

## **New VSP Requirement from the FCC**

As a result of the Net 911 Improvement Act of 2008, all VoIP providers are now required to submit Form 447 to the FCC on a bi-annual basis (usually, March 1 and September 1). The subscribership information provided assists the FCC in local telephone competition and broadband reporting. Be ready for the next due-date and obtain additional information at <http://www.fcc.gov/form477>.

## **VIXXI PSAP Relations**

VIXXI recently made major strides with California PSAPs, who welcomed the industry's first online subscriber lookup functionality, only available from VIXXI. The tool, called VIXXI-NRF (for No Record Found), allows 911-dispatchers immediate access to caller location information in the case of a 10-digit, or basic, incoming emergency call.

The tool was tested in Sacramento County and is now being offered by the California 9-1-1 Office to all CA County PSAPs on behalf of VIXXI. "[I] wish that ALL carriers offered this," one PSAP user said, "and I commend [VIXXI] for having it available." To read the full story, [click here](#).

## **NENA 2009: 9-1-1 Conference & Trade Show**

The NENA show is *the* conference for 911 professionals, and VIXXI will be exhibiting in booth 229!

June 6-11, 2009  
Fort Worth, TX  
Fort Worth Convention Center  
1201 Houston Street  
Fort Worth, TX 76102  
[www.nena.org/conference2009](http://www.nena.org/conference2009)

## **Customer Satisfaction Survey Results**

A big 'thank you' to all of our customers who took the time to respond to our survey, and congratulations to the winner of the respondent iPod drawing, Farid Shouekani of Viper Networks!

We are pleased to report the following survey results from VIXXI customers:

- 100% ranked the quality of VIXXI Customer Care as 'Very Good' or better
- 100% agreed that VIXXI understands the service needs of their business
- 100% would recommend VIXXI to industry colleagues
- The most influential factor in recommending VIXXI to industry colleagues is 'product value', so we will be sure to stay focused on continuing to offer you the best 911 solutions at the most cost-effective prices.

Please make your voice heard by responding to next quarter's customer satisfaction survey!

## **Free Publicity for Your Business!**

Are you interested in free publicity that demonstrates your forward-thinking and strategic leadership? Then consider VIXXI's Customer Reference program. There are several methods of participation that offer you and your business time in the spotlight, including:

- Press Releases
- Case Studies
- Testimonials

- Written or verbal referrals

All that is required is a ten minute phone interview, which we will turn into your preferred reference type. We will obtain your written consent before we publish the final version. For more information, please contact:

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**Find all the latest in VIXXI news, press releases, events, and archived newsletters at  
[VIXXInews.com](http://VIXXInews.com)!!**

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