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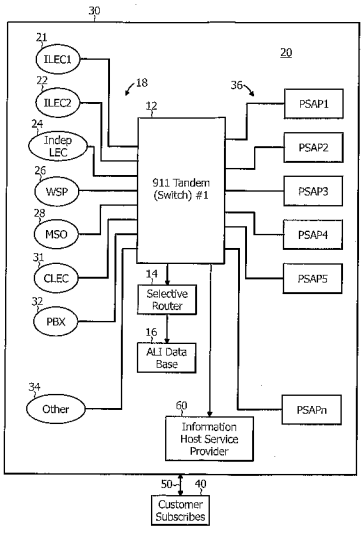
(54) **Title:** ENHANCED 911 SYSTEM AND METHOD OF OPERATING THE SAME



12 TANDEM DU 911 (COMMUTATION) #1
14 ROUTEUR SELECTIF
16 BASE DE DONNEES ALI
34 AUTRE
60 FOURNISSEUR DE SERVICES HOTE D'INFORMATIONS
40 INSCRIPTION DU CLIENT

(57) **Abstract:** An enhanced 911 system is provided. The enhanced 911 system provides enhance emergency service communication in a 911 framework; the 911 framework including plurality of junctions connected by a plurality of communication channels, a plurality o telecommunication service providing stations connected into said plurality o communication channels, at least one 911 service provider, and at least one emergenc service answering position. The enhanced emergency service comprises a means fo recognition of a calling customer, means for voluntarily storing information provided b the customer and stored in an information host service provider, means for accessin

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ENHANCED 911 SYSTEM AND METHOD FOR OPERATING THE SAME

CROSS REFERENCE TO RELATED APPLICATIONS

This application claims priority from US Provisional Application Ser. No. 60/711,123 filed August 25, 2005; the contents of which are incorporated herein by reference.

This application makes reference to Applicant's other filing, US Provisional Application Ser. No. 60/711,124, filed August 25, 2005, the contents of which are incorporated herein fully by reference.

FIGURE SELECTED FOR PUBLICATION

Fig. 2

BACKGROUND OF THE INVENTION

1. Field of the Invention

The present invention relates to a 911 service and, more particularly, to an enhanced or intelligent 911 service having the additional capability of storing, accessing and forwarding customer or subscriber information and instructions through a 911 system linked and integrated with a telecommunications.

2. Description of the Related Art

Mechanisms and systems for identifying the geographic location of a caller to a Switched Telephone Network (PSTN) are well known. The American Telephone and

Telegraph Company (AT&T) developed emergency services notification and dispatch operations, commonly known in the United States as the 911 Service. AT&T established 911 as the universal number for emergency services that could be implemented quickly. That number now serves as the emergency notification number almost nationwide.

A basic 911 System provides for programming with special, and often custom-written, 911 software at a telephone company end office (also known as a "central office" or a "Class 5 office") to route all 911 calls to a single call-center destination (and obviously may include a class 5 switch or class 4 switch). The single destination is commonly termed a Public Safety Answering Point (PSAP).

Early 911 systems did not provide for automatic identification of the caller; the PSAP human operator had to obtain such information verbally after the call was connected, often causing substantial delays. Another shortcoming of these early 911 systems was that they could not readily support interconnection to other telecommunication providers such as independent telephone service companies, alternate local exchange carriers (ALECs), wireless carriers, or internet based (VoiP & ATM type systems). VoiP represents a Voice Over Internet Protocol type telecommunications system enabled of a wide number of telecommunications systems. ATM systems represent Asynchronous Transfer Mode systems enabled over a single, often custom managed telecommunications system.

Identification of a caller's location through a 911 system is now possible via operation of the Automatic Location Information (ALI) and Automatic Number Information (ANI) systems, and is commonly used for emergency services notification and dispatch operations worldwide. ANI information is based on the actual switch the call originates through and ALI information is based on the geographic address to which the originating switch is assigned. As a result, ANI/ALI information is based

upon the physical construction of the PSTN (Public Switched Telephone Network) system.

In operation, ANI/ALI information is sent via the hard-wired information lines, from an originating central office (CO), through all intermediate tandem offices to a terminating CO. The information was originally sent along analog trunk lines in the form of Dual Tone MultiFrequency (DTMF) signals and now contemporary networks employ a digital SS7 (Signaling System 7) methodology. ANI information cannot be blocked by a calling party and does not depend upon the presence of the modern SS7 signal throughout an entire network.

It is recognized in the prior art that Automatic Number Identification (ANI) is a feature for 911 services that allows the caller's telephone number to be delivered with the call and displayed at the PSAP to allow rapid assistance. This ANI feature is sometimes referred to as Calling Party Number (CPN), but unfortunately fails to exist in the cellular telephone, or VoiP(voice over internet protocol) systems gaining popularity among the public.

