



FOR IMMEDIATE RELEASE
12:30 p.m. ET, Nov. 17, 2004

CONTACT: Stephen Seitz
1-800-332-3911, media@nena.org

9-1-1 Needs Help to Keep Up With Next Generation of Technology
*National 9-1-1 Association Launches New Partnering Program and
Action-Oriented Dialogue*

Washington, D.C. – With advances in communications technology continuing to pose major challenges to America's 9-1-1 system, the nation's leading advocate for 9-1-1 services today launched a new initiative to help local emergency call centers keep up with the next generation of 9-1-1 needs and capabilities.

In a media briefing at the National Press Club in Washington, the National Emergency Number Association (NENA) kicked off its Next Generation E9-1-1 Partner Program (NG E9-1-1), asking leaders of private industry to work with federal, state and local officials and NENA members in an ongoing process to update and improve the technical, operational and policy foundations of the nation's 9-1-1 system. The program is organized into working groups that will set a year-to-year course for the vital work needed in 9-1-1 service, design, implementation, and policy.

"Without greater partnership and collaboration among the many players involved, America's 9-1-1 system may never live up to consumer expectations, and increasing numbers of Americans may be left stranded in their times of need," said NENA President Bill McMurray. "NENA's NG E9-1-1 program is an opportunity to embrace change while maintaining the consumer's expectation of a highly reliable and dependable 9-1-1 system."

About NENA's NG E9-1-1 Program

As communications systems, devices and regulations have moved beyond the wireline telephone, so too have the technology, tools and resources needed to receive and respond to calls of distress.

Less than 15 years ago, wireless telephones and Internet connections were scarce among average American consumers. Today's mobile and "connected" consumers use an array of communications devices and systems that were unprecedented when the nation's 9-1-1 system was developed 36 years ago. In recent years, NENA has advocated for policies and standards to ensure 9-1-1 works for wireless telephone users. Now, NENA's leaders are looking forward again and working to make sure that 9-1-1 is factored into the technical design and policies governing the next generation of communications technologies.

NENA President McMurray said, "9-1-1 has a great amount of work to do in this era of consumer choice and convergent communications systems. However, with a membership and professional organization of mostly volunteers, NENA needs the leadership, participation and commitment of others to modernize the nation's 9-1-1 system. NENA's NG E9-1-1 program is an opportunity for

those of us in public safety to incorporate new ideas, leadership and expertise into the 9-1-1 community.”

New Initiative Coincides with Congressional Action on E9-1-1

Today's launch of the NG E9-1-1 program comes in the same week that the U.S. Senate is considering passage of S. 1250, the ENHANCE 911 Act (Ensuring Needed Help Arrives Near Callers Employing 911 Act), which is cosponsored by the bipartisan, bicameral Congressional E9-1-1 Caucus.

S.1250 would create a national E9-1-1 coordination office to address the challenges faced by local and state governments in providing E9-1-1 service. It also would provide needed financial assistance by establishing federal matching grants for E9-1-1 deployment and advancement.

H.R. 2898, the companion bill in the U.S. House of Representatives, passed unanimously in November 2003.

NENA supports both of these bills and is working with the sponsors and other members of the Congressional E91-1 Caucus to pass S. 1250 and send it to President Bush for his signature.

###

About NENA

A not-for-profit 501(c)(3) organization, the National Emergency Number Association (NENA) is the only educational organization dedicated solely to the study, advancement and implementation of 9-1-1 as America's universal emergency number. Established in 1982 to integrate 9-1-1's "one nation, one number" into our community culture. NENA has approximately 7,000 members organized into 46 chapters across the U.S. and Canada.

At www.nena.org, you will find a wealth of additional information on the nation's 9-1-1 issues, including NENA's leadership role in other activities to increase the level of 9-1-1 service in each state and county of the United States, and links to official documents.



NEWS

Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

FOR IMMEDIATE RELEASE
November 17, 2004

NEWS MEDIA CONTACT: David Fiske
(202) 418-0513 or david.fiske@fcc.gov

STATEMENT OF MICHAEL K. POWELL
ON THE INCEPTION OF THE “NEXT GENERATION E9-1-1 PROGRAM”
BY THE NATIONAL EMERGENCY NUMBER ASSOCIATION

I applaud the National Emergency Number Association (NENA) for creating the Next Generation E9-1-1 Program and moving forward to tackle this difficult issue.

As Chairman of the FCC, I have consistently urged service providers to work closely with state and local governments to ensure that Enhanced 9-1-1 services are deployed expeditiously and factored into the development of next-generation technologies. We are in an era of rapid innovation and expanding consumer choices, and our nation’s 9-1-1 system must keep pace with these advances in order to protect the public in times of emergency.

This responsibility must be shared by all involved -- landline and wireless telephone companies, Internet-based service providers, Public Safety Answering Points, equipment manufacturers, and local, state and federal agencies. NENA’s NG E9-1-1 leadership team is well positioned to lead this dialogue and help all the players translate the discussion into action.

I hope everyone involved in the 9-1-1 system will do their part to make this program meaningful and successful.



