AspenUC User Guide Advanced E911

Executive Statement

Kari's Law and Ray BAUM'S Act together represent a significant improvement in public safety, ensuring emergency personnel know exactly where to respond and that responsible company personnel are aware that 911 was called and will be ready to assist emergency responders when they arrive. While compliance with Kari's Law and Ray BAUM'S Act are mandated by Congress and the FCC; LS Networks fully supports these critical improvements to public safety, and will ensure our customers have the tools they need to meet their compliance requirements.

This document, and the others found on our website provide an overview of the intent and letter of this mission critical mandate, and provides step-by-step instructions to adopt these measure for your safety, and the safety of your employees and your customers:

Kari's Law and Ray BAUM'S Act

Advanced E911 Product Overview

AspenUC User Guide Advanced E911

SIP Trunk User Guide Advanced E911

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AspenUC Advanced E911

LS Networks provides the ability for customers to update the address and dispatchable location of their station and the ability to setup and maintain emergency notifications when an emergency call is made.

Background

The FCC has mandated that manufacturers, providers, operators, and customers of Multi-Line Telephone Systems (MLTS) meet the specific rules around how 911 calls are handled. MLTS include PBX's, Hosted Voice services, and Unified Communications products that are commonly used for communications services in buildings, like hotels, hospitals, and most office campuses. Information about the FCC's MLTS requirements can be found here: https://www.fcc.gov/mlts-911-requirements

AspenUC E911 Dispatchable Location Updates

LS Networks customers have the convenience of updating the dispatchable location of their telephone themselves using the AspenUC CommPortal. This is especially useful when moving locations within an office environment.

Background

Ray BAUM'S Act requires providers and customers of Multi-Line Telephone Systems (MLTS), such as PBX's, Hosted Voice, or Unified Communications products, to provide a unique and specific dispatchable location from which an emergency call was made. The intent of a dispatchable location is to provide emergency responders with highly precise location information whenever feasible to locate the caller. (Office Reception or campus HQ is not good enough. The location must identify, for example, the room or the wing.) For some small businesses, the street address alone may be sufficient. Dispatchable location includes the following:

- A validated street address (e.g. against the Master Street Address Guide (MSAG) database or against a NG911 database)
- A valid callback number, preferably directly to the number that dialed the call
- Specific location
    - ~ For multi-story buildings or a campus, a specific floor, suite, and room number when available
    - ~ Open environments may include a wing or coordinates (northwest corner, etc.) or other information that would help identify a specific location (desk or cubical number)

Functionality

An AspenUC user's dispatchable location can be configured via the AspenUC CommPortal directly from the user's account or by the user's business group administrator. Using the "Set Emergency Location" feature of an individual's Account setting opens a new web browser tab that allows the user to update their E911 address. This information is used to route a user's emergency calls to the correct Public Safety Answering Point (PSAP) and to provide the PSAP with the caller's dispatchable location.

Dispatchable Location Setup: CommPortal Provisioning

To get started, login to your CommPortal account (https://commportal.aspenuc.com/) and follow these steps:

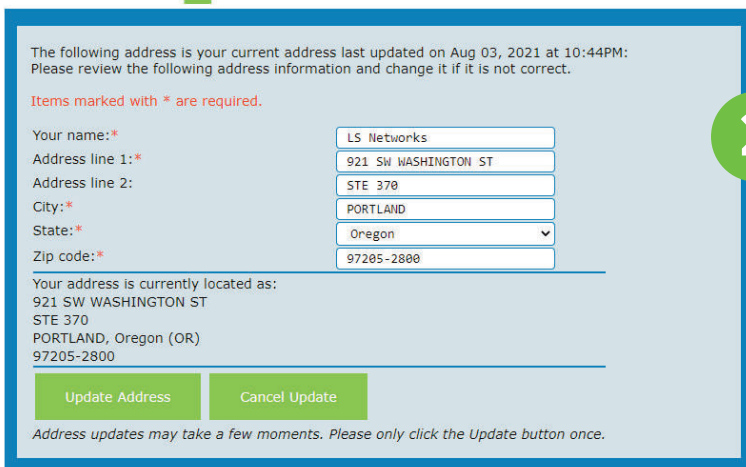## Step 1:   Open the Address Updater

- From the CommPortal Homepage
    - ~ Under Personal Details select the Set Emergency Location link
- A new Tab will open
- The current address for this location is displayed
    - ~ Address Line 2 contains the Suite of the line, but should be more specific