A significant development in 911 services has been the introduction of "Enhanced 911." Some of the features of enhanced 911 include Selective Routing, ANI, ALI identification, Selective Transfer and Fixed Transfer. Selective Transfer enables one-button transfer capability to Police, Fire and EMS (Emergency Medical Service) agencies appropriate for the caller's location listed on the ALI display. Fixed Transfer is analogous to speed dialing. Selective Routing is a process by which 911 calls are delivered to a specific PSAP based upon the street address of the caller.

The use of biometric data, specifically voice print profiles and other data, is appreciated for use in risk management related to financial operations by Lawerence et al., US 2004/0024694 A1, entitled Biometric Risk Management, the contents of which

are herein incorporated by reference. Lawrence appreciates that a wide variety of biometric data (voice print, photo, iris scan, finger prints) may be accumulated in a broad data base and cross referenced to an individual's action data including court record, employment history, criminal record, government association and terrorism association. Lawrence teaches the accumulation of a data base in relation to a specific financial transaction or Suspicious Activity Report "SAR" in relation to a financial transaction to both manage risk and create a risk assessment profile for those assessing whether or not to enable the transaction. However, Lawrence fails to teach the voluntary recordation and installation of a voice print according to the present embodiments and fails to appreciate the adaptive requirements.

Buinevicius et al., US 2004/0093349 A1, the contents of which are also herein incorporated by reference, provides a system and method for capturing, analyzing, managing, and accessing disparate types and sources of media, biometric, and data base information to build a unified and intelligent time-based view of identified individuals regardless of data source or information type. This system requires the processing of multi-modal information to extract, analyze, and sort through a large volume of digital information to identify an individual. Information access points include video recognition, finger print reading, signature analysis, physical characteristics, retinal scans, a computer-linked microphone, and others. Recorded information is entered in a database, for example a customers access point data base, and used by the database manager (for example the Department of Homeland Security) to record initial and limited information about an individual (for example a thumb print and facial characteristics), and rapidly compare search a pre-created database to authorize or deny access to the country. While this references is directed to the purpose disclosed, it fails to recognize an adaptive capacity to improve emergency services by capturing a voice print from an originating source and comparing that voice print to a stored print for emergency service improvement.

In Finnigan US 2004/0165702 A1, the contents of which are herein incorporated by reference, a voice identification system involves generating and storing voice clips (voice data files) linked with a network address and voice authentication enables an "authenticated" voice message. In Finnigan, a very simple Interactive Voice (IV) Response type system is employed to receive a message, store a message, authenticate a voice profile, and determine a level of authentication and or request. During the course of operation, Finnigan creates a voice print file through a voice recognition unit governed by a simplified administration service requiring human intervention and management. The present invention incorporates this disclosure by reference and adapts its teachings to speed 911 emergency services by recognizing the voice of an emergency service requestor by comparison with voice clips previously provided to the emergency service and improving accurate user identification.

In light of the above, what is not appreciated by the art is an enhanced 911 system that enables the storage, controlled access and updating provisions of health and other information specific to the caller to the appropriate authorities and other receiving parties.

The present invention is broadly directed to an enhanced 911 system that enables a customer or subscriber to record and store confidential information; provides storage of the confidential information; and enables the caller's location information as well as stored confidential information to be accessed and forwarded to the appropriate agencies upon placement of a 911 call.

What is also not appreciated by the related art is the capacity for rapid interactive voice recognition to speed the recognition of an emergency services requestor and link that requestor to previously stored emergency information in an automatic and secure manner while enabling a rapid verbal authorization to access private medical files.

SUMMARY OF THE INVENTION

It is an object of the present invention to provide a system and method for storing medical, health or other information of a customer/subscriber.

It is also an alternative and optional aspect of the present invention to provide such a system and method for accessing medical, health or other information of a customer/subscriber once a call is placed to a 911 system by a customer/subscriber.

It is another alternative and optional aspect of the present invention to provide a system and method for forwarding medical, health or other information of a customer/subscriber through a 911 system.

These and other aspects, objects, and advantages of the present invention are achieved by an enhanced 911 system that provides enhanced emergency service communication in a 911 framework; the 911 framework including a plurality of junctions connected by a plurality of communication channels, a plurality of telecommunication service providing stations connected into said plurality of communication channels, at least one 911 service provider, and at least one emergency service answering position.

Features of the proposed enhanced emergency service further comprise a and provide means for recognition of a calling customer, means for storing information provided by the customer and stored in an information host service provider, means for accessing information provided by the customer and stored in the information host service provider, and means for transmitting or forwarding the customer information accessed from said information host service provider to the 911 service provider.

BRIEF DESCRIPTION OF THE DRAWINGS

The foregoing and still other objects and advantages of the present invention will be more apparent from the following detailed explanation of the preferred embodiments of the invention in connection with the accompanying drawings.

Fig 1 is a block diagram illustrating selected elements of a related art 911 system.

Fig. 2 is a block diagram illustrating an enhanced 911 system according to one embodiment of the present invention.

Fig. 3 is a system diagram illustrating an substantially enhanced and intelligent 911 system according to another embodiment of the present invention.

