



Essential in an emergency. Any company may at some point have to call the emergency services. Enterprise SIP routes these calls to the correct emergency call centre while at the same time providing the correct location data.

Routing emergency calls to the nearest emergency call centre and providing them with the correct location data is essential in order to be able to reliably request help in an emergency.

Routing

Emergency service organisations, such as fire, police or ambulance services, aim to provide emergency assistance as swiftly as possible. To be able to do this, they rely on short distances, so it is vital that emergency calls are routed to the PSAP (Public Safety Answering Point) closest to the scene of the incident. Emergency calls can be allocated to the correct PSAP based on defined information that is included in the call transmission. Swisscom's routing system reliably performs this task for all telecommunications providers in Switzerland.

Location identification

The more precisely the caller's location can be

determined, the more efficiently the PSAP can coordinate the operation. The PSAP is therefore given as much information as possible about the caller's location. This information can be provided in one of two ways.

– **Static routing**

With this option, customers assign a location to each of their telephone numbers in the My Swisscom Business self-care portal. This information is synchronised with the SOS database on a weekly basis. The PSAP thus 'retrieve' the caller's location information from this database.

– **Dynamic routing**

Newer telephone systems support dynamic routing. In this case, the customers record unique location IDs on their voice systems. These IDs are also transmitted to the SOS database. With each emergency call, the voice system sends the correct location ID for the user at that time. This allows the PSAP to locate the caller quickly and precisely.

