

For Immediate Release

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Dynamic Routing of Live Call Via Intelligent Next Generation 9-1-1 Network Demonstrated by *NextGen Partners*

Avaya, 911- Inc., Synergem and GeoComm collaborate to deliver fully-integrated i3 solution

Denver, CO; October 7, 2009 – A live call has been dynamically routed between two different public-safety answering points (PSAPs) through remote data centers using geographic information systems and next generation technology. *NextGen Partners*, consisting of Avaya, 911- Inc., Synergem and GeoComm, demonstrated this next generation technology for the first time at the recent North Carolina APCO/NENA conference.

A 911 call was placed from a mobile device in Sunset Beach, North Carolina. This call was directed to a Fort Worth, Texas emergency services routing proxy (ESRP) where it was converted to SIP (session initiation protocol) format. The ESRP in Fort Worth queried a hosted geospatial routing server in Minneapolis to determine which PSAP to route the call to based on the location of the caller. With this information the ESRP then routed the call between two virtual PSAPs hosted at a facility in Denver, Colorado, with the final voice and data of the 911 call presented at remote call-taker workstations in Sunset Beach. Additional demonstrations will be featured at the Virginia APCO/NENA conference October 27-30.

This next generation 9-1-1 solution features:

- Logic based call routing that can dynamically route calls based on caller characteristics including location and PSAP policy.
- Ad hoc mobile command posts can be set up on the fly.
- Call-taker positions created anywhere in seconds with only a computer and broadband access.
- A tier IV data center with DOD level 4/5 security for maximum fault tolerance and security.
- Commercially available capabilities brought to the 9-1-1 sector from the leader in unified communications

NextGen Partners combines the strengths of four companies: Avaya, 911-Inc., Synergem and GeoComm. The team mission is to develop the most advanced, feature-rich NG9-1-1 solutions for PSAPs across the county.

"The network will truly be intelligent," said Allen Amis, President and CEO of 911-Inc. "If a major accident suddenly overwhelmed the PSAP with calls, the network can identify that these calls are related and route them to designated positions, or an alternative PSAP, thus allowing unrelated emergency calls to still get through."

"One important aspect of this combined GIS and communications technology is that we can change PSAP call routing on the fly," said Thomas Grones, President and CEO of GeoComm. "For instance, if a football game suddenly increases the population in an area by 100,000 people, we will be able to circle the stadium on the mapping system and send all 9-1-1 calls to a specific local PSAP."

"By exploiting the core competencies of each of our NextGen Partners," said Myron Herron, President and COO of Synergem, "we are able to introduce enhanced operational capabilities that up to now have only been available commercially in huge call centers outside of public safety."

Avaya (www.avaya.com)

Communications

- #1 in call centers
- SIP-based technology
- Scalable, secure, reliable
- Intelligent routing across PSAPs

911-Inc. (www.911-inc.com)

Applications

- Turnkey next generation voice & data
- Easy to use and administer
- Unparalleled service and support

Synergem Emergency Services, LLC (www.synergemtech.com)

Networks

- NG9-1-1 network solutions
- Real-time monitoring and proactive management
- Integration of legacy systems

GeoComm (www.geo-comm.com)

Routing

- Geospatial call routing
- NG9-1-1 GIS data services
- Location validation and LIS

For more information on *NextGen Partners*, visit www.NG9-1-1.net.

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