DETAILED DESCRIPTION OF ONE EMBODIMENT OF THE INVENTION

Fig. 1 is a block diagram illustrating selected elements of a related art 911 system. In Fig. 1, a related art 911 telecommunication system 10' includes a 911 tandem switch 12 connected to a selective router 14 and an ALI database 16.

A plurality of service providers 18 are connected with 911 tandem 12 along the left hand side of the illustration. Service providers 18 are illustrated in Fig. 1 as representatively including an incumbent local exchange carrier #1 (ILEC1) 21, an incumbent local exchange carrier #2 (ILEC2) 22, an independent local exchange carrier (IndepLEC or ILEC) 24, a wireless service provider (WSP) 26, a multi-services operator (MSO) 28, a competitive local exchange carrier (CLEC) 31, and a private branch exchange (PBX) 32. Service providers 18 may also include other entities, as represented by a service provider "OTHER" 34 in Fig. 1. Service providers 18 provide

telecommunication services to customers (not shown in Fig. 1) including, as one communication service, a connection with a 911 emergency call service.

System 10 is representative of a related art 911 system in a large metropolitan area having several political jurisdictions. Thus, 911 tandem switch 12 serves a plurality of public safety answering positions (PSAPs) 36, such as PSAP1, PSAP2, PSAP3, PSAP4, PSAP5, and PSAPn. The term "PSAP" may also be used to refer to "public safety answering points". PSAP may include, for example, the local police department, the local fire department, a hospital or EMS service. The 911 system is generally managed by a 911 dispatcher.

Referring now to Fig. 2, there is illustrated an enhanced 911 system 20 according to one aspect of the present invention. Enhanced 911 system 20, in addition to providing conventional 911 services through a 911 framework 30, provides means for storing, accessing and forwarding information provided by a customer/subscriber 40 and stored in an information host service provider 60 through 911 framework 30. Specifically, the presently provided enhanced 911 system 20 accesses a database of customer-supplied information (Doctors, contact information, hospital information, medical treatment and medical history information, etc.) and intelligently directs notice and information or authorization (to access other medical records) to assist healthcare providers or other emergency service providers.

In practice, enhanced 911 system 20 receives an initial 911 source call 50 from a customer/subscriber 40. The Source call may be placed by any calling means known in the art (noted above). The Public Switched Telephone Network (PSTN) may be employed for calling means. Further non-limiting examples of source calling means include individually worn emergency units, wireless phones (DTMF Dual Tone Multi Frequency Type), wireless pagers, Internet, Voice Over Internet Protocol (VoiP), cellular, and text message service providers.

Enhanced 911 system 20 then identifies the customer/subscriber 40 placing source call 50. Identification of the source call may be automatic or human or machine assisted, depending upon the system provided. Identification information for the customer/subscriber 40 placing source call 50 may be accessible by, for example, Automatic Location Information (ALI) 16, and Automatic Number Information (ANI) or other identifying means. Once source call 50 is identified by the ANI/ALI automatic identification system, 911 framework 30 can locate customer/subscriber 40 and transmit location information to a destination outside 911 framework 30. Alternately, 911 service providers may initiate an information search via any other communication system known in the art. Non-limiting examples of such communication systems include Interactive Voice Response (IVR) and Voice Recognition.

Upon identification of customer/subscriber 40 placing source call 50, a service provider of 911 framework 30 links to information host service provider 60. Enhanced 911 system 20 thereafter contacts information host service provider 60 and requests access to information previously stored by customer/subscriber 40. Access to stored customer information is enabled upon recognition of customer/subscriber 40.

It should be recognized by those skilled in the art, that upon access to information host service provider 60, authorized information is transferred with source call 50 to the 911 system dispatcher and thereafter or simultaneously with transfer to other third-parties. Enhanced 911 system 20 may be integrated with existing or conventional 911 equipment in any manner suitable to achieve the goals noted above.

In an alternate embodiment of the present invention, the 911 system may use a biometric reader to access customer/subscriber 40 information, even if that information was scrambled or secure in a set way that may require a de-scrambling step. A biometric reader recognizes a customer/subscriber 40 by his voice, biometrics (palm eyes, finger or other unique body marking accessed by the telecommunications system)

by searching for a pre-recorded profile match in the database. In one example, an Interactive Voice Recognition (IVR) system riding on the 911 system receives a stored voice sample and accesses a data base of previously stored voice samples to rapidly ascertain identity using known voice identification protocols.

Thus, customer/subscriber 40 may authorize access to stored information using any convenient recognition system, for example, thumb/eye prints or a simple and system-recognized verbal request. Additionally, customer/subscriber 40 may provide access to stored information to the 911 service provider (not shown).

