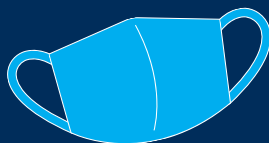# ConvergeOne

MAKING SENSE OF THE E911 LAWS

WHY DOES IT MATTER TO ME?

It's the law!

Increase of mobile workers due to COVID

Employee Safety

KARI'S LAW:

WHEN DOES IT GO INTO EFFECT?

- February 16, 2020.

WHAT DOES IT AFFECT?

- Systems manufactured, imported, updated, sold or leased, or installed after February 16, 2020.

WHAT DOES IT REQUIRE?

- Every phone on the Multi-line Telephone System (MLTS) must be able to dial 9-1-1 without dialing any other digits before or after to get an outside line.
- All 911 calls must provide notification to a central location at the facility, such as the front desk, security, etc.

Notifications include:
- The fact that a 911 call has been made.
- A valid callback number.
- Information about the caller's location that the MLTS conveys to the Public Safety Answering Point (PSAP) with the call to 911.

THE RAY BAUM ACT

[Phase 1]

WHEN DOES IT GO INTO EFFECT?

- January 6, 2021

WHAT DOES IT AFFECT?

- All fixed/physical phones on a multi-line telephone systems (MLTS).

WHAT DOES IT REQUIRE?

- All 911 calls must report "dispatchable location" to the PSAP.

[Phase 2]

WHEN DOES IT GO INTO EFFECT?

- January 6, 2022

WHAT DOES IT AFFECT?

- All non-fixed (soft or hard phone) and off-premise phones on a multi-line telephone system (MLTS).

WHAT DOES IT REQUIRE?

- All 911 calls must report "dispatchable location" to the PSAP.

Dispatchable Location defined as:

"Dispatchable location information includes the street address of the caller and additional information, such as room or floor number, necessary to adequately locate the caller."

WHAT IS NEEDED:

- Get input from your legal department or advisors on how to interpret the FCC regulations: e.g., "Dispatchable Location."
- Collect floor plan or building layout information to assist with your evaluations.
- Plan for a DID for each "Dispatchable Location" – This may require engaging your carrier.
- Evaluate your options for how to identify the location – ConvergeOne has expertise to help you create a solution for your organization once you have determined your location sizing and boundaries.