

BELLSOUTH ENHANCED 9-1-1 INTEGRATED INTELLIGENT WORKSTATION

PROVIDING SOLUTIONS FOR PUBLIC SAFETY

> *respond*

POSITION YOUR EMERGENCY CALL CENTER FOR THE FUTURE

Efficient delivery of emergency services is critical to the health of our nation's communities. As wireless technology has evolved and enhanced 9-1-1 services, it also has created more effective methods to help save lives.

A typical PSAP station now requires multiple computer monitors, keyboards and space-consuming equipment. Call takers may lose time and focus as they struggle to run applications simultaneously. The advent of wireless telecommunications has spawned the need to add even more capabilities to pinpoint caller location. Many call centers are seeking solutions to achieve Phase II compliance with related FCC mandates – while others must upgrade due to obsolete equipment. At the same time, agencies want to further enhance service by delivering more comprehensive, accurate and timely information to responding units. Multiple call centers or remote PSAP locations further complicate efficient communications, as does service consolidation occurring between providers in some communities.

BellSouth provides the ultimate solution: an Integrated Intelligent Workstation (IIWS) that combines all applications into one desktop unit. You receive a turnkey solution from a single-source provider – an established company with an outstanding reputation in the delivery of E9-1-1 solutions. Because BellSouth provides all trunking for 9-1-1 centers within our coverage area, as well as ANI/ALI data, we already are tied to efficient delivery of 9-1-1 service in your community.



AT A GLANCE

- **ACHIEVE PHASE II COMPLIANCE**
- **ENHANCE 9-1-1 SERVICE THROUGH A SINGLE DESKTOP SOLUTION**
- **TURNKEY SOLUTION FROM A SINGLE SOURCE PROVIDER**
- **CUSTOMIZED TO MEET YOUR COMMUNITY'S NEEDS**
- **EASILY EXPANDS TO ACCOMMODATE CHANGES**

The BellSouth IIWS offers:

- Full support of Phase I and II requirements
- Compliance with NENA-specified technical standards
- Flexible installation. The IIWS can be installed as a completely new system or integrated into legacy configurations
- Single desktop consolidates multiple keyboards, devices and functions into one terminal, reducing cost and increasing efficiency
- Sophisticated client/server technology. Equipment is based on the

reliable Windows NT™ platform. Upgrades and enhancements are easily installed

- Modular Growth. A comprehensive array of standard and customer software modules enables your system to expand as your needs evolve

In addition, with BellSouth you receive numerous advantages, including:

- A single source of accountability for all technical, legal and financial aspects of the solution
- User-friendly applications
- Fully managed, worry-free installation
- Local maintenance and support from knowledgeable, dedicated professionals
- 24-hour monitoring and unparalleled service through BellSouth's own 9-1-1 center. Often, issues can be resolved remotely
- Situations requiring on-site evaluation are immediately dispatched through the company's fleet of service vehicles, deploying the largest technical force in the Southeast

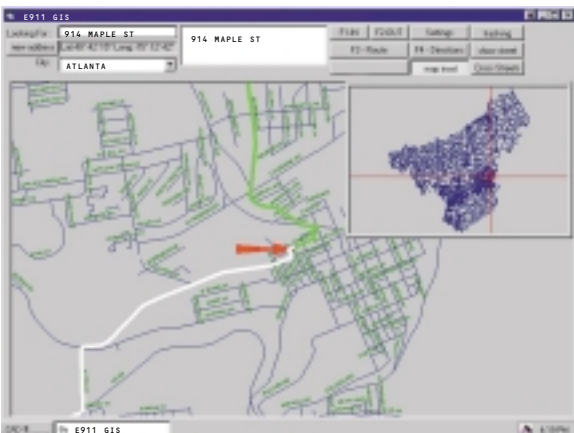
INTEGRATE FUNCTIONS, SAVE TIME AND IMPROVE EFFICIENCY

Today's emergency call centers have become increasingly complex. During critical situations, juggling numerous interfaces wastes time when seconds count most. The Integrated Intelligent Workstation (IIWS) consolidates all applications and data onto a single monitor and keyboard. One desktop provides access to digital mapping, computer-aided dispatching (CAD), TDD (Telecommunications Devices for the Deaf), and national and state crime databases. As a result, your center improves response time, increases call-taker efficiency and enhances reporting capabilities, while eliminating the cost of duplicate hardware.

