9Line Dispatch for Cisco UCM

9Line Dispatch for Cisco® UCM helps Cisco Collaboration customers meet the evolving state and federal regulatory requirements, protect your existing telephony investment, and achieve compliance with affordable licensing — no CER required.

AT A GLANCE

Compliant by design
Built to meet Kari's Law and RAY BAUM's Act out of the box.

Drops into Cisco CUCM
Native integration via the 9Line Agent — no CER, no client install on user machines.

Affordable licensing
Tier-based pricing that complements your current Cisco licenses.

US & Canada PSAP coverage
6,000+ PSAP facilities reached via VPC, with 24/7/365 support.

10,000+	450K+	25+	99.999%
ORGANIZATIONS SERVED	EMERGENCY CALLS PLACED	YEARS OF EXPERIENCE	UPTIME GUARANTEE

Key features.

WHY 9LINE DISPATCH

Industry-leading functionality
Innovative features such as no DID's required eliminate costs for direct-inward-dial numbers required by ERL/ELIN-based offerings.

Empower remote users
Remote users update their location with HELD automatic location switching via Webex.

Native integration
9Line operates natively inside Webex — no extra software client installed on users' computers to assist with tracking.

Broad compatibility
Wi-Fi Webex and Cisco IP Phone clients, plus IP-subnet and switchport tracking on Cisco & non-Cisco switches.

Alert notifications
Recipients receive emergency-call alerts via SMS, email, webhook, application-based desktop notifications, and the 9Line portal.

Rapid reporting
Verify call information with simple call-history searches; admins view system address and phone-number utilization.

OTHER FEATURES

Built around outcomes that matter.

Affordable per-user licensing, location intelligence, and rich notifications — engineered to drop into your existing Cisco CUCM environment with no CER required.

Uncompromising affordability.

All users are included in licensing with no extra device fees, and may validate their location to ensure compliance with federal regulations requiring a validated address with every 911 call.

HELD location switching.

Users with Webex registered to CUCM have the ability to utilize automatic location switching with HELD.

SSO & API ready.

Customers have the ability to utilize Single Sign-On and APIs to further improve efficiency, usability, and security with all 9Line integrations.

No DID's required.

Customers are not required to purchase any DID numbers — 9Line can be used alone to assign a DID at call time, which remains allocated through the lifecycle of the call.

COMPLIANCE

Kari's Law & Ray Baum's Act.

Federal law requires multi-line telephone systems to support direct 911 dialing, on-site notifications, and dispatchable location with every emergency call. The FCC grace period has ended — enforcement is active.

Kari's Law

Direct 911 dialing without a prefix, automatic on-site notification, and a valid callback number on every call.

Ray Baum's Act

Dispatchable location — building, floor, room — delivered to the PSAP with every 911 call.

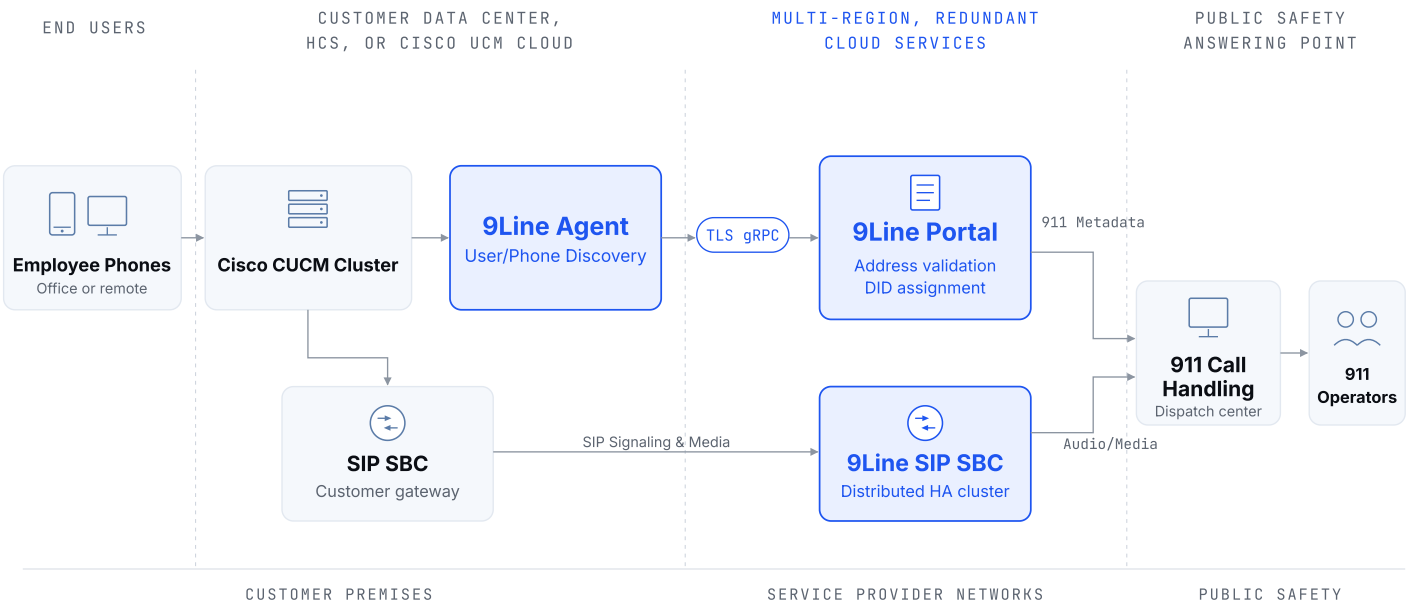
Remote Workers

Off-premises users covered under Ray Baum's Act. 9Line supports them at no additional cost.