Step 2: Update the Address and Dispatchable Location for the Line

- Address line 2 should contain a specific dispatchable location
    - ~ For multi-story buildings or a campus, a specific floor, suite, and room number when available
    - ~ Open environments may include a wing or coordinates (northwest corner, etc.) or other information that would help identify a specific location (desk or cubical number)
- Select the Update Address button

Step 3: Dispatchable Location update is complete

- Close the Tab or click on one of the links in the center of the page to be redirected to a LS Networks resource page

AspenUC Emergency Notification Services

LS Networks has the capability of providing emergency notification services on the AspenUC product set. This service is currently only available on AspenUC fixed desk lines and is not designed to be used with the Desktop App or the Mobile App.

Background

Kairi's Law requires providers and customers of Multi-Line Telephone Systems (MLTS), such as PBX's, Hosted Voice, or Unified Communications products, to do the following:

- Emergency calls from a MLTS can be completed by direct dialing 911
- When a 911 call is made, a notification must be provided to appropriate on-site or off-site personnel. The intention of this notification is to allow the notified personnel to provide assistance to the emergency services when they arrive on site
- The contents of the notification must include, at minimum
  - ~ The fact that a 911 call has been made
  - ~ A valid callback number
  - ~ The information about the caller's location

Functionality

Emergency call notification automatically notifies a customer's designated contacts in the event an emergency call is made. This notification can be to email addresses, telephone numbers, or both. The notification can be configured by LS Networks or by a customer's business group administrator. Emergency call notification is required to be set up on each business group. Emergency call notification is currently only available on AspenUC fixed desk lines and is not designed to be used with the Desktop App or the Mobile App. Emergency notification can be set up on an entire business group or on individual departments/locations. If notification is set up on a department/location basis, all lines in a business group must be configured as part of a department.

Email Notification

Users on the email list will receive an email that is sent with high importance that lists the caller, the Department, the number dialed, and the time of the call. Please note that the caller information is the actual TN and Name that is loaded in the Metaswitch and not necessarily the emergency number that is transmitted to the PSAP.

- Email notifications require a descriptive name and an email address
  - ~ Notifications can be sent to multiple email addresses
    - ° Multiple email addresses must be unique

Outdial (Phone) Notifications

Users on the outdial notification list will receive a phone call that shows the Caller ID of the number that dialed 911, or 933 if the service is being tested. Please note that the caller ID number may be different than the emergency number transmitted to the PSAP, or the actual station number. When answered the user will hear an automated announcement that states "This is an Emergency call notification. An Emergency call has been dialed by NPANXXXXXX, the number dialed was 911/933" (depending on if this was a live call or a test call). The number that is announced (NPANXXXXXX) is the actual station number as it is built in the PBX. The Announcement then provides an option to acknowledge the message, or to listen to it again. Not selecting anything will cause the announcement to repeat. Hanging up will cause a second outdial notification. An outdial notification must be acknowledged by someone on the outdial notification list by pressing a 1, or the notification service will continue to call the numbers on the outdial notification list every 30 to 60 seconds until someone confirms the message has been received.

There are two different ways that calling name will appear. The fist is for numbers that are not on-net AspenUC numbers, for these calls the caller name is based what is loaded into the CNAM database. The second calling name option happens when the outdial number is an AspenUC station. The calling name is then listed as Emergency Call Notification however, depending on the device displaying the calling name, this information may be truncated.

