

Qwest Private Switch/Automatic Location Identification

TIME-SAVING PRECISION IN EMERGENCY SCENARIOS

Today, many large campuses and corporate environments are unable to identify specific location information to 9-1-1 emergency agencies when a caller dials 9-1-1. Because the 9-1-1 database usually displays the main address of the switching system, emergency crews may be directed to an address different than where the call originated. The possibility of potential crisis is serious in single-location organizations and is compounded in multi-location buildings. Qwest® Private Switch/Automatic Location Identification (PS/ALI) can provide time-saving benefits in a wide variety of complex communications environments, including:

- Assisted living centers or retirement communities.
- Academic or business campus settings with multiple buildings.
- Manufacturing facilities with multiple entrances.
- Multi-tenant buildings where one switch serves several residences or businesses.
- High-rise office or apartment buildings.
- Government facilities, utilities and transit services, which use public rights-of-way to interconnect their own remote locations via a private cable or fiber feed.

DESCRIPTION

PS/ALI is an enhancement to 9-1-1 emergency response systems that allows private branch exchange (PBX) and Centrex/Centron users to enjoy the benefits of full-featured Enhanced 9-1-1 (E9-1-1), including specific address and location information for each station. The service allows a customer-generated address table to be loaded into the E9-1-1 computer so that each PBX or Centrex station can be uniquely identified if a call is placed to 9-1-1 from that telephone number. The station- or location-specific automatic number identification (ANI) generated by the switching system can be passed directly to the E9-1-1 system to pinpoint the precise location of the caller. The E9-1-1 operator can then direct emergency response personnel to the correct address, building, floor, room or even cubicle; thereby streamlining operations and increasing accuracy.

FEATURES

- E9-1-1-associated service—Allows PBX or Centrex customer-generated address tables to be loaded into the E9-1-1 computer.
- Unique identification of PBX stations—Station-specific information is forwarded to the 9-1-1 agency, allowing the 9-1-1 operator to direct emergency personnel to a precise location.
- Accurate location and detailed situation information—Assists the emergency provider in determining the appropriate equipment to be dispatched.

BENEFITS

- Shortened response time—When every second counts, and because the first few minutes of a medical emergency or fire can be the most crucial, PS/ALI can shorten response time to more swiftly handle the emergency.
- Property protection—The greater the delay in responding to a fire or other destructive emergency, the greater the risk of loss due to flame, smoke and water damage. PS/ALI can help firefighters get there faster by zeroing in on the source of the call.
- Investment safeguard—Businesses invest millions in time, training, equipment and facilities. PS/ALI facilitates a rapid, well-directed emergency response when these often-irreplaceable assets are threatened.
- Support—Our 9-1-1 center for customer care is staffed on a 24/7 basis to provide you with responsive service at all times. The center monitors your system continuously and speedily resolves any network error that may be detected. For you, that means no systems management staffing is required.
- Savings—Reducing response time may minimize damage and lower insurance costs. Also, whereas self-managed systems increase operational expense, Qwest[®] service provides for budgetary control through reasonable rates making the service a cost-effective alternative to in-house solutions.
- Experience—Dedicated Qwest 9-1-1 specialists are experts in public safety and in the specific needs of the regions they serve. Our personnel can assess your 9-1-1 requirements and can direct the efforts of the Qwest 9-1-1 center for customer care in implementing your solutions.
- Database expertise—Following initial construction of your 9-1-1 ALI database, your 9-1-1 cell manager carefully monitors the service center's handling of your Qwest database to ensure maximum data integrity.
- Focus on your core responsibilities—Qwest has proven experience delivering critical services to support public safety. This means customers don't have to worry about database and network management, allowing emergency agencies to focus their energies, expertise and resources on prevention and mitigation of emergency events. Additionally, since Qwest manages all necessary systems, you are relieved of responsibility for system upgrades and platform; also, no local ALI equipment is required.

HOW IT WORKS

The PS/ALI service allows a private switch owner to have a direct connection between your switch and the 9-1-1 network. This enables you to manage station location with precision, accuracy and specificity—down to the floor, room or even cubicle level.

When a PBX customer with direct inward dialing (DID) or Centrex type system enters into an agreement to subscribe to PS/ALI, they work with the 9-1-1 public safety answering point (PSAP) to load specific station telephone number information and address information into the 9-1-1 database. Once the trunks to the 9-1-1 network are in place and the information is loaded into the 9-1-1 database, all 9-1-1 calls placed from the impacted stations will be routed to the appropriate public safety answering point (PSAP). The station information will be displayed to the PSAP. The PSAP then knows from which building, floor and room number the call is coming and dispatches emergency vehicles appropriately.

WHY BUY FROM QWEST?

- Qwest's core business is focused on communications and connectivity. Our goal is to provide public safety agencies with the tools required to help mitigate the devastating effects of emergency events. When you choose Qwest, you wisely put your trust—along with the welfare of your community—in the hands of the preeminent provider of 9-1-1 services in 14 western states in those areas where Qwest is the 911 provider.
- Qwest is a seasoned provider of complete 9-1-1 solutions. Our highly advanced technologies enable us to deliver exceptional information accuracy and detail.
- Since the inception of the 9-1-1 Public Safety System, Qwest has been the provider of 9-1-1 services in 14 western states. Our system includes more than 22 million access lines and more than 800 PSAPs.
- You can look to Qwest as a single source for networking, hardware, software, service and database maintenance—everything you need to build a robust 9-1-1 solution.

OTHER PRODUCTS AVAILABLE FROM QWEST

In addition to Qwest PS/ALI, Qwest has an array of products to meet your needs:

- Qwest Enhanced and Wireless 9-1-1 (E9-1-1)
- Qwest Emergency Preparedness Network (EPN)

Qwest welcomes the opportunity to work with public safety agencies to develop custom capabilities that effectively promote and enhance community well-being.

Qwest Corporation Private Switch/Automatic Location Identification (PS/ALI) Service is available only in Qwest's local service territory in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY to PBX (DID) and Centrex customers in an area where E9-1-1 is already operating within the local community and the wire center serving the PBX is equipped for E9-1-1 service. System activation fees may apply.