

INTRADO

Where Are Your 9-1-1 Location Records?

You may have PS/ALI and not know it. By 2028, a 9-1-1 call from your building could arrive with no location.

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?

Businesses often have PS/ALI without realizing it, because it's usually bought through a carrier or third party. Ask your carrier or E9-1-1 provider whether you have PS/ALI records and who keeps them up to date. If you do, Intrado can help.

Life with PS/ALI Today

- **Static location:** Records are fixed to a number and place, and don't follow remote, hybrid, or softphone users.
- **Manual provisioning:** Every update is done by hand, often in a legacy portal.
- **Growing risk:** As 9-1-1 moves to NG9-1-1, PS/ALI may no longer work as intended, and 9-1-1 calls could arrive with no location data. If the caller can't speak, responders may not know where to go. 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.
- **Limited carrier help:** Some carriers have no plan for PS/ALI customers, and some are ending sales of voice products, which leaves customers to find their own path forward.
- **Your responsibility:** Under Kari's Law and RAY BAUM'S Act, your business must provide location with 9-1-1 calls, and a call that arrives without it can expose your business to legal liability.

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.

Dynamic location: ERS replaces static records with dynamic location that finds mobile users, hybrid workers, and changing offices through your network.

Built for the enterprise: ERS is a dedicated 9-1-1 solution with a portal, reporting, and call detail records. Plus, Intrado owns the full emergency call stack, so you get one team, one call, and one resolution if something fails.

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 move, not many: Moving to ERS now avoids repeated migrations and being caught unprepared 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 where your 9-1-1 records are kept? Talk to Intrado Sales this week to find out and plan your move to ERS.

Talk to the Channel Team