





9Line for Microsoft Teams.

911 compliance for Microsoft Teams Direct Routing. Microsoft Teams operates as a Multi-Line Telephone System (MLTS) subject to Kari's Law and Ray Baum's Act — and the mobility of laptops and tablets makes a dedicated compliance solution essential alongside your existing PSTN service.

AT A GLANCE

-  **Direct Routing native**
Plugs into your existing Teams Direct Routing setup. Compliant 911 calls in real-time, no client install required.
-  **No DID's required**
Eliminate ELIN purchases. 9Line assigns a DID at call time and retains the mapping for 24 hours.
-  **Any DialPlan™**
Present any SIP URI — including internal extensions — so PSAP callbacks reach the original caller, not a shared DID.
-  **CPNI compliant**
Fully CPNI compliant. 6,000+ US & Canadian PSAPs reached via VPC, with 24/7/365 expert support.

10,000+

ORGANIZATIONS SERVED

450K+EMERGENCY CALLS
PLACED**25+**


YEARS OF EXPERIENCE


99.999%


UPTIME GUARANTEE


Key features.


WHY 9LINE FOR MICROSOFT TEAMS


 **Seamless & stress-free**
Fully CPNI-compliant 911 solution for Microsoft Teams that protects sensitive data — with expert support throughout implementation.

 **No DID's required**
Eliminate ELIN purchases. 9Line assigns a DID dynamically at call time and retains the mapping for 24 hours.

 **Augmented notifications**
Complements native Microsoft Teams notifications with additional alert recipients via SMS, email, and webhook.

 **Dynamic location tracking**
Leverages Microsoft Teams' dynamic location capabilities to present compliant 911 calls to the correct PSAP in real-time.

 **Any DialPlan™**
Present any SIP URI, including internal extensions. PSAP callbacks reach the individual who placed the 911 call — not a shared DID.

 **Call routing engine**
9Line's call routing engine delivers every emergency call to the right PSAP based on dispatchable location.

Proprietary features set 9Line apart.

9Line for Microsoft Teams offers a range of key features essential for ensuring the safety and security of Teams users in emergency situations. What sets 9Line apart from other 911 compliance services for MS Teams are its unique proprietary features, such as **no DID's required** and **Any DialPlan™**.

With no DID's required, customers can eliminate the need to purchase telephone numbers as Emergency Location Identification Numbers (ELINs) and reclaim previously assigned ELINs. The service assigns a DID dynamically at call time and retains the mapping for twenty-four hours. Any DialPlan™ allows customers to present any SIP URI, including internal extensions, to the 9Line platform — ensuring calls from the PSAP route to the individual who made the 911 call, not all parties who share a telephone number.

In case of an emergency call, 9Line processes the call, including the dispatchable location information, and routes it to the appropriate Public Safety Answering Point (PSAP) using the 9Line call routing engine. The service is fully compliant with industry standards and regulations and is integrated with over 6,000 US & Canadian PSAPs.

BENEFITS OF 9LINE FOR MICROSOFT TEAMS

Reliable, effective access to emergency services.

The 9Line service ensures emergency services can be quickly dispatched, enhancing the safety and security of Teams users. By helping organizations comply with legal and regulatory requirements, it also reduces the risk of legal and financial penalties — and gives organizations peace of mind that they are fulfilling their obligations to employees and visitors.



Auto location tracking

Leverages Microsoft Teams' dynamic location identification to keep dispatch addresses current as users move.



Uncompromising affordability

Competitive licensing tiers — interchangeable across phone systems for organizations migrating from Cisco to Microsoft.



Cloud-based solution

No on-premises infrastructure to deploy or maintain. Standard implementation plans take the guesswork out of compliance. Leverages your existing SBC.



Reduced liability

Helps satisfy Kari's Law, Ray Baum's Act, and state regulations — reducing exposure to fines, civil claims, and reputational risk.

Compliant 911 calls, end to end.

Understanding how 9Line for Microsoft Teams works is critical for ensuring compliant 911 calls. The Microsoft Teams Location Information Service (LIS) is the first step in identifying a user's location using network infrastructure data reported by the Teams client. The LIS matches the reported data to administrator-defined locations, with the user's device queried if no match is found. If the location cannot be derived, emergency calls route to the national emergency call center to screen the call before transferring it to the local PSAP.

When an emergency call is made, Microsoft Teams sends the call to the organization's SBCs, which then sends it to 9Line. 9Line routes the call based on flags in the SIP messaging, either to the local PSAP for valid and verified user locations or to the national ECC.

9Line overwrites the calling number, allowing no DID's to be required, and the Any DialPlan™ feature stores extension information for callback purposes. The call is then delivered to the PSAP or ECC. For additional peace of mind, 9Line complements the notifications provided by the Microsoft Teams platform with additional notification recipients.

