider you will have to participate.
- Q: Will my company incur any expense to establish connections to the new NG911 service provider?**
A: Yes, a service agreement will be required with the new NG911 service provider and there may be a recurring and non-recurring cost associated with establishing these new connections.
- Q: Will I have to keep my existing connections to the incumbent?**
A: Once your Company has successfully converted to the new NG911 service provider, your Company may only be able to submit disconnect orders to the incumbent if no other 911 calls are carried through that incumbent connection.
- Q: Can my Company participate in the county conversion at a later time?**
A: No, in order to conclude the county conversion all carriers, with direct connections to the incumbent, have to successfully convert within the timeframe designated by the new NG911 service provider.
- Q: What are the penalties if my Company does not participate?**
A: There is a risk to public safety if you don't convert and the incumbent disconnects PSAP CAMA trunks causing 911 calls not be answered.
- Q: Will additional personnel resources be required for this project?**
A: Depending on your network, the requirements of the governing entity and the specifications of the incoming NG911 provider the migration may require additional resources. This can be remedied with available resources internally or by hiring external resources from an experienced firm.
- Q: What should my Company do to make sure they receive the appropriate notifications when a new NG911 service provider is introduced to my service area?**
A: The NENA database is a valuable resource to NG911 service providers so ensure the Company's contact information is contained there. Additionally, the Company's contact information should be provided to the state/federal regulatory agencies and maintained as current.
- Q: What are the benefits of my Company delivering 911 calls using SIP instead of TDM?**
A: Depending upon the NG911 service provider requirements, a SIP connection allows 911 calls to be delivered from multiple jurisdictions through the same connection and can potentially avoid any TDM to SIP conversion charges. Additionally, there are cost advantages to buying IP transport to the NG911 service provider's designated point of interface.