

Guide to E911 Compliance





Understanding E911 Legislation

Managing 911 requires full understanding of legal and regulatory risks. With the passage of the two important pieces of legislation, the FCC is rapidly moving toward establishing uniform federal standards for precise “dispatchable location” as well as internal notification of on-site teams to assist in response.

Enterprises impacted include those using multi-line phone systems (MTLS) such as:

- Companies with offices in multiple locations
- Campuses—including K-12, universities, and colleges
- Hospitals
- Hotels
- Retail facilities
- Financial institutions
- Warehouses

KARI'S LAW

Driven largely by the efforts of Kari Dunn's father following the murder of his daughter, Kari's Law was signed into law on February 16, 2018.

What are the Kari's Law requirements?

Kari's Law applies to multi-line telephone systems ("MLTS") "manufactured, imported, offered for first sale or lease, first sold or leased, or installed" after the compliance date of February 16, 2020.

- **REQUIRING A "PREFIX" WHEN CALLING 911 IS PROHIBITED**

Locations with MLTS must remove any requirement that a caller dial "9", "8", or any other number to reach an outside line to make a call to 911.

- **ON-SITE NOTIFICATIONS**

When a 911 call is placed from an MLTS, a notification must be sent to on-site personnel, alerting them to the emergency. The notifications to the appropriate contact can take the form of phone calls, visual alerts on a monitor, audible alarms, text messages, and/or emails.



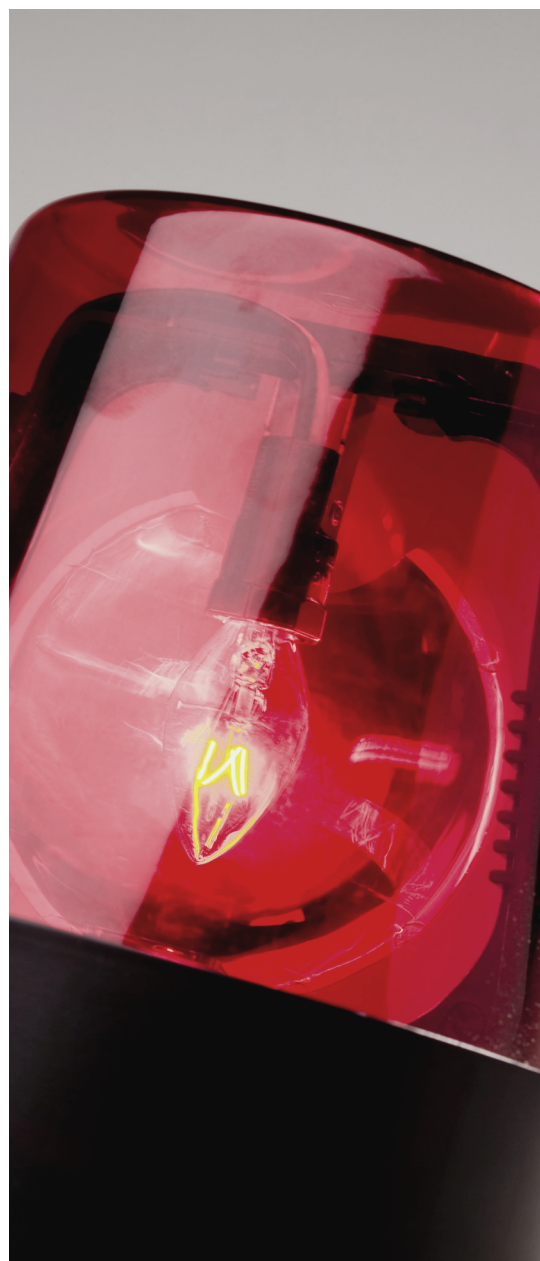
SECTION 506 OF RAY BAUM'S ACT

Ray Baum's Act was passed into law on March 23, 2018. Section 506 requires the FCC to conclude a proceeding by September 23, 2019 that considers rules to ensure that MLTS systems convey dispatchable address to public safety with a 911 call.

On August 2, 2019 the FCC released its Report and Order that adopted such rules and concluded its proceeding as directed by Section 506.

What does section 506 of RAY BAUM's Act cover?

Pursuant to rulemaking by the FCC, Section 506 of RAY BAUM's Act requires that organizations with MLTS provide dispatchable location, i.e., street address, floor, room and/or suite number (if applicable) to public safety with 911 calls.





911 REGULATORY COMPLIANCE CHECKLIST

Providing enterprise 911 emergency support requires careful planning. Below are a list of questions and tips to help you maintain regulatory compliance and avoid costly fines while ensuring user safety.

■ **Have you consulted with legal representation regarding your compliance?**

Here's a link to the [FCC released its Report and Order](#) to implement Kari's Law and Section 506 of RAY BAUM'S Act.

■ **Can end users direct dial 911 without the need to dial an access code first? i.e., "*" or "9" for an outside line?** One way to think about it is: could a child call for help without knowing how to operate the office phone system?

■ **Have you accurately mapped user endpoint locations including address, building, floor and/ or room?**

Dispatchable location" is essentially the door that first responders need to assist callers. This address must be properly formatted and validated in a master street address guide format. Carbon Networks handles formatting and validation as part of our easy-to-use location provisioning process using our dashboard or APIs.

■ **Have you tested 911 across endpoints?**

Calling 933 from a Carbon Networks-provisioned 911 endpoint triggers an automated voice message relaying the caller name, call back number and address assigned to that endpoint.

■ **Do you have a plan for virtual workers and satellite offices?**

Your HR, facilities, and IT teams can work with legal counsel to help you determine how to support users in remote locations.

■ **Are notifications set up to notify key personnel in the event there's an emergency?**

Notifications can be provided via email, phone call recording, or SMS text message formats. To help enterprises with E911 compliance, Carbon Networks offers a notification feature and E911 Dynamic Location Routing solutions.

DON'T GO IT ALONE

Talk to our experts today about how to ensure your organization's compliance.

Call (208) 562-7898