

**Remarks of
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**Solutions Summit: 911/E911 Issues Associated with
Internet-based Communications Services
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Good afternoon. First, I would like to thank the Chairman for holding this summit on such a timely basis. It is a great opportunity to look at this issue, which is so key for public safety, from a number of different perspectives.

I also want to thank our excellent panelists for taking part.

I see a number of familiar faces around the room from last month's E911 Congressional Caucus Anniversary event. We talked then about how much is being accomplished by working together – including industry, policy makers, and the public safety community. We will need that level of collaboration to address the needs of emergency services over Internet-based communications.

We need to keep a spotlight on this issue, and I am glad we are doing that today. There is no higher calling or higher priority for us at the Commission than improving 911 and E911 services.

When dealing with new technologies like VoIP, we cannot let public safety concerns slip. This summit is one of many steps we should take to keep the spotlight on it.

There is a big upside. Internet-based communications like VoIP may open up new emergency response and medical monitoring services that do not exist today. But we must be sure it does not undermine the important work industry, the public safety community, and the Commission are already doing to enhance emergency services for the benefit of consumers and our national security through the continued rollout of E911 service.

That is why I paid particular attention to the public safety section of the VoIP Notice that was released the other day. The item does a good job in discussing how IP-enabled services provide an opportunity for technological improvements that may enhance the capabilities of PSAPs and first responders. But, I am concerned about consumers and their expectations for 911 with those Internet-based communications that function just like plain old telephone service. I worked hard to tighten this section of the Notice, and I look forward to hearing all of your thoughts about the role of 911 in IP-enabled voice communications.

I appreciate the arguments that allowing VoIP to develop free of any regulatory constraints would encourage its development. And we certainly need to remain mindful of the privacy implications. On the other hand, we must make certain that such "hands off" treatment doesn't mean we are undercutting the safety of consumers. We have got to carefully balance these

considerations. Given how far this technology has developed already, we cannot afford to just sit back and watch.

And I am very glad the VON Coalition and NENA have already reached an agreement for dealing with 911 as VoIP continues to be deployed. We've got to get the regulatory structure right from the start and find solutions together to ensure that emergency services continue to be rolled out as quickly as possible, whether circuit or IP-based. With leadership like the folks here in the room today, I am certain we can get the job done.