

Two 9-1-1 Setups Leave Your Company at Risk

ERS protects your IP users.
Any locations still on PS/ALI could break by 2028.

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 reaching end of life as Next Generation 9-1-1 (NG9-1-1) rolls out state by state. As that happens, PS/ALI may no longer work as intended. **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 now.

2028

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Do You Have PS/ALI Records?

ERS customers can still hold PS/ALI records for desk phones or sites on older phone systems. Those records are held by a carrier or third party, and they're managed separately from ERS. Ask who holds the 9-1-1 records for your remaining sites. Intrado can help you move them to ERS.

Life with PS/ALI Today

- **Two systems to manage:**
  ERS covers your IP, softphone, and UCaaS users, while PS/ALI covers the rest, each with its own records and updates.
- **Static location:**
  PS/ALI records are fixed to a number and place, and don't follow remote, hybrid, or softphone users.
- **Manual provisioning:**
  Every PS/ALI update is done by hand, often in a legacy portal.
- **Growing risk:**
  Your ERS sites are covered, but every location still on PS/ALI is not. As each 9-1-1 authority moves to NG9-1-1, those records may no longer work as intended, and 9-1-1 calls from those sites could arrive with no location data. The **FCC's September 2026 guidance (DA 26-1043)** urges businesses to work with their carriers or E9-1-1 provider and move to IP.
- **Your responsibility:**
  Under Kari's Law and RAY BAUM'S Act, every location still on PS/ALI is your responsibility. If a call from one of those sites arrives without location, it can be rerouted and transferred by hand, and that delay could put lives at risk.

Intrado ERS: One Platform for Every Location

The ERS you already trust:
Your ERS is IP-based and NG9-1-1 compliant, and it doesn't depend on PS/ALI databases. Extending it to your remaining sites means location keeps reaching the right 9-1-1 center once a state moves to NG9-1-1.

Every location, one platform:
Moving your remaining records to ERS puts all your sites on dynamic location, under one platform.

What you already know:
You already have the portal, reporting, and call detail records. Extending ERS to your remaining sites means no new tools to learn.

Backup when calls can't connect:
If a call can't reach a 9-1-1 center directly, it routes to Intrado's U.S.-based Emergency Call Relay Center (ECRC), where APCO-certified staff confirm the caller's location and route the call.

One partner, one move:
Intrado owns the full emergency call stack, so you get one accountable partner. And moving everything to ERS now may avoid repeated migrations as NG9-1-1 expands.

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

Not sure which of your sites are still on PS/ALI? Talk to your Intrado account manager this week to find out and move your remaining records to ERS.

Talk to the Channel Team