Once the customer/subscriber 40 placing source call 50 is identified, 911 system 20 contacts information host service provider 60. Information host service provider 60 is a database hosting service that stores information outside the normal location information provided by 911 framework 30. Such stored information may include anything a customer/subscriber 40 believes may be useful to medical authorities in an emergency situation. Non-limiting examples of stored information may include an alert identification, human profile, allergy information, doctor contact information, preferred hospital information, family information, emergency instructions, emergency contacts, and preferred treatment information, transplant information contact information including mobile phone numbers, home numbers, emergency authorization to enter doctor records, visual images, x-rays, radiographs, EKG images, and other medical, personal, and legal records useful during emergency treatment..

Links to image storage sites on customer health networks and other shared data locations may be provided. Once source call 50 is identified, the information available from information host service provider 60 is provided to the 911 service provider system (not shown) for rapid dissemination. Information host service provider 40 may provide information via the Public Switched Telephone Network (PSTN), the Internet or other communication means and system, including a dedicated data packet transfer

system. Information may be prioritized on a Last-In-First-Out basis (LIFO) to ensure that the most current information is provided to the 911 contacts.

A typical, though not preferred storage database for information host service provider 60 has a processing system including a central processing unit (CPU) and a storage device coupled to the CPU and having stored there information for configuring the CPU. The CPU can be configured to capture media, biometric, and database information associated with an individual; process the media, biometric, and database information to extract, analyze and sort through digital information associated with a number of individuals; and provides a user interface that can be configured to retrieve, view, manage, compare, and annotate the captured information and analysis.

In one alternative aspect of the present invention, a computer system is used which has a central processing unit (CPU) that executes sequences of instructions contained in memory. The instructions may be loaded into a memory unit (volatile, non-volatile, RAM, etc.) for execution by the CPU from a separate memory (volatile, non-volatile, ROM, etc.), a mass storage device (large hard drive), or some other type of persistent storage medium.

In other embodiments, hardwired circuitry may be used in place of, or in combination with, software instructions to implement the functions described. Thus, the embodiments described herein are not limited to any specific combination of hardware circuitry and software, nor to any particular source for the instructions executed by the computer system.

Customer information from information host provider 60 may be accessible by system recognition of an ANI number, a customer PIN number, social security number, IVR access mechanism (via recognition) or other identifying means. Upon access, information is transferred with source call 50 to 911 frameworks 30. It is also

recognized this information may be provided to an outside pay-as-you-go system that would be charged with contacting a spouse or other designated individual of the emergency basis and providing designated information.

Alternatively, information is transferred to 911 system framework 30 while source call 50 is transferred, in parallel, to other contact or support personnel (not shown). That is, upon access, authorized information is transferred with source call 50 to the 911 system dispatcher. Alternatively, source call 50 may be handled through the 911 board and then transmitted to a private entity or other location, such as the nearest hospital to the call, to provide emergency response service.

Enhanced 911 system 20 may be programmed for providing automatic action of contacting a designee such as a doctor, parent or hospital if pre-established conditions exist. For example, if a 911 call is made to enhanced 911 system 20 from a child's cell phone, a series of pre-established events will take place. These events may include contacting a parent, providing authorization to transmit doctor information as well as the child's medical history to the 911 responding service providers and to the hospital.

In an alternate aspect of the present invention, enhanced 911 system 20 receives a customer profile through a Voice Interactive System (VIC). Enhanced 911 system 20 then generates a prioritization of the communication using the Telephony Services Application Programming Interface (TSAPI) of the NetWare Telephony Services System.

In another embodiment of the present invention, enhanced 911 system 20 accesses a customer profile and routs the source call 50 together with customer/subscriber 40 information to locations outside 911 frameworks 30. For example, source call 50 may be automatically routed to a hospital, doctor or other individual or service in parallel to or in place of transmission through 911 framework

30, or as noted above to an outside pay-as-you-go system. Enhanced 911 system 20 may enable simultaneous calling to different destinations. For example, a source call 50 may be simultaneously forwarded to a hospital, home contact and police.

Enhanced 911 system 20 may optionally obtain location information and customer/subscriber 40 information through live interactive operations, thus enabling the tracking of source call 50 placed from a mobile phone between cell towers or transmission reception points.

In a preferred embodiment, enhanced 911 system 20 is a fee based business service in which customer/subscriber 40 is charged for storage of information on information host service provider 60 and/or for use of enhanced 911 system 20. The service may be a subscription service or may be paid for per use. In a fee-based service, registered users provide their personal medical and contact information to 911 service providers upon their call. Thus, the conventional 911 systems have access to a broader network of information and instructions upon payment of a customer fee or a scaled access based on a scaled fee.

Referring now to Fig. 3, an alternative to an enhanced 911 system is provided by system 10. As very broadly depicted, a 911 call for assistance may be transmitted from multiple commutations sources identified generally as multi-source 1, and transmitted to an existing 911 or enhanced 911 system 2 as discussed previously wherein the system is enabled to provide ANI/ALI, and voice recognition type data 3 via the PSTN or other network 4, to a number of supportive systems to assist the 911 process.