- Outdial notifications require a descriptive name and a phone number
  - ~ This does not have to be a LS Networks phone number
  - ~ Outdial Notifications can be sent to multiple contacts

Setup: CommPortal Provisioning

To get started, login to CommPortal as the Business Group administrator (https://commportal.aspenuc.com/bg/) and follow these steps:

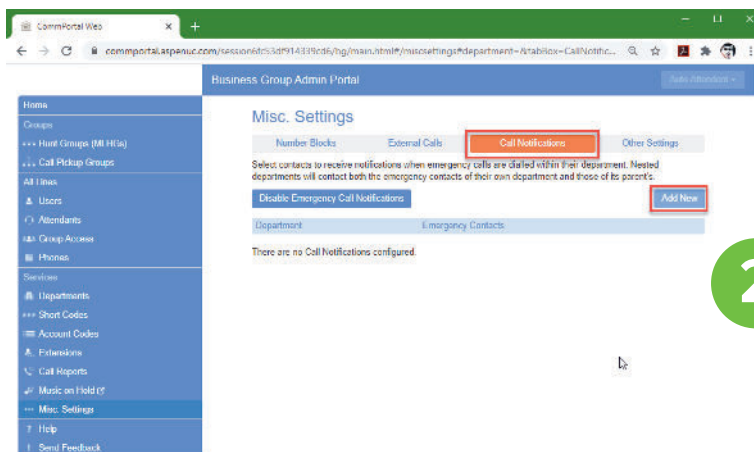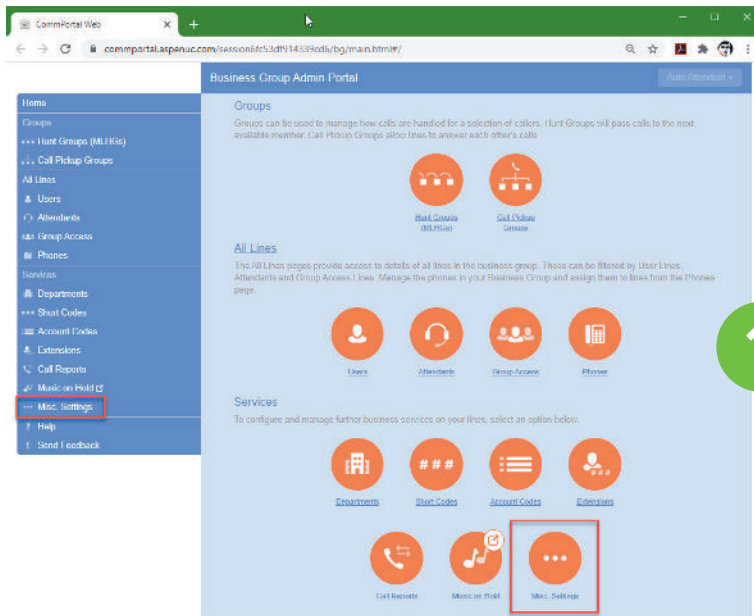## Step 1: Navigate to Call Notifications
- Go to the Misc. Settings to setup Call Notifications.

Step 2: Add Notifications
- Go to the Call Notifications Tab,
- Select the Add New button

Step 3: Select Notification Level
- Select the level of granularity for call notifications
    - ~ This can be at a Business Group level, Department Level, or even a Sub-Department level, as needed
    - ~ Outdial Notifications can be sent to multiple contacts
    - ~ If only outdial notifications are required hit save after entering the phone number
    - ~ If email notifications are also required and have not been configured select the email tab
- If only email notifications are required select the Email tab and do not enter outdial information
- Be sure to select Save when all notification settings are complete
- Repeat steps 2 – 4 until all notification contacts have been configured for the business group and departments as needed

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: AspenUC Test Lab - Homebrew::70/HVS

Email	Outdial

Name	Email Address
Customer Service	CustomerService@LSNet

4a

Save   Cancel

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: AspenUC Test Lab - Homebrew::70/HVS

Email	Outdial

Name	Telephone Number	
Customer Service	8449871147	✕

4b

Save   Cancel

Step 4: Notification Setup

- **(4a)** For Email notifications enter a descriptive name and an email address in the appropriate fields
  - ~ **When using a single email address, it is recommended that a distribution list to send it to multiple contacts is used instead of a single contact. This ensures continuity in the event that one of the contacts is unavailable.**
  - ~ Notifications can be sent to multiple email addresses
    - ◦ If multiple email addresses are used, they must be unique
  - ~ If only email notifications are required hit save after entering the email
  - ~ If Outdial notifications are also required select the Outdial tab
- If only Outdial notifications are required select the Outdial tab and do not enter email information
- Be sure to select Save when all notification settings are complete

