

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, common phone-system 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**.

2.8M

US workers hurt or injured on the job in 2019
(US Bureau of Labor Statistics)

5,333

Workers who died from work-related injuries the same year

What's inside this guide

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EFFECTIVE FEBRUARY 2020

Direct 911 dialing, on-site notifications, and callback numbers

02 Ray Baum's Act

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Dispatchable location for in-office and remote workers

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04 Why 9Line

Affordable, no-install, scalable compliance built for any size

What is Kari's Law?

THE CASE BEHIND THE LAW

" Kari was the victim of a homicide in a Texas motel room. Her young daughter tried repeatedly to dial 911 from the room phone, unaware that the system required dialing 9 first to reach an outside line. The call never connected.

EFFECTIVE

Feb 16, 2020

APPLIES TO

All MLTS

The inability to dial 911 directly from a multi-line phone system can have disastrous consequences — in Kari's case, with fatal results.

Kari's Law took effect February 16, 2020. It requires all MLTS (multi-line telephone systems) to allow a user to dial 911 directly — without an access code — and to support the requirements outlined alongside.

! **Why this matters for your business.** Most enterprises only send their main business phone number when an outside call is made — including 911. That number routes to a receptionist or auto-attendant and won't connect a 911 operator with the actual caller. **This is no longer legal**, and typically requires additional software added to the phone system to correct.

WHAT KARI'S LAW REQUIRES

- Allow direct 911 dialing from any line — no access code required.
- 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 that, when called by the 911 operator, will connect them to the person who placed the 911 call.

A 911 call, before & after

SAME DIALED DIGITS — DIFFERENT OUTCOMES

● NON-COMPLIANT MLTS

- 1 **User dials 9-911** — must remember the access code in an emergency
- 2 **Front desk is unaware** — no one knows a 911 call was just placed on-site
- 3 **Main business number sent** — PSAP sees the corporate switchboard
- 4 **911 operator calls back** — reaches the receptionist, not the caller
- 5 **Response is delayed** — first responders arrive without a precise location

✗ Help arrives late — and the caller can't be reached

● WITH 9LINE

- 1 **User dials 911 directly** — no access code required
- 2 **Designated staff alerted** — email, SMS, or webhook with the caller's location
- 3 **Caller's DID delivered** — 10-digit callback number assigned automatically
- 4 **911 operator calls back** — reconnects directly with the original caller
- 5 **Audit trail logged** — every 911 call logged with location, time, and history

✓ Help arrives fast — and the caller stays connected

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 — and, when needed, additional information such as building, floor, suite, or room.

IN BUILDINGS

Why a street address isn't enough

Modern enterprise and campus environments often include several multi-story buildings with similar addresses. It's nearly impossible 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.

FOR REMOTE WORKERS

Compliance follows them everywhere

Organizations' business phone systems are required to provide dispatchable location for in-office workers — and organizations must provide dispatchable location information for their remote workforce as well.

Workers working from home, hotels, or even their local coffee shop must have their current and correct address sent to the 911 PSAP.

Phoenix

VS

Sacramento

An example to consider

A remote worker is traveling to Sacramento, but their home and configured office address is in Phoenix. They need to call 911. If they use their softphone — such as Cisco Jabber — it will not be legal to send their Phoenix address; the PSAP must receive their actual location in Sacramento.

Our 9Line software intercepts the 911 call and achieves this routing, providing you the compliance you need to enable compliance with this requirement.

9LINE HANDLES THE ROUTING

Anatomy of a dispatchable location

COMPONENTS A COMPLIANT PHONE SYSTEM MUST DELIVER TO THE PSAP

01

Street address

123 Main St,
Sacramento, CA

02

Building

Tower B

03

Floor

Floor 14

04

Suite / Room

Suite 1407

How can 9Line help my organization become & remain compliant?

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.

1

Enable direct 911 dialing on your dial plan

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 for every 911 call

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 to 9Line

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.

4

Maintain compliance as your environment evolves

Continue to leverage 9Line's tools to onboard new locations, manage changes, and keep your organization compliant as endpoints, sites, and remote workers come and go.

Who handles what

A TYPICAL DIVISION OF RESPONSIBILITIES DURING A 9LINE ROLLOUT

YOUR IT / NETWORK TEAM

Dial-plan changes, PBX or UCaaS connection to 9Line, SSO setup

YOUR 9LINE ADMIN

Location data, notification rules, recipient targeting by location

END USERS & REMOTE STAFF

Confirm or update their working location from the softphone tool

9LINE

Call interception, dispatchable-location delivery, automatic callback DIDs

Why choose 9Line?

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.

AFFORDABLE & EASILY DEPLOYED

Integrates with your existing stack

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.

COMPLIANCE WITHOUT COMPLEXITY

Built to make safety simple

From small businesses to global enterprises, 9Line adapts to your communication environment and compliance needs — without complex software installs or elevated permissions.



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 disconnected.



Scalable & flexible

Whether you're a small business or an enterprise, 9Line adapts to your communication environment and compliance needs.

GET STARTED

Ready to make compliance simple?

Talk to our team about a deployment tailored to your environment — whether you're on Cisco CUCM, BroadWorks, Microsoft Teams, or another platform, 9Line meets you where you are.

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