These supportive systems include an Interactive Voice Recognition (IVR) type system or other type (PIN-personal identification number) system 5 interactively linked with an analysis support module 11 for actively receiving and storing a customer's voice print or other biometrical or security information as discussed above. These

supportive systems also include a data storage system 8 for storing patient, emergency contact, hospital, doctor, medical treatment and other information. Also noted is a notice data module 6 operatively linking IVR system module 5, data storage module 8, and a notice transmission module 7.

Notice transmission module 7 is an active module, and includes the hardware and software components necessary to enable automatic and directed contact between a 911 system controller and a desired notice receiver from notice data module 6. For example, where a user has previously input updated system into data storage module 8 via system update module 9, and requested that a parent be notified in an emergency, notice transmission module may provide an automatic cellular communication to a known parent's cellular or pager number.

In another embodiment of the present invention, notice data module 6, in combination with the other modules noted, may also provide a simultaneous information transfer to multiple sources to ensure time savings during an emergency.

In another embodiment of the present invention, notice data module 6, notice transmission module 7 and others enable the provision of special services, for example the transmission of an electronic request for a family doctor to go to a hospital predicted to receive an injured 911 system user.

In another embodiment of the present invention, it should also be obvious to those of skill in the art, that such a call may be reflected back to the on-scene emergency providers. In this embodiment, a user, having experienced an automobile accident, may call 911 for assistance. During the call, via IVR system 5 and analysis support 11, the present inventive embodiment recognizes the voice print of the caller previously recorded in data storage module 8 via update system 9 and provides access

to previously customer stored information while simultaneously linking the PSTN recognized ANI/ALI to emergency services and others previously designated.

In the present embodiment, the user's initial call spurs not only the delivery of emergency services, but also the delivery of user-designated emergency information to those emergency service providers (for example, previous injury and health data), while simultaneously notifying a hospital, a family doctor, and a spouse of the emergency occurrence.

In any appended claims, means- or step-plus-function clauses are intended to cover the structures described or suggested herein as performing the recited function and not only structural equivalents but also equivalent structures. Thus, for example, although a nail, a screw, and a bolt may not be structural equivalents in that a nail relies entirely on friction between a wooden part and a cylindrical surface, a screw's helical surface positively engages the wooden part, and a bolt's head and nut compress opposite sides of at least one wooden part, in the environment of fastening wooden parts, a nail, a screw, and a bolt may be readily understood by those skilled in the art as equivalent structures.

The present invention has been described with particular reference to the preferred embodiments. It should be understood that the foregoing descriptions and examples are only illustrative of the present invention. Various alternatives and modifications thereof can be devised by those skilled in the art without departing from the spirit and scope of the present invention. Accordingly, the present invention is intended to embrace all such alternatives, modifications, and variations that fall within the scope of the appended claims.

WHAT IS CLAIMED IS:

1. A system for providing enhanced emergency service communications in a 911 framework; said 911 framework comprising:

a plurality of junctions connected by a plurality of communication channels;

a plurality of telecommunication service providing stations in operable communication with said plurality of communication channels;

at least one 911 service provider; and

at least one emergency service answering position; wherein the enhanced emergency service further comprises:

1 means for recognition of a calling customer;

2 means for storing information related to said customer and stored in an information host service provider;

3 means for accessing said information related to said customer and stored in said information host service provider; and

4 means for forwarding said customer information accessed from said information host service provider to said 911 service provider.

2. A system, for providing enhanced emergency service communications in a 911 framework, according to claim 1, further comprising:

means for forwarding said customer information from said 911 service provider to a third party user.

3. A system, for providing enhanced emergency service communications in a 911 framework, according to claim 2, wherein:

said third party user of said customer information is one selected from a group comprising: an emergency assistance user, medical health treatment user, a mental health treatment user, a law enforcement user, and a personal assistance user, wherein said system enables an enhanced response to said emergency service.

4. A system, for providing enhanced emergency service communications in a 911 framework, according to claim 2, wherein:

said means for recognition of a calling customer include at least one mechanism selected from a group comprising: automatic location information (ALI) mechanism, automatic number information (ANI) mechanism, a user authorized security code mechanism, a voice recognition mechanism, a biometric recognition mechanism, and a calling history recognition mechanism, whereby said means for recognition enables said system to securely access said stored information.

5. A system, for providing enhanced emergency service communications in a 911 framework, according to claim 1, wherein:

said means for forwarding said accessing includes at least one of a wired and a wireless transfer mechanism, a facsimile-based transfer mechanism, an audio transfer mechanism, and an electronic packet-based mechanism, wherein said means for forwarding enables said information host service provide to transmit said customer information in available telecommunication channels.

6. A system, for providing enhanced emergency service communications in a 911 framework, according to claim 2, wherein:

said means for forwarding said customer information from said 911 service provider to said third party user includes at least one of a wired and a wireless transfer mechanism, a facsimile-based transfer mechanism, an audio transfer mechanism, and an electronic packet-based mechanism, wherein said means for forwarding enables said 911 service provider to transmit said customer information in available telecommunication channels.