- **(4b)** For Outdial notifications enter a descriptive name and a phone number in the appropriate fields
  - ~ **The Outdial number must be a number that will live answer the call and cannot be a Auto-Attendant or a Voice Mail Box**
  - ~ **When using Outdial Notification it is critical to use the correct destination telephone number, the Outdial call must be answered and acknowledged, as the system will continue to make Outdial calls until the call is acknowledged**
  - ~ This does not have to be a LS Networks phone number
  - ~ Outdial Notifications can be sent to multiple contacts
  - ~ If only outdial notifications are required hit save after entering the phone number
  - ~ If email notifications are also required and have not been configured select the email tab
- If only email notifications are required select the Email tab and do not enter outdial information
- Be sure to select Save when all notification settings are complete
- Repeat steps 2 – 4 until all notification contacts have been configured for the business group and departments as needed
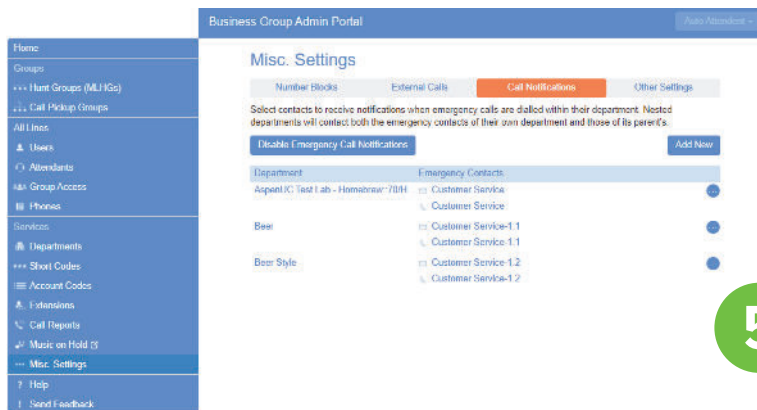
Step 5: Review Notification Configuration
- Review the call notification settings
- If the configuration needs to be modified go to step 6

Step 6: Edit Notification Configuration as Needed
- Click on the department name or the circle with three dots to edit the department contacts
  - ~ In the summary view the business group is also listed as a department
- Select Edit List
  - ~ Selecting Clear list will remove all entries for this department
- The contact edit window allows the addition of new contacts and the removal of existing contacts
- Make any changes or additions needed to email and outdial
- Save any changes
- Repeat Step 6 until all changes have been completed

Step 7: Review Changes
- Review the call notification settings
- Validate the Notification configuration using the Notification Testing section
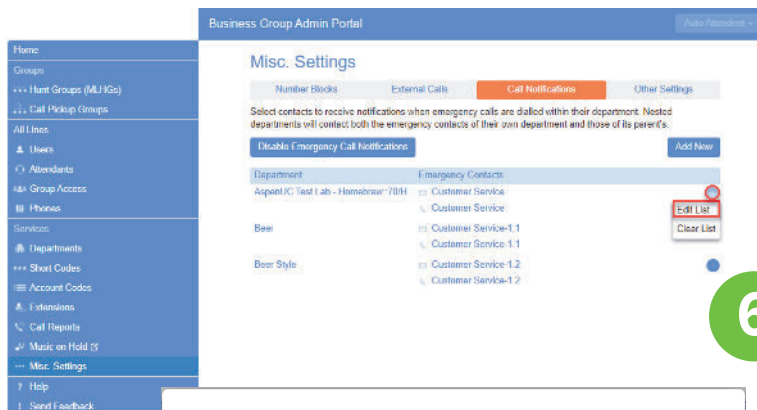
Notification Testing

Once the emergency notification settings have been setup and verified, the service should be tested to verify that the Notification service is working correctly to the requested contacts. Users can dial 933 from any LS Networks AspenUC line to verify their E911 configuration

Caveats
- E911 is currently not supported on the AspenUC and Mobil Apps.

