

## **VoIP Phone Service and 911 in Iowa**

With the advent of the Federal Communications Commission Orders requiring VoIP telephone service providers to deliver Enhanced 911 services to their customers, the State of Iowa 911 Program would like to put forth a set of guidelines on how the 911 community within Iowa would like to see VoIP E911 handled.

Within Iowa, the preferred method for call delivery will be through the native E911 network that presently transports wireless E911 calls. This network utilizes a central router based in Des Moines that connects to all 124 Public Safety Answering Points in Iowa. The interconnection and functionality required to deliver the E911 call will be provided via Qwest's PS/ALI product. As a VoIP phone service provider, you will need to work through your Qwest Wholesale Sales Representative to establish the needed connection to the router.

Please note that the State of Iowa E911 Program will review all selective router access. If the access is appropriate for E911 service, the request will be approved.

All VoIP E911 in Iowa will use the existing wireless ESNs to route the call to the appropriate PSAP. Additionally, all VoIP E911 calls in Iowa will use the approved Iowa VoIP shell ALI record. This shell record is available through Qwest as part of its ongoing partnership with the State of Iowa E911 Program.

Further technical questions should be directed through your Qwest Wholesale Representative.

Further policy questions should be directed to:

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