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Alliance for Telecommunications Industry Solutions

Emergency Services Interconnection Forum

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Re: International Roamers Making 9-1-1 Calls

Dear Mr. Hixson:

ESIF is investigating the issue of delivering a dialable North American Number to a Public Safety Answering Point (PSAP) when an International Roamer makes a 9-1-1 call. ESIF has defined this as Issue 20, "International Roamers Making 9-1-1 Calls," and is presenting it to the National Emergency Number Association (NENA) as a topic for discussion within its technical committees. A detailed description of this issue may be found at this link: www.atis.org/atis/ESIF/ESIFIssues.htm.

International roaming agreements exist between domestic wireless carriers and international carriers which enable international roaming. International subscribers who come to the US have their mobile devices register on the domestic networks. When this occurs, the caller may send and receive calls, including calls to 9-1-1. The callback number from these international users is not currently delivered to the PSAP.

The Mobile Directory Number (MDN)/Mobile Subscriber Integrated Services Directory Number (MSISDN) represents the roamer's home country telephone number. The characteristics of this MDN/MSISDN are country-specific, including number of digits and dialing plan. These MDN/MSISDNs may be up to 15 digits. When an international roamer places a call, their MDN/MSISDN is carried through the network as the Calling Party Number. However, due to limitations in the egress from the landline network, the number is not carried to the termination point. Specifically for a Wireless Phase 1 (either CAS or H-CAS) call, the MDN/MSISDN will be delivered to the E9-1-1 Selective Router. Although, the Selective Router delivers the call to the PSAP, it will not be able to transmit the Calling Party Number because the access technologies, Enhanced MF or ISDN, only permit 10 digits. For NCAS implementations (Phase 1 or Phase 2) the callback number (MDN/MSISDN) can be available at the E2 interface specified by TIA/EIA J-STD-036. However, the soon-to-be-published NENA version of the J-STD-036 E2 specification has limited the Callback Number to 10 digits due to the limitations of the existing ALI systems and the legacy PSAP displays.

ESIF respectfully requests that NENA take up this issue as a topic for investigation within its technical committees. This issue appears to span several NENA technical committees. The Data Committee could address the length of the callback number and compliance with E.164, the international numbering standard. The CPE Committee could address the receipt, display and callback of an international callback number. The Network and Wireless Committees could address the delivery of the callback number. There may also be other NENA committees not identified above with an interest in addressing the issue of international numbers. The 9-1-1 Center Operations Committee may wish to address when and how the international roamer call is called back.

Thank your for your support in this matter. Please contact Robert Sherry, ESIF Study Group C Leader at rsherry@intrado.com with any questions, concerns, or comments regarding this request.

Sincerely,

Jim Nixon
ESIF Chair

cc: James Goerke, NENA
    Doug Rollender, Megan Hayes, IFAST