

LivewirE911™



Reliable Emergency Services For VoIP

Today, millions of subscribers use Voice over Internet Protocol (VoIP) service, and the numbers are growing rapidly. By FCC mandate, these VoIP Service Providers (VSPs) must establish E9-1-1 service before activation. Unfortunately, these same VSPs are often forced to use cumbersome legacy provisioning processes and E9-1-1 call routing infrastructure, forcing VSPs to perform address validation against somewhat cryptic Master Street Address Guide (MSAG) data and record provisioning processes. This adds significant time to activation, often causing subscribers to cancel service requests. Legacy processes and infrastructure continue to burden a system that is not structured to process activation efficiently.

TeleCommunication Systems, Inc. (TCS) offers LivewirE911™ as an alternative method to provide reliable emergency services to VoIP subscribers. LivewirE911 provides call routing and assures the identity and location of the subscriber for prompt and accurate emergency dispatch.

Benefits and Features of LivewirE911

- Dramatically improves Order Velocity (the rate of service activation) by removing 9-1-1 from the critical path
- Eliminates inefficient legacy platforms and technology, allowing IP Voice service providers to keep pace with the market
- Supports non-native telephone number (TN) assignments
- Real-time universal provisioning and location validation interface for static, nomadic or mobile subscribers to ensure efficient call processing
- Association of a pANI to non-native telephone numbers for mobile and nomadic subscribers which eliminates multiple ALI and Local Exchange Carrier (LEC) listings and simplifies routing
- Customized ALI data for customer and service providers to specify relevant data and unique preferences to PSAPs
- Direct Session Initiation Protocol (SIP) routing to the PSAP where the network equipment is operated by the PSAP or provides a SIP interface for call delivery

See TCS' complete line of products and services at www.telecomsys.com.

Your Established Partner

TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS) is a world leader in high availability and secure mobile communication technology. TCS infrastructure forms the foundation for market leading solutions in E9-1-1, text messaging, commercial location and deployable wireless communications. TCS is at the forefront of new mobile cloud computing services providing wireless applications for navigation, hyper-local search, asset tracking, social applications and telematics. Millions of consumers around the world use TCS wireless apps as a fundamental part of their daily lives. Federal government agencies depend on TCS' cyber security expertise, professional services, and highly secure deployable satellite solutions for mission-critical communications. Headquartered in Annapolis, MD, TCS maintains technical, service and sales offices around the world. To learn more about emerging and innovative wireless technologies, visit www.telecomsys.com.

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Benefits and Features

LivewirE911 is a call routing engine that allows VoIP service providers to rapidly and efficiently route VoIP calls to Public Safety Answering Points (PSAPs) using location records provisioned in GALILEO™, TCS' dynamic Automatic Location Identification (ALI) database. Service providers route calls directly to LivewirE911 at the time of the call by the subscriber's phone (Location Object) or by using location records provisioned in the regional ALI database. LivewirE911 uses reference data managed by the TCS Service Bureau to determine the appropriate routing for emergency calls. LivewirE911 returns a pseudo Automatic Number Identification (pANI) number for selecting the route to the PSAP for mobile and nomadic users or returns the Call Back Number (CBN) for users that are statically provisioned in the regional ALI.

Simplified Network

LivewirE911 makes managing the IP Voice service provider network easier. LivewirE911 automatically selects a routing decision based on the best available call delivery path to the PSAP, either direct trunked to the selective router or via an Emergency Services Gateway. Both implementations alleviate the need to provision individual call

routing instructions in the provider network. LivewirE911 also can provide traditional Call Back Number (CBN) routing instructions for static subscribers.

Support for Non-native TNs

LivewirE911 enables service providers to assign non-native telephone numbers to subscribers because routing of emergency calls uses a pANI for selecting the route to the PSAP. The PSAP queries and receives location information using a pANI regardless of whether the subscriber's telephone number is native.

Common Call Control

LivewirE911 provides a common call control interface for static, nomadic and mobile routing capabilities. The common call control architecture is the preferred method to determine routing of E9-1-1 calls for any service provider as it does not limit a provider to a particular type of use and reduces the amount of network configuration needed by the network provider.

Get Started Now

For more information, call 1.800.307.9489 or e-mail sales@telecomsys.com. Learn about TCS' complete line of products and services at www.telecomsys.com.