Thursday, November 18, 2004

Groups urge 911 improvements

BY [Dibya Sarkar](#)

Published on Nov. 17, 2004

Advocates for the emergency 911 service said the nation's communication infrastructure is so woefully outdated that it cannot adapt to the increasing public usage of new and emerging communication devices, such as voice over IP.

The Enhanced 911 "system of today is inefficient," said Billy Ragsdale, vice president of InterAct Public Safety Systems. "It needs an overhaul to bring it up to the working state it needs to be to handle the emerging technologies of today."

To that end, National Emergency Number Association (NENA) officials kicked off their Next Generation E911 program today to address the technical, operational and policy issues associated with modernizing the E911 system and integrating new technologies, such as voice over IP, instant messaging, short message service messaging, Wi-Fi, geographic information systems and video.

Already about 200 millions call are made to 911 annually, and about one-third of those are from wireless phones. In many communities, emergency calls from cell phones comprise one-half or more of the total 911 calls. NENA officials estimate that 12 million to 15 million households will be using voice over IP service as either a primary or secondary line by the end of 2008.

Ragsdale, chairman of NENA's technical issues committee, said his group will accelerate the work of standards; focus on the completion of designs, trials, demonstrations and applications for next-generation E911 systems; and increase the involvement of public safety officials.

Rick Jones, who is NENA's operations issues director, said they will also need help from vendors, such as Microsoft, America Online, Intel and others who have studied next-generation communication devices and processes and how people use them. For example, he said, dispatchers are unable to receive photos taken by cell phones that could potentially provide valuable information.

Paying for the upkeep of current systems and incorporating next-generation ones will be another challenge, said Anthony Haynes, executive director of the Tennessee Emergency Communications Board. He said E911 funding nationwide comes from a patchwork of revenue methods, which are largely unreliable and inadequate.

"Just like any other utility — for lack of a better term — whether it's telecommunications or electricity, you have to build for capacity," said Haynes, who leads NENA's regulatory and legislative committee. "That comes at a cost. In meeting those costs, you have to have some form of predictable level of support not only to be able to maintain those operations but to be able to advance those and meet the changes."

Because E911 is a critical component of homeland security, federal officials must also provide guidance and policies aligned with funding that could address the developers build modernized systems that incorporate new and emerging technologies.

Bill McMurray, who is NENA's president, said the 911 industry is at a crossroads, and officials must address funding and training issues for dispatchers, too.

"So this is a drawing together of a whole lot of technologies that we're aware of today," he said. "But equally importantly, we have to set the stage for tomorrow to be able to do whatever, deal with whatever the technologies are that come across tomorrow."



Breaking News

NENA offers program to spur 911 as Congress considers 911 legislation

[By Jeffrey Silva](#)

Nov 17, 2004

WASHINGTON-The National Emergency Number Association today unveiled a new program to foster deployment of enhanced 911 by the mobile-phone industry and other high-tech sectors, an initiative that comes as Congress attempts to pass legislation this week that would create a state grant program to aide the rollout of location-based wireless 911 around the country.

"Without greater partnership and collaboration among the many players involved, America's 911 system may never live up to consumer expectations, and increasing numbers of Americans may be left stranded in their times of need," said NENA President Bill McMurray. "NENA's NG E9-1-1 program is an opportunity to embrace change while maintaining the consumer's expectation of a highly reliable and dependable 911 system. " NENA said the Next Generation E911 Partner Program is organized into working groups that will set a year-to-year course for work needed in 911 service, design, implementation and policy.

Federal Communications Commission Chairman Michael Powell, whose agency has overseen the rocky implementation of wireless E911, applauded the NENA effort.

"We are in an era of rapid innovation and expanding consumer choices, and our nation's 9-1-1 system must keep pace with these advances in order to protect the public in times of emergency," said Powell. "This responsibility must be shared by all involved-landline and wireless telephone companies, Internet-based service providers, public-safety answering points, equipment manufacturers, and local, state and federal agencies."



TCS To Participate as Charter Partner in Nena's Next Generation E9-1-1 Program

ANNAPOLIS, Md.--(BUSINESS WIRE)--Nov. 17, 2004

Inaugural Kick-off Forum Sets the Stage for a Series of E9-1-1 Program Roundtables to Improve Nation's 9-1-1 System

TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS), a global leader in wireless data technology, today announced that it is a Charter Partner for the National Emergency Number Association (NENA) Next Generation E9-1-1 (NG E9-1-1) Program. The announcement coincides with the NENA kick-off event to be held today at the National Press Club, Lisagor Room, from 12:00 TO 1:30 pm (EST). Details about the NG E9-1-1 Program and Charter Partners will be released at that time.

Upgrading the nation's 9-1-1 systems by implementing "next generation" technologies, procedures and best practices is the goal of NENA's recently announced NG E9-1-1 Program.

"NENA is enthused that TCS, one of the leading E9-1-1 location-based service providers in the U.S., has embraced the Next Generation E9-1-1 Program. The program is an open consultative process to improve the nation's planning, leadership and innovation in the delivery of a fully functional 9-1-1 system that responds anytime, anywhere, from any device," said Stephen Seitz, NENA's Governmental Affairs Director. "NENA is calling upon all 9-1-1 leaders to join the NG E9-1-1 Program. Their leadership, participation and commitment will make significant progress attainable in realizing the full potential for 9-1-1 emergency services."