Step 1: Make a Test Call
- Dial 933 from a line in the business group to be tested

Step 2: Verify Configured Notification Method is Invoked
- The email or outdial contacts should receive a notice that a call was made
- See the email and outdial sections below for examples of the notification and details about the notification

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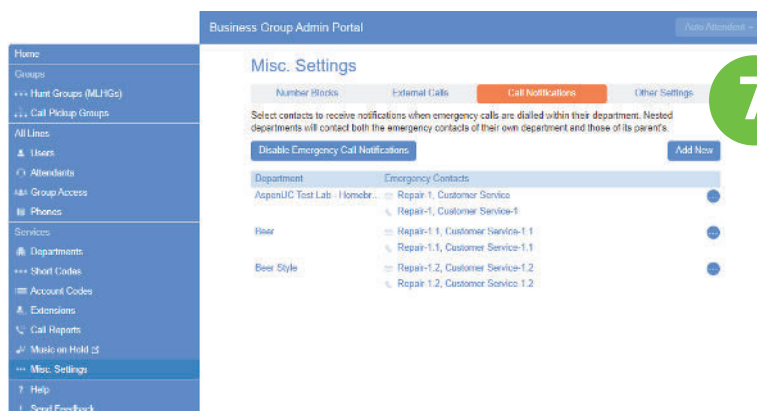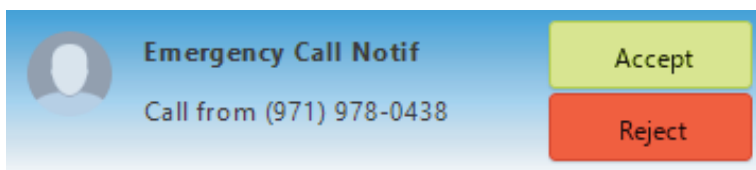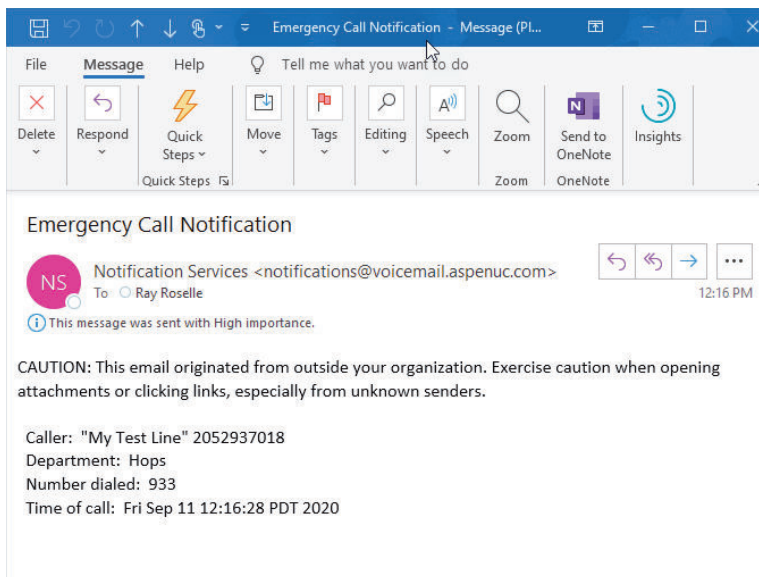
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LS NETWORKS

LS Networks operates the largest locally grown and operated fiber-optic network in the Pacific Northwest, serving rural, urban, and underserved communities with high-speed connectivity and market-leading bandwidth that is transforming the regional telecommunications landscape for customers and partners. Our Mission is to provide rural communities with local service and fiber-based infrastructure that enables them to maintain and advance lifestyles that support family, growth, and sustainability. We strive to be the most trusted provider through our focus on quality, innovation, and investment in our communities. Visit www.lsnetworks.net. LS Networks is a portfolio company of InstarAGF. Visit www.instaragf.com.