

**STATEMENT OF  
COMMISSIONER MIGNON L. CLYBURN**

Re: *Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket No. 17-239

A frantic call to 911 is one we never hope to make, but in an emergency, we count on that number to be our link to police, fire, or EMS. When dialing 911 from your hotel, school, or office building, the expectation is that the call will connect just as it would from your home phone or mobile device, and that the dispatcher will know exactly where you are calling from. Unfortunately, that has not always been a reality, as we saw from the tragic death of Kari Hunt which ultimately led to the passage of “Kari’s Law.”

As we continue to witness the utter devastation and loss of lives resulting from Hurricanes Harvey, Irma, and Maria, we are reminded that we must do all we can to enable effective emergency services. So, today, we consider an item which examines the provision of 911 services in enterprise communications systems or ECS. ECS provides phone service within large businesses, including the office building we are in right now. And since ECS is expanding to include virtual and cloud-based platforms, it is all the more reason why it is time to explore challenges that ECS may face when accessing 911.

In this NOI, we invite input on the capabilities of ECS to directly call 911 and provide automatic location information. Notably, we seek comment on ways to ensure that these systems will keep pace with technological developments and enable the 911 service that consumers expect and deserve.

I was pleased that my colleagues supported my requests to seek comment on two issues. First, whether, during hurricanes and other natural disasters, ECS services face technical challenges different from other services in the provision of access to 911. And second, how precise should ECS location information be when a caller dials 911. For example, in the case of an office building, is it sufficient to identify the floor a call was made from, or should the system be able identify the actual office from which the call was made?

This item should help enhance the provision of emergency communication services to the public and I am pleased to support it. My thanks to the Public Safety and Homeland Security Bureau for presenting us with this important item.