



## AirOne Solutions Group, LLC

*Specializing in Tomorrow's Challenges Today*

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# AirOneSG E9-1-1 Solutions for Microsoft Teams

**AirOneSG (AOSG)** provides premier Tier 1, E9-1-1 Dynamic Call Routing and On-Site Notification Solutions for our Enterprise Clients.

- Designed to support Microsoft Teams with Direct Routing deployments
- E9-1-1 Dynamic Location Routing (DLR) in the US and Canada
- 24x7 Emergency Call Center with live 911 operators to provide backup services
- Compatible with all Microsoft certified Session Border Controllers (SBCs) for Teams with Direct Routing
- Provides On-Site Notifications when 911 is called via Email and SMS in addition to Teams Notifications
- Enhanced Notification and Situational Awareness options available when coupled with AirOneAlert

## Solutions for Enterprise of all sizes

As enterprise phone systems become more virtual and move into the "cloud", AirOne Solutions Group VoIP Positioning Center services (VPC) can provide the E9-1-1 Dynamic Location Routing designed and implemented to provide 9-1-1 emergency calling for these new virtual or cloud-based phone systems.

Microsoft Teams now has the ability to track and locate 911 calls using Dynamic E911, which is a cloud-based location tracking feature natively integrated with Teams. When a caller picks up a phone and dials 911, Microsoft Teams with Direct Routing will route that call to AOSG VPC, along with location information from Teams Internal LIS, and that call will be processed to the appropriate PSAP.

AOSG VPC is a fully hosted E9-1-1 call routing service providing connectivity to over 6,000 PSAPs in the US and Canada with no hardware requirements or other capital expenditure or annual maintenance contracts. There is a one-time service provisioning expense, and a low monthly recurring fee based on the number of provisioned telephone numbers.

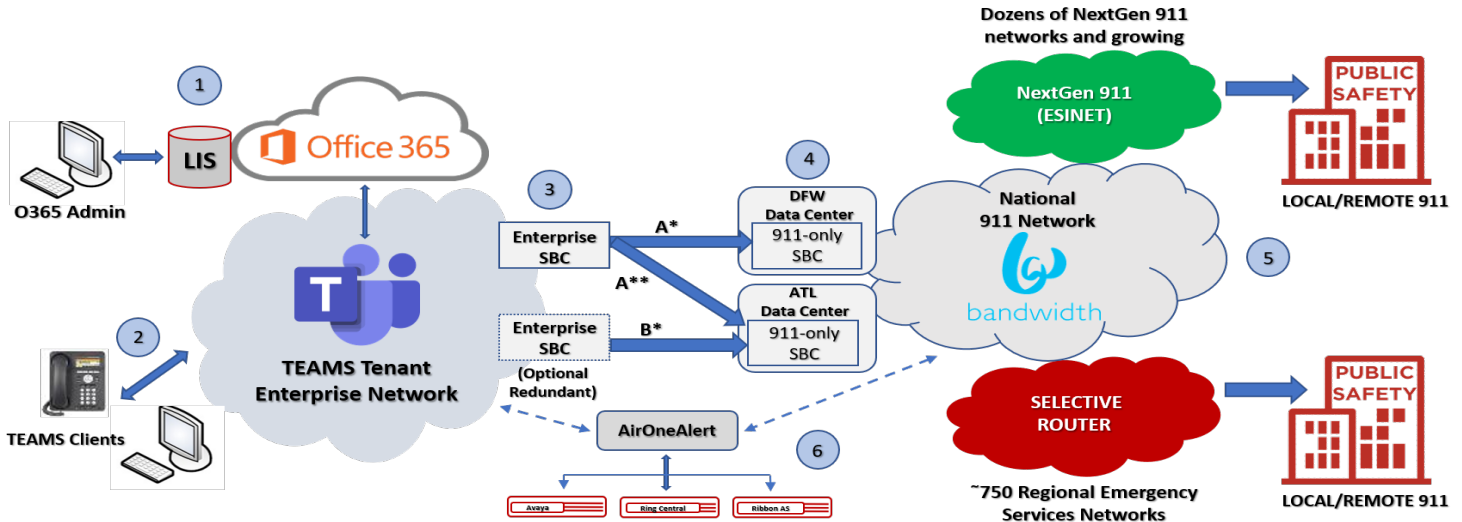


## Underlying Architecture

AOSG VPC is powered by our operating agreements with the leading Tier 1 providers of E9-1-1 and NG9-1-1 call routing services. These Tier 1 service providers are provisioned with multiple and highly redundant data centers in the United States. These services connect with over 750 Regional Emergency Services Networks and dozens of NG9-1-1 ESInet's providing call delivery to over 6000 9-1-1 Call Centers in the United States. For Canada, we are connected to an authorized Canadian national PSAP which then will forward calls to virtually all PSAPs in Canada. Support is also provided for Puerto Rico and the US Virgin Islands.



# E911 Call Flow For Teams with AOSG VPC



1. Enterprise administrator logs into the Office 365/Teams Tenant Enterprise Network and provisions all network identifying information for each Location/Site/Place in the Office 365 Location Information Server (LIS). For each LIS entry, the location also needs to be provisioned in the form of a civic address and specific dispatchable location information and validated by the administrator.

2. Teams requests the user's location in Office 365, which may consist of the BSSID of the WAP, the IP subnet address, the individual Ethernet switch port, range of ports, or the data switch to which the endpoint is physically connected. Once the location request is received, the online LIS database returns the location values of the user back to the Teams client.

3. When a Teams client dials 911 call, the location data values obtained by the LIS are inserted in the SIP signaling, in XML PIDF-LO format, and routed to the customer's Session Border Controller (SBC). To deliver calls to the VPC, an optional redundant interconnection is desired. But if the customer only has a single SBC, then two SIP peer connections (shown as A\* and A\*\* in the drawing above) are still recommended to the geo redundant SBC's in Atlanta and Dallas.

4. The customer's SBC(s) routes the 911 call with the caller's location to the AOSG VPC. The VPC then takes the PIDF-LO data to route the 911 call and location data to the appropriate PSAP.

5. Teams inherently provides on-site notification via IM to specified recipients in the network. Additional notifications are available directly from the VPC upon receipt of the 911 call. Notifications are in the form of an email or SMS text.

6. Optional deployment of AirOne Alert will provide enhanced alerting capabilities in addition to the Teams IM or email and SMS alerts from the VPC. AirOneAlert can consolidate the management of multiple call server platforms and enhanced notifications from a common interface to customers with mixed call server deployments.

## AirOneSG Professional Services

AirOneSG Professional Services offer a wide variety of services to help the enterprise customer plan, implement and manage their E911 needs. Services include Project Management, Installation Services, Training, Audit Services and more.