ACHIEVE PHASE II COMPLIANCE BY PINPOINTING WIRELESS CALLER LOCATION

The advent of wireless telecommunications has had a tremendous impact on the delivery of emergency services. Several years ago, the technology was not readily available to pinpoint a wireless caller's exact location – a crucial function during emergencies when callers may be in compromising situations, unable to respond or unsure of their whereabouts. With wireless communications becoming an increasing component of 9-1-1 call traffic, the FCC created new compliance standards.

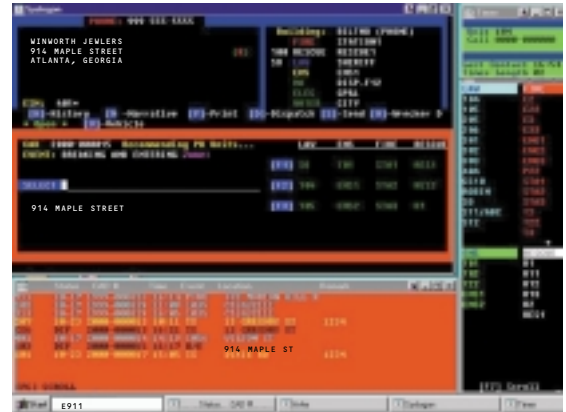
With Phase I, wireless carriers provide a call back number and general caller location by cell site and/or sector. Effective October 1, 2001, Phase II allows PSAPs to require wireless carriers to deliver exact X, Y coordinates to a 9-1-1 call center, and displays the caller's



location on our Geographical Information System (GIS). This dynamic module displays the caller's exact location on a digital map. Graphic and text directions can guide emergency responders through the fastest recommended route. Features can include automatic, real-time displays of the caller's location, responding units, events and traffic accidents.

HELP SAVE LIVES AND TIME THROUGH COMPUTER-AIDED DISPATCH

Managing the diverse information needed to process 9-1-1 calls has never been easier. Our Computer-Aided Dispatch (CAD) module simultaneously displays multiple windows on a single monitor, including Call Answering, Database Access, Unit Status, Dispatch Information and Traffic Accident Information, along with ANI/ALI data. All data is distinctly color-coded according to the specific agency and each unit is grouped according to agency/department.



CAD displays comprehensive information needed to successfully respond to calls, including alerts for hazardous conditions, outstanding warrants or medical circumstances at the caller's address. The Available Units window provides information about available responders, including special skills, languages, blood type and other details. Responder number, status, address of caller, event code and comments appear on Assigned Units displays. And finally, the Dispatch window copies call details from the system monitor, eliminating the need to re-enter information; automatically assigns call priority; makes dispatch recommendations based on event, location, address and call history; and enables simultaneous multi-agency dispatching and alphanumeric paging of responders.

ADVANCED APPLICATIONS AS YOUR NEEDS EVOLVE

After installing IIWS solutions, we can provide additional modules that allow the 9-1-1 center to expand, as well as assist with other community applications, such as:

- Advanced MIS tools that enhance task management and operations management
- Jail Management, which provides time-critical information to remote

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units, allowing an officer, booking a case on the road, for example, to interface with the CAD

- Records management that enables maintenance, tracking and management of cases, arrests, citations, and crimes and assists with intelligence gathering

THE STORY BEHIND THE EQUIPMENT: BELLSOUTH'S ADVANTAGE

Equipment is only part of the story. As the market leader in 9-1-1 equipment, BellSouth also provides the 9-1-1 network service to your community. As a total solutions provider, we offer a single point of contact to quickly resolve network and equipment issues. Our dedicated 9-1-1 technical center is manned 24 hours daily.

BellSouth is in an ideal position to create and implement public safety solutions. Our voice and data applications range from simply linking a PSAP to multiple fire stations via Frame Relay, to networking numerous county sheriffs and emergency radio towers with a fiber optic ring. Our long-standing reputation for dependability and performance is coupled with wide coverage, advantageous pricing and strategic relationships with industry leading equipment providers. BellSouth focuses on issues most critical to public safety professionals, such as reliability, speed, containing costs and easing the pain of migration to new technologies. We are committed to providing your community the most advanced 9-1-1 technology.

For more information, contact your BellSouth representative or visit www.bellsouth.com.