Recognizing that new innovative ways to call 9-1-1 have emerged, NENA has been exploring how new technologies, service offerings, and capabilities may, in fact, revolutionize the handling of all 9-1-1 calls. A large amount of technical definition work has already been done by NENA working groups.

"TCS is a strong supporter of NENA's NG E9-1-1 Program," said Maurice B. Tose, Chairman, President and CEO for TCS. "As the vendor that completed the first wireless 9-1-1 call in Indiana in 1996, TCS has long understood the importance of extending and embellishing the 9-1-1 networks. Our introduction of an E9-1-1 VoIP complete solution positions TCS to continue to make meaningful contributions to public safety and security."

The NG E9-1-1 Program is organized into three topic Roundtable groups around NENA disciplines and areas of concerns - 1) Technical, 2) Policy, and 3) Operational/Educational. The work of the Roundtables is to identify appropriate supplementary activities that are needed to further the NG E9-1-1 goals, work and principals.

ABOUT NENA

The National Emergency Number Association (NENA) is the only organization dedicated solely to the study, advancement and implementation of 9-1-1 as America's universal emergency number. NENA IS A 501 (c) (3) non-profit organization established in 1982 to integrate 9-1-1 "one nation,

one number" into our community culture. Today NENA has approximately 7000 members organized into 46 chapters across the U.S. and Canada.

ABOUT TELECOMMUNICATION SYSTEMS, INC.

TeleCommunication Systems, Inc. is a leading provider of mission critical wireless data solutions to carriers, enterprise and government customers. TCS' wireless data offerings range from providing location-based Enhanced 9-1-1 services in the U.S. and messaging infrastructure to wireless operators, real-time market data and alerts to financial institutions, mobile asset management and mobile office solutions for enterprises, and encrypted satellite communications to government customers.

This announcement contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities and Exchange Act of 1934, as amended. These statements are based upon TCS' current expectations and assumptions that are subject to a number of risks and uncertainties that would cause actual results to differ materially from those anticipated.

The actual results realized by the Company could differ materially from the statements made herein, depending in particular upon the risks and uncertainties described in the Company's filings with the Securities and Exchange Commission (SEC). These include the risks and uncertainties relating to the company's future financial results and ability of the Company to (i) reach and sustain profitability as anticipated, (ii) continue to rely on third parties to market and sell the Company's products and for other relevant support, (iii) adapt and integrate new technologies into its products, (iv) expand its business offerings in the new wireless data industry, (v) capitalize on opportunities in the marketplace, (vi) develop software without any errors or defects, (vii) implement its sales and marketing strategies, and (viii) deploy its software and services quickly.

Existing and prospective investors are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. The Company undertakes no obligation to update or revise the information in this press release, whether as a result of new information, future events or circumstances, or otherwise.



November 18, 2004

HBF Group, Inc. and NENA Team to Work Towards Next Generation E9-1-1 Technologies

HBF Group, Inc. to participate in the National Emergency Number Association's Next Generation 9-1-1 Technology Program.

Austin, TX (PRWEB) November 18, 2004 -- HBF Group, Inc., North America's premier provider of E9-1-1 technologies, has joined forces with NENA and other leaders in the 9-1-1 community to provide leadership, expertise and cutting-edge ideas to the Next Generation of E9-1-1. As part of the national Technology Roundtable in the NG E9-1-1 program, HBF will be able to lend its knowledge to implement better technologies for future 9-1-1 services.

"As telecommunication technologies become more advanced, we need to ensure that our nation's 9-1-1 system keeps pace. We look forward to partnering with NENA to help set a technological direction that will not only adapt to today's technologies but provide flexibility for the future." said Hank Johnson, CEO of HBF. He added, "Merging forces with NENA, the voice of 9-1-1, will not only enhance our goals for the future, but provide the public with safer emergency services.

HBF is currently involved in deploying cutting edge 9-1-1 solutions to support voice over IP (VoIP), Wireless and Wireline emergency calls. NENA's Next Generation Program will help set industry standards and directions that will make deployment of VoIP and other new technologies more streamlined, efficient, and robust.

"NENA is enthused that HBF has embraced the Next Generation E9-1-1 Program. This program is an open consultative process to improve the nation's planning, leadership, and innovation in the delivery of a fully functional 9-1-1 system that responds anytime, anywhere, from any device. NENA is calling upon all 9-1-1 leaders to join the NG E9-1-1 Program. Their leadership, participation, and commitment will make significant progress attainable in realizing the full potential for 9-1-1 emergency services." stated Stephen Seitz, Government Affairs Director, National Emergency Number Association.

About HBF

HBF Group, Inc. is the 9-1-1 technology leader providing state-of-the-art solutions to the 9-1-1 industry. HBF deployed the first state-wide 9-1-1 deployment in the United States as well as the first province-wide deployment in Canada. HBF is very active in the standards setting bodies of NENA and ESIF, particularly for VoIP and XML technologies.