BY THE NUMBERS

6,000+

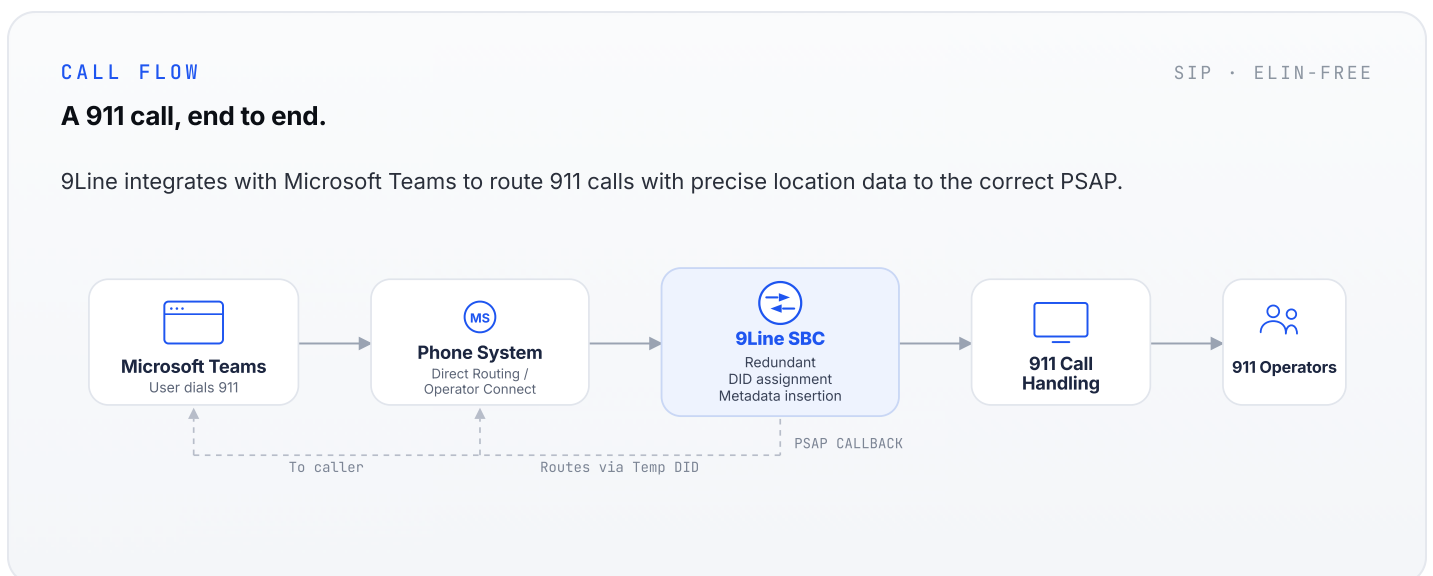
PUBLIC SAFETY ANSWERING POINTS

Integrated with US & Canadian PSAPs.

GETTING STARTED WITH 9LINE FOR MICROSOFT TEAMS

Standard implementation plans take the guesswork out.

9Line provides a reliable and effective way to access emergency services, reducing liability claims and giving organizations peace of mind. Our authorized partners are ready to assist, and with affordable compliance services, organizations achieve compliance without incurring exorbitant fees. Contact the 9Line team via www.9line.net to begin your compliance journey.



Choose the tier that fits.

9Line's 911 services are available to customers with locations in the US and Canada. The service offers competitive licensing with different tiers based on the feature set you need. For organizations with multiple phone systems — such as those migrating from Cisco to Microsoft — 9Line licensing is interchangeable and does not require separate purchases.

Included	Advanced	Enterprise
Core 911	✓	✓
933 Testing	✓	✓
Encrypted SIP	✓	✓
Webhook Based Notifications	✓	✓
Multiple PBX Integrations	✓	✓
SSO		✓
SMS Notifications		✓
Security Desktop Application		✓
Community Support	✓	✓
Standard Support	✓	
Premium Support	ADD-ON	✓
Proactive Customer Success		✓
Contract Redlines		✓

Compliance, simplified.

9Line for Microsoft Teams is a critical tool for businesses to ensure the safety and security of their employees and visitors in emergency situations. This compliance service reduces the risk of legal and financial penalties and provides peace of mind to businesses and organizations. With unique proprietary features — including no DID's required and Any DialPlan™ — 9Line offers flexible and customizable solutions for emergency call routing.

At 9Line, we're committed to delivering affordable and reliable compliance services to help organizations meet their legal and regulatory obligations. With competitive licensing and powerful features, the 9Line service is the best choice for organizations of all sizes and unique requirements. To begin your compliance journey, contact the 9Line team via www.9line.net.

ABOUT 9LINE

Built by industry veterans.

9Line was founded to bring affordable emergency calling solutions to the market. Built by industry veterans with over 25 years of experience in unified communications applications and premier software engineering capabilities, 9Line is uniquely positioned to help customers of all sizes achieve compliance.

By working hand-in-hand with our customers and partners, we deliver the features that help organizations become and remain compliant with federal laws such as Kari's Law and Ray Baum's Act.

Begin your compliance journey.

Contact the 9Line team to ensure your Microsoft Teams Direct Routing environment is fully compliant — affordable, reliable, and supported by experts.

www.9Line.net

The Microsoft Teams client has limitations to the automatic location identification service. Administrators should familiarize themselves with these limitations and ensure users are trained to understand the limits. Contact 9Line to review how these limits may impact your organization. Refer to Microsoft's document at learn.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling for detailed information about the order of operations and behavior of the Teams client and the LIS.

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