7. A method for providing enhanced emergency service communications in a 911 framework; comprising the steps of:

providing a plurality of junctions connected by a plurality of communication channels;

providing a plurality of telecommunication service providing stations in operable communication with said plurality of communication channels;

providing at least one 911 service provider; and

providing at least one emergency service answering position; wherein the enhanced emergency service further comprises the steps of:

1 providing means for recognition of a calling customer;

2 providing means for storing information related to said customer and stored in an information host service provider;

3 providing means for accessing said information related to said customer and stored in said information host service provider; and

4 providing means for forwarding said customer information accessed from said information host service provider to said 911 service provider.

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8. A method, for providing enhanced emergency service communications in a 911 framework, according to claim 7, further comprising the step of:

providing means for forwarding said customer information from said 911 service provider to a third party user.

9. A method, for providing enhanced emergency service communications in a 911 framework, according to claim 8, wherein:

said step of providing said third party user of said customer information includes a step of selecting from a group comprising: an emergency assistance user, medical health treatment user, a mental health treatment user, a law enforcement user, and a personal assistance user, wherein said system enables an enhanced response to said emergency service.

10. A method, for providing enhanced emergency service communications in a 911 framework, according to claim 8, wherein:

said step of providing said means for recognition of a calling customer includes at least a step of selecting one mechanism from a group comprising: an automatic location information (ALI) mechanism, an automatic number information (ANI) mechanism, a user authorized security code mechanism, a voice recognition mechanism, a biometric recognition mechanism, and a calling history recognition mechanism, whereby said means for recognition enables said system to securely access said stored information.

11. A method, for providing enhanced emergency services communications in a 911 framework, according to claim 7, wherein:

said step of providing said means for forwarding said accessing includes at least a step of selecting from a group comprising a wired transfer mechanism, a wireless transfer mechanism, a facsimile-based transfer mechanism, an audio transfer mechanism, and an electronic packet-based mechanism, wherein said means for forwarding enables said information host service provide to transmit said customer information in available telecommunication channels.

12. A method, for providing enhanced emergency service communications in a 911 framework, according to claim 8, wherein:

said step of providing means for forwarding said customer information from said 911 service provider to said third party user includes a step of selecting at least one of a wired transfer mechanism, a wireless transfer mechanism, a facsimile-based transfer mechanism, an audio transfer mechanism, and an electronic packet-based mechanism, wherein said means for forwarding enables said 911 service provider to transmit said customer information in available telecommunication channels.

