



# Kari's Law and Ray BAUM'S Act

## 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

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# Advanced E911

In response to Kari's Law and Ray BAUM'S Act, LS Networks is adding Advanced E911 functionality to all LS Networks Voice services and mandating that all customers be provisioned with the option of using this service. Advanced E911 functionality will allow each telephone number to have a unique dispatchable location and will include Emergency Call Notification Services. Advanced E911 functionality also includes a self-care portal for customers to update the both the dispatchable location for the numbers they have loaded in the E911 database and their Emergency Call Notification Services.

## Background

Congress passed Kari's Law and Ray BAUM'S Act in 2018 and the FCC adopted its final rules on Kari's Law and RAY BAUM'S Act in August of 2019. 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.

These rules are forward-looking and apply only with respect to MLTS that are manufactured, imported, offered for first sale or lease, first sold, leased, or installed after February 16, 2020. 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>

## Kari's Law

Kari's Law requires that direct dialing of "911" be enabled on all Multi-Line Telephone Systems and that appropriate on-site or off-site personnel be notified when an emergency (911) call is made.

### Direct Dialing of 911

At LS Networks, our voice solutions never require a prefix, such as "9," to reach 911. In years past, prefixes were sometimes required to reach an outside line, primarily to replicate legacy, premises-based PBX functionality. Often, PBXs would not differentiate between a normal outside line call and an emergency outside line call to 911, creating a less than ideal user experience and providing additional complexity when people need it the least. With LS Networks voice solutions, no prefix is required for emergency calls.

## Emergency Notification

In addition to making it easy to reach 911, Kari's law also requires notifications be sent to designated personnel when a 911 call has been made. The intention of this notification is to allow the notified personnel to aid the emergency services when they arrive on site.

LS Networks Advance E911 service creates an easy way to provide and update Emergency Call Notification. This service will send an alert via email, phone, or both to designated individuals at your site, ensuring the quickest possible response during an emergency.

## Ray BAUM'S Act

Ray BAUM'S Act requires the ability to uniquely identify the specific dispatchable location from which an emergency call was made.

### Dispatchable Location

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, the 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)

At LS Networks we can register every Telephone Number individually with its own, unique address. By doing so, we can incorporate a specific floor, room, or office number into the E911 information, providing first responders with a specific location from which the emergency call was made.

LS Networks Advance E911 service allows customers to update the dispatchable location of pre-subscribed telephone numbers via an easy-to-use web page, ensuring the most accurate possible response during an emergency.

### What this Means to You, as an LS Networks Customer

The FCC requirements and responsibility for compliance are shared between manufacturers, providers, operators, and customers of Multi-Line Telephone Systems. As a customer of LS Networks, you can rest easy knowing that we have the tools and ability to keep your users safe and keep you in compliance.

LS Networks' Advanced E911 service uses the AspenUC Commportal to allow each customer to update all their telephone numbers with a unique address. Using the AspenUC Commportal our customers can also set up and maintain their Emergency Call Notifications. Additionally, our voices services will never require a prefix to dial 911. LS Networks offers Advanced E911 service for its AspenUC and SIP trunking products.



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