Enforcement is active

The FCC grace period has ended. Organizations face fines and civil liability today.

How a 911 call moves through 9Line.



END-TO-END CALL FLOW · 9LINE INTEGRATES DIRECTLY WITH YOUR CUCM INFRASTRUCTURE — NO CER REQUIRED

01 Before the call

- On-premises devices are tracked through the 9Line Agent by matching MAC address, IP subnet, or Wi-Fi access point information to the physical location provided by the end-user or telephony administrator.
- Organizations using Webex have the ability to utilize HELD for setting user locations.
- Granular dispatchable location address information for both on-premises and off-premises users is validated and synchronized in the 9Line cloud portal, then stored and ready to be assigned when calling 911.

02 When a 911 call occurs

- Cisco Unified Communications Manager sends the call to the customer's voice gateway (CUBE or other SBC), which sends the 911 call over the top via the Internet — securely encrypted if desired — to the highly available, active-active 9Line session border controllers.
- When 9Line receives the call, a temporary DID is assigned.
- 9Line inserts metadata containing the address information set earlier by the user or the administrator.
- The call is presented to the responsible PSAP with the dynamic metadata information.

03 In case of disconnect

- The PSAP will attempt to call back the temporary DID 9Line previously assigned.
- 9Line converts the call to the original calling-party number.
- 9Line sends the call back to the customer gateway, connecting the 911 dispatcher to the original directory number.

SPECIFICATIONS

Technical specifications.

Cloud Infrastructure

platform

- Geo-dispersed across multiple cloud regions.
- Serverless system design for scaling and redundancy.
- Independently operable database design.
- Active-Active support with nearest data center routing.
- Fully virtualized Session Border Controllers.
- Support for TLS/SRTP for calling.

Compatible Cisco Versions

requirements

- Recommend CUCM 11.5, 12.5, 14, or 15 release (minimum 12.5 SU2 for Wi-Fi tracking, minimum 12.5 SU6 for HELD).
- Integrates with on-premises, UCM Cloud (dedicated instance), or private cloud deployment.
- Cisco Unified Border Element (physical or vCUBE) with direct or indirect Internet access.
- Cisco Expressway can be used in lieu of CUBE (consumes rich media sessions).
- Other manufacturer SBCs (must support SDP IP address changes if behind NAT).

Endpoints & Notifications

devices

- Wi-Fi connected Webex and Cisco IP Phone clients are supported.
- Tracking by IP subnet or switchport on Cisco & non-Cisco switches (CDP/LLDP).
- Email, SMS, webhook, and application-based desktop notifications.
- Desktop application notifications available as an add-on.

Telephony & Call Handling

network

- SIP signaling with TCP.
- RTP/SRTP G.711.
- DTMF RTP-NTE.
- 911 emergency calls with PSTN backup DID.
- 933 test number for service address location testing.
- US and Canada PSAP Coverage via VPC covering 6000+ PSAP facilities.

Provisioning & Validation

admin

- Native CUCM integration via the 9Line Agent — no CER required.
- Real-time feedback is presented for incorrect addresses.
- Quick call-history searches plus admin views for system address and phone-number utilization.
- Fully encrypted HTTPS/TLS connectivity between the customer environment and the 9Line cloud.

911 Call Center Services

24-7-365

- Professionally trained and 24/7/365 staffed 911 call takers to triage a caller's location.
- 9Line includes the first unlocated caller fee at no additional charge ($25 thereafter).
- Supports callers calling with unprovisioned, or incorrectly provisioned address information.

Security, scale & commercials.

Security

encryption

- Call signaling encryption with TLS.
- Call media encryption with SRTP.
- Support private instances, ExpressRoute, Site-to-Site VPN (fees apply).

Scalability

capacity

- Supports unlimited Unified Communications Manager clusters.
- Supports unlimited users and endpoints across geographies.
- Active-active redundancy with nearest-region routing.

933 Testing

verification

- Unlimited test calls can be placed to the "933" test pattern.
- 24/7/365 access to service.
- Dynamically generated audio recording will read back the address of the device.
- Can be made available to users if administrators wish to allow self-testing.
- Automated testing of endpoints with UnifiedFX can be used with the 933 pattern.

Licensing

subscription

- Licensed on a per-user model per the customer's flex plan.
- Public space devices are included at no additional charge.
- All of a user's devices (physical & soft phones) are included in the user fee.
- 30-day trial for services for customers wishing to try & buy.
- Annual subscription-based software as a service billing model.
- Discounts available for multi-year pre-paid terms.

Compliance & Standards

regulatory

- Meets or exceeds state and federal 911 regulatory requirements.
- IETF/RFC requirements for SIP in RFC 2543, 2833, 3261, 5139.
- Encryption with TLS 1.2+.

Customer Success & Support

services

- Post-implementation support available 24/7/365 via email and support portal.
- 24-hour support for system down issues via on-call service.
- Online system administrator documentation portal.
- Community support available for all tiers.
- Premium support includes configuration assistance.
- Onboarding support included with Customer Success Manager in the Enterprise tier.
- Jumpstart SOW available to speed deployment — contact your account manager.

LICENSING TIERS

Choose the tier that fits.

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		✓

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 Cisco 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.

Ready to achieve compliance?

Schedule a call with the 9Line team to ensure your emergency calling environment is fully compliant and optimized.

www.9Line.net

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