



Technology Transition Working Group Policy Statement on Technology Transition

Consumers, businesses, and public safety agencies are rapidly adopting new communications technologies, including Internet Protocol (IP) based technologies. iCERT believes that the widespread adoption of these advanced technologies and the transition to an all IP network will yield numerous benefits for public safety. This includes increased reliability, flexibility, and resiliency. In addition, an all-IP network will open the door to the development and deployment of new voice, video, and data applications and services.

While the transition to new technologies will yield significant benefits, this transition may present certain challenges to public safety and the telecommunications industry that will need to be addressed. In order to ensure that these challenges are addressed effectively, iCERT supports the following principles:

- Public policies should promote increased reliability and resiliency of 911 systems. When architected with these principles in mind, IP-based technologies can provide lower-cost, highly distributed solutions that support these principles while providing other benefits to public safety. A transition to such technologies should not be viewed as reducing reliability, and education should be provided where such misconceptions exist.
- Providing accurate location information remains critical, and a transition to new technology (including IP-based NG911) should not result in a loss of 911 accuracy capability. Consequently, any telecommunications service intended to replace wireline voice service should be investigating a technological path towards delivering a dispatchable address to the PSAP.
- The transition to new technologies (e.g., wireless or VoIP) has shifted some of the responsibility for providing back-up power to the consumer, especially at the device level. This shift is expected, but education is needed to ensure that consumers understand that using such devices as a wireline replacement will have different power requirements than the equipment used for traditional telephone services.
- The transition to IP-based networks introduces new risks related to cyber security. Public Safety, Service providers and consumers each have a role to play in ensuring online safety and privacy.