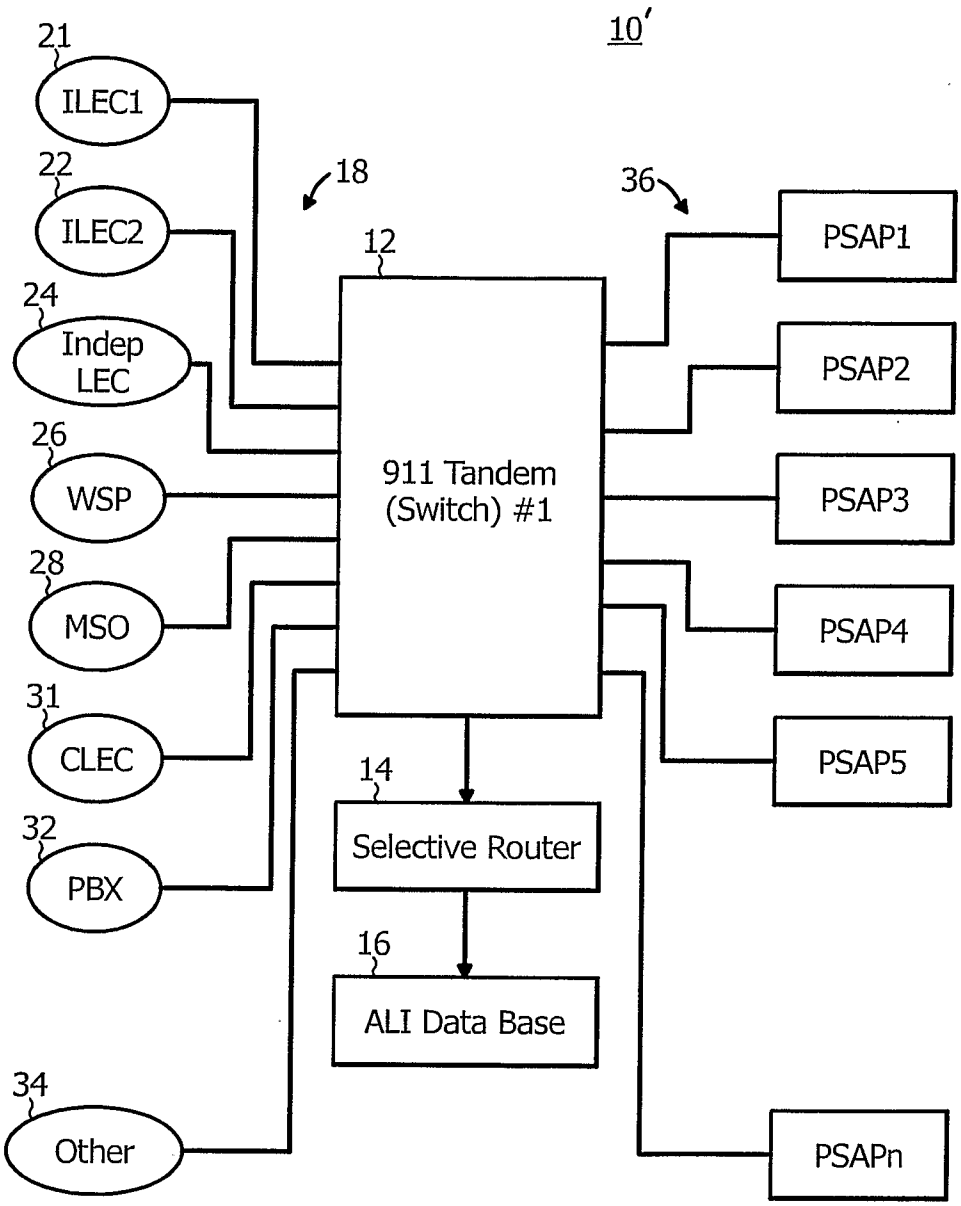
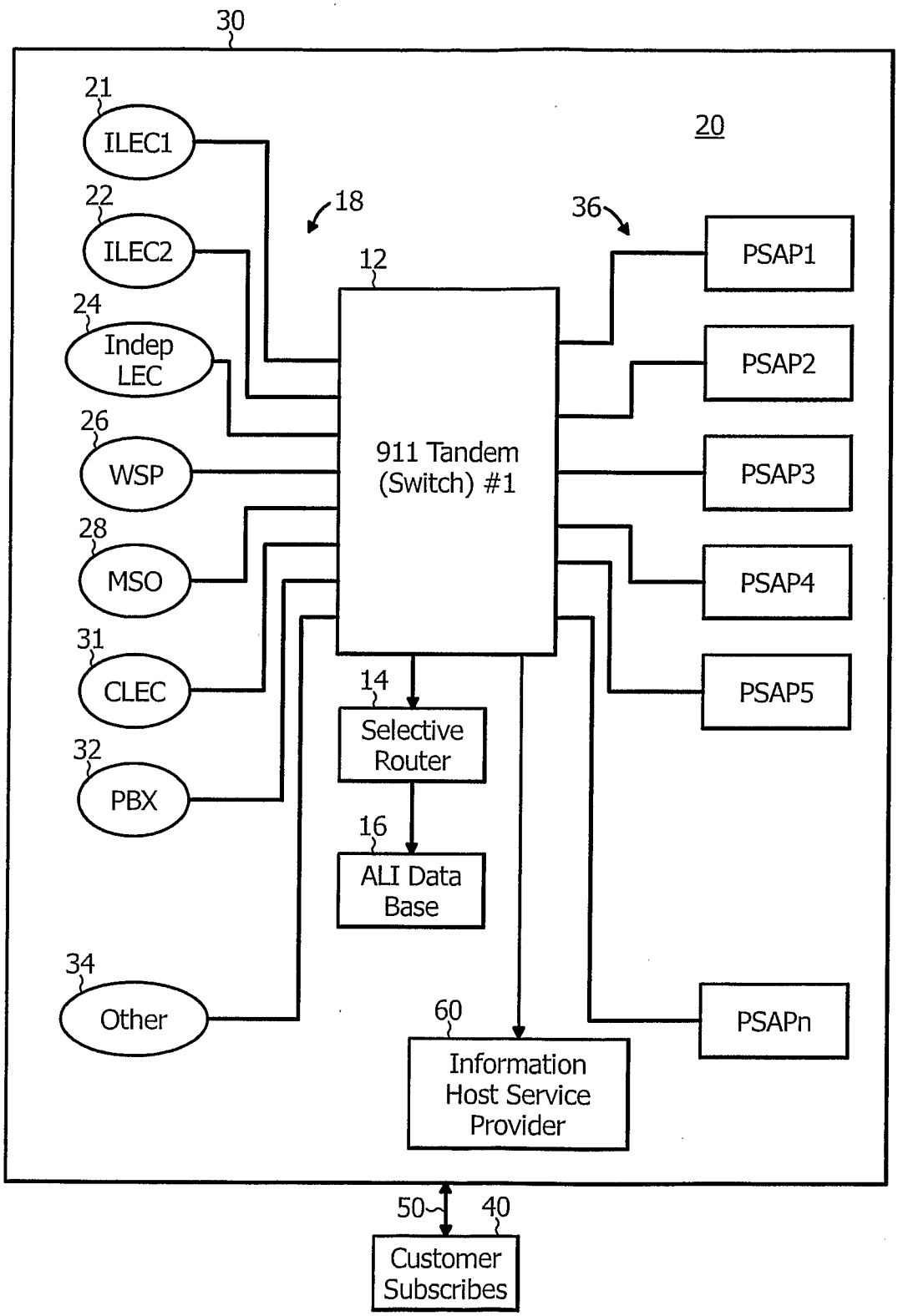


