

Your PS/ALI Customers Need a Path Forward Now

TDM is reaching end of life and NG9-1-1 is rolling out state by state. Customers without a plan may leave or be left exposed. Intrado ERS gives you a supported path to keep them.

What is PS/ALI?

PS/ALI (Private Switch/Automatic Location Identification) is a decades-old service that statically stores a business's 9-1-1 location records. It was built for legacy 9-1-1, which is giving way to Next Generation 9-1-1 (NG9-1-1) state by state. **2028** is the target for PS/ALI end of life, but the risk starts sooner. Each state moves to NG9-1-1 on its own schedule, so the time to check is before your customers' states do.

2028

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Life with PS/ALI Today

- **Static location:** Records are fixed to a number and place, and don't follow remote or softphone users.
- **Manual provisioning:** Every update is done by hand, often in a legacy portal.
- **FCC enforcement:** The FCC's September 2026 guidance (DA 26-1043) urges carriers to find these customers now.
- **The risk:** The FCC notice describes calls from PS/ALI accounts going to a national call center instead of the right 9-1-1 center due to a lack of location data. Your PS/ALI customers' calls could be routed the same way, without an address.
- **Business impact:** Every PS/ALI customer without a plan is a retention risk and a liability risk. If their 9-1-1 calls lose location, they'll look to you.

Intrado ERS: A Supported Path

What it is:
Intrado Emergency Routing Service (ERS) is IP-based and NG9-1-1 compliant, and it doesn't depend on PS/ALI databases, so location keeps reaching the right 9-1-1 center once a state moves to NG9-1-1.

Keep the customer:
As customers' needs grow, they look for a dedicated 9-1-1 solution. ERS integrates with the platforms they already run, including Microsoft, Cisco, Genesys, Avaya, Mitel, and Zoom, so you can offer that solution and keep the relationship.

One path for your customer base:
Move PS/ALI customers to ERS once and skip the repeat migrations. One offer covers every account.

One accountable partner:
Intrado owns the full emergency call stack, from location validation to PSAP connectivity. One partner stands behind every call.

Why Intrado

47+ years in emergency communications	**6,000+** PSAPs connected	**1,365+** E9-1-1 customers	**9 in 10** U.S. emergency calls pass through Intrado

Find out which customers are still on PS/ALI. Contact your Intrado channel team this week to start building their path to ERS.

Talk to the Channel Team