

The future of emergency calling. Potential solutions

IP-based communication is both a problem and opportunity for EC

On one hand, VoIP industry can't do many things telcos can.

On the other, video, text and complex data transfer scenario are made possible.

Skype challenges

1. We are not a telephony replacement and we are not perceived as such by our customers
2. There are several technical and functional challenges to provide EC in a way that PSAPs are used to
3. Skype is a global company

Technical challenges

We have no access to reliable location information

Even the access provider might struggle to provide it.

Positioning methods depend on the usage context.

We can't guarantee access

Traffic throttling, authentication by access provider etc.
hinder the user experience.

We are a software provider after all.



We have become a platform

When somebody builds a stack of Skype clients into a PBX,
who's responsible?

We can say it's illegal but we can't stop it happening.

Functional challenges

No way to call back

Most of our users do not have caller IDs

Most existing equipment will struggle calling a non-number

How to explain all of this to the user?

Why do I have to punch in a number at all?

What do you mean you can't get online?

What do you mean you need me to confirm my location?

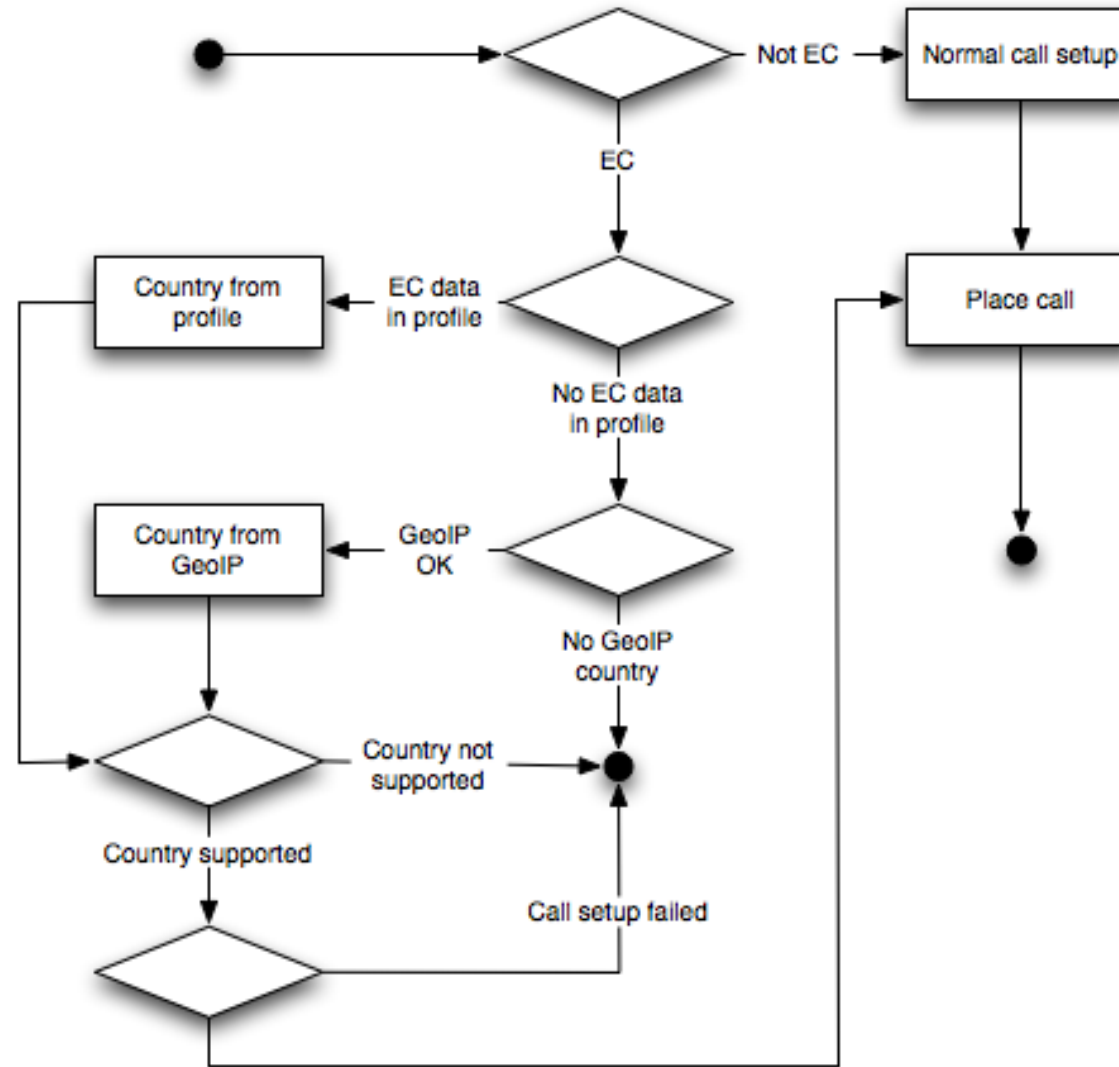
It is about user safety

We still try to do our best

The potential solution

1. Route emergency calls to spill-over PSAP numbers
2. It's a standard Skype Out call in most respects
3. Detailed location information is not passed, callback is not possible

Call flow





Thanks for listening

