



A Guide to 911 Compliance: What Businesses Need to Know

According to the US Bureau of Labor Statistics, 2.8 million industry workers were hurt or injured on the job in 2019, and 5,333 workers died from work-related injuries. During a crisis, every second counts, so your co-workers and customers need to be able to get help quickly and easily.

Unfortunately, many current enterprise phone systems make this task easier said than done, as configuration and technical barriers prevent 911 operators from being able to pinpoint your exact location and get the information they need to assist you.

To ensure help can arrive as quickly as possible, Congress enacted two laws:

Kari's Law and Ray Baum's Act.

What is Kari's Law?

The tragic case of Kari Hunt Dunn showed how a simple, easily remedied configuration error can have disastrous consequences. Kari was the victim of a homicide in a Texas motel room, and though her 9-year-old daughter dialed 911, she wasn't able to reach first responders because she didn't know that the motel's phone system required users to first dial 9 to access an outside line.

As such, Kari's Law, which took effect February 16, 2020, requires all MLTS (multi-line telephone systems) to allow a user to:

- Dial 911 directly, without a prefix or outside access code
- Notify another party, such as management or the front desk, that an emergency call is in progress, and report the exact location of the call's origin
- Provide a valid callback number, which when called by the 911 operator, will connect her to the person who called 911.

The last requirement is especially challenging as most businesses only send their main business phone number when any outside call is made, including 911. This main number, when called, often goes to a receptionist or automated system and will not connect the 911 operator with the 911 caller. This is no longer legal and often requires additional software solutions added to the phone system to correct.





What is Ray Baum's Act?

Ray Baum's Act, which took effect in January 2021, requires enterprises to provide automated dispatchable location information for all 911 calls. This means that your phone system needs to provide the PSAP (public safety answering point) with information that can be used to pinpoint the caller's exact location. A dispatchable location is comprised of a valid street address, plus information such as the building, floor, suite, or room number.

Because modern enterprise and campus environments often include several multi-story buildings with complex layouts and numerous rooms, it is incredibly difficult for first responders to pinpoint a caller's exact location if they are only provided a street address.

This additional location information is particularly useful if the caller is unable to speak (for example, because they are choking) or otherwise incapacitated.

Organizations' business phone systems are required to provide dispatchable location information for phones within their offices as of January 6, 2021. And on January 6, 2022, organizations must provide dispatchable location information for their remote workforce. Workers working from home, hotels, or even their local coffee shop, must have their current and correct address sent to the 911 PSAP.

An example to consider is the remote worker who is traveling to Sacramento but whose home office is in New York. While they are traveling in Sacramento, they are in their hotel room and need to call 911. If they use their softphone, such as Cisco Jabber, it will not be legal to send the 911 call to the 911 PSAP in New York. The call must be routed to the 911 PSAP in Sacramento.

Our 9Line software will intercept the 911 call and achieve this routing, providing you the compliance you need to enable compliance with this upcoming requirement.

How Can 9Line Help My Organization Become & Remain Compliant with Kari's Law & the Ray Baum Act?

- 1** Ensure your dial plan supports direct 911 calls without the need for an access code. This step can be completed by your internal IT team or your trusted value-added reseller (VAR).
- 2** Set up automatic notifications to alert designated staff whenever a 911 call is placed. 9Line supports delivery via email, SMS, and webhook, and notifications can be targeted to specific recipients based on the caller's location—ensuring timely awareness and response.
- 3** Connect your PBX or UCaaS system to 9Line to manage dispatchable locations for all endpoints. Provide 9Line's tools to softphone users, allowing them to select or update their preferred location, ensuring compliance and safety whether they're on-site or remote.

Federal E911 regulations—Kari's Law and RAY BAUM's Act—require organizations to ensure that anyone can directly reach emergency services and that accurate, dispatchable location information is delivered with every 911 call. 9Line simplifies compliance by integrating with your existing PBX or UCaaS systems to make setup, management, and ongoing adherence straightforward.

Why Choose 9Line?

Affordable & Easily Deployed

At 9Line, we pride ourselves on making safety affordable and accessible without compromising the quality of the products or services we offer.

Our systems are easily deployed, configured, and updated so you can remain compliant, and rest assured that your workers, customers, and other business visitors can easily get help should an incident occur.

Compliance Without Complexity

9Line integrates seamlessly with a wide range of PBX and UCaaS platforms to help organizations of all sizes maintain compliance and improve emergency response accuracy.

- **No Software Installation Required:** Our remote workforce solutions work without local installs or elevated permissions.
- **Simple Administration:** Supports SSO for administrators and users, with manual, bulk, or API-based location management.
- **Automatic Compliance:** 9Line automatically assigns 10-digit callback numbers (DIDs) to all 911 calls, ensuring full compliance with Kari's Law and enabling PSAPs to reconnect with the caller if the call is disconnected.
- **Scalable & Flexible:** Whether you're a small business or an enterprise, 9Line adapts to your communication environment and compliance needs.