Fig. 1
(Prior Art)


30
21
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ILEC2
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PSAP1
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24
Indep LEC
PSAP2
26
WSP
911 Tandem (Switch) #1
PSAP3
28
MSO
PSAP4
31
CLEC
PSAP5
14
Selective Router
32
PBX
16
ALI Data Base
34
Other
60
PSAPn
Information Host Service Provider
50
40
Customer Subscribes

Fig. 2

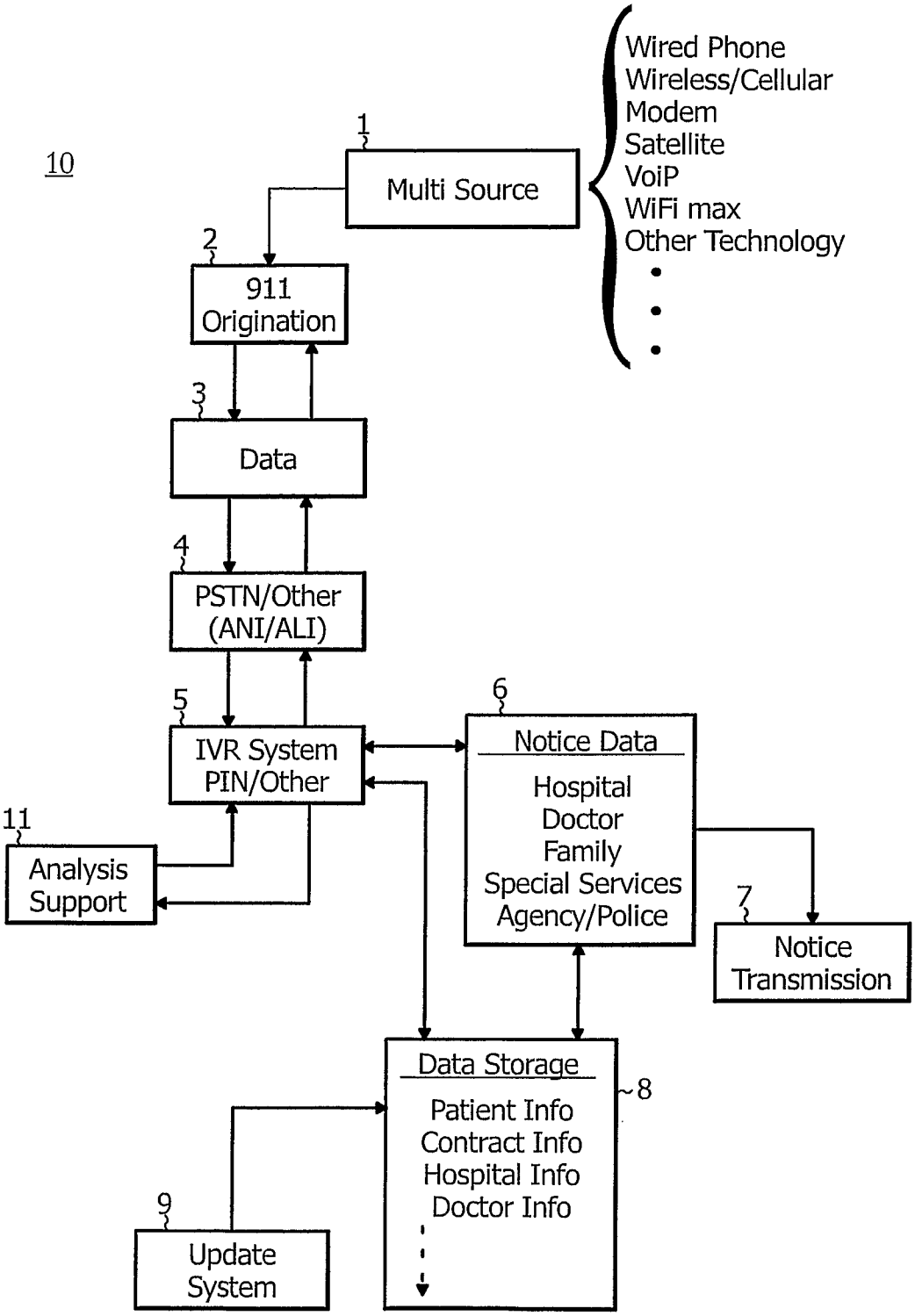
10
1
Multi Source
Wired Phone
Wireless/Cellular
Modem
Satellite
VoiP
WiFi max
Other Technology
2
911
Origination
3
Data
4
PSTN/Other
(ANI/ALI)
5
IVR System
PIN/Other
6
Notice Data
Hospital
Doctor
Family
Special Services
Agency/Police
7
Notice
Transmission
11
Analysis
Support
Data Storage
8
Patient Info
Contract Info
Hospital Info
Doctor Info
9
Update
System

Fig. 3