9Line Dispatch for BroadWorks

9Line Dispatch helps carriers meet the evolving state and federal regulatory requirements, protect their existing telephony investment, and comply with affordable licensing and margin protection — wholly cloud-based, deployable in less than a day.

AT A GLANCE

Wholly cloud-based
No on-prem infrastructure. Supports any line-side registered device — deployable in less than a day.

Extension Aware™
Dispatchable location for every unique extension — no public TN required, no renumbering.

Native Webex App
E911 location discovery and HELD automatic location switching — 9Line operates silently behind the Webex App.

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

Any DialPlan™, Extension Aware™, PSTN Connect™
Add 9Line without assigning a public TN to every station, changing extension assignments, or rewriting call routing.

Native Webex App experience
Cisco Webex App users get native E911 location discovery and HELD automatic location switching — 9Line operates silently.

Ray Baum's Act compliance
First-to-market Extension Aware™ delivers a dispatchable location for every unique extension based on device profile or user ID.

Kari's Law compliance
Achieved via dial-plan accommodations, 9Line-assigned DIDs, and alert recipients configured at enterprise or group level.

Alert notifications
SMS, email, and webhook notifications from the 9Line portal.

Flexible onboarding
Multiple options — from automated APIs via supported provisioning systems to complete self-service by end-users.

NOTABLE FEATURES

Built around outcomes that matter.

Wholly cloud-based, deployable in less than a day, and engineered for BroadWorks carriers — with margin-protecting licensing, native Webex App support, and Extension Aware™ dispatchable location.

Cloud-based solution.

Wholly cloud-based and supports any device registered to BroadWorks. 9Line supports address assignment based on any device profile or user ID.

Extension Aware™.

9Line is the only national 911 provider that can accept a call from a BroadWorks extension and support a callback from the PSAP to that same extension — saving the time and expense of renumbering.

SSO & API ready.

Carriers 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.

DID numbers do not need to be purchased. With 9Line, a DID is assigned at call time and remains allocated through the lifecycle of the call. 9Line also supports the native Webex App E911 experience — you control provisioning customer keys and instantly activate Webex customers.

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.

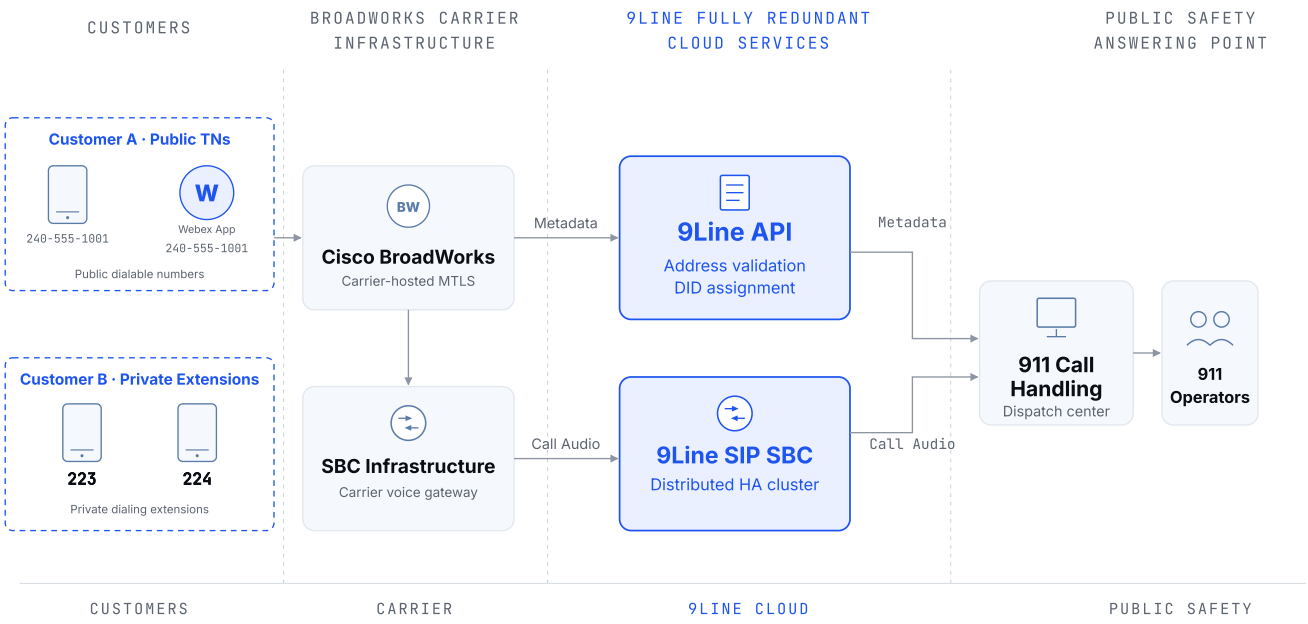
Remote Workers

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 BROADWORKS CARRIER INFRASTRUCTURE — FULLY CLOUD-BASED

01 Before the call

- Devices are assigned a location by end-users or organization administrators in the 9Line portal.
- Granular dispatchable location address information is validated and synchronized with your BroadWorks instance by writing a token to the location field, ready to be assigned when a 911 call is made.

02 When a 911 call occurs

- BroadWorks emergency calling configuration sends the call, with the location token, via the carrier's SIP SBC to 9Line.
- 9Line receives the call over the top via the Internet — securely encrypted if desired — to the highly available, active-active 9Line session border controllers.
- 9Line inserts metadata containing the address information set earlier by the user or administrator, and a temporary DID is assigned.
- 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 originating SBC, then the BroadWorks instance, connecting the 911 dispatcher to the original TN or extension.

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.

BroadWorks Compatibility

`requirements`

- Available for carriers operating release 23 or greater.
- API user accesses BWKS via XSP/ADP.
- Requires System/Reseller access to read all Ent/SP/Group info.
- HELD functionality requires Cisco-defined patches for 3rd-party emergency calling.
- Supports any line-side registered device with no on-premises infrastructure.
- Standalone Webex App deployment, or extended to all line-side registrations.

Endpoints & Notifications

`devices`

- Any line-side registered device on BroadWorks is supported.
- Native Webex App integration with E911 location discovery and HELD.
- Email, SMS, webhook, and application-based desktop notifications.

Telephony & Call Handling

`network`

- SIP over TCP or TLS.
- RTP/SRTP G.711.
- DTMF RTP-NTE.
- PSTNConnect™ provides backup routing.
- 933 test number for service address location testing.
- US and Canada PSAP Coverage via VPC covering 6000+ PSAP facilities.

Provisioning & Validation

`admin`

- Multiple onboarding paths — from automated APIs via supported provisioning systems to complete self-service.
- Real-time feedback is presented for incorrect addresses.
- Per-customer provisioning controlled by the carrier for instant activation.
- 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 BroadWorks instances and carriers.
- Supports unlimited devices and extensions 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.

Licensing

subscription

- Licensed on a per-device model.
- 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	✓	✓
Static Route	✓	✓
Webhook Based Notifications	✓	✓
Preview Features	✓	✓
Multiple PBX Integrations	✓	✓
SSO		✓
API		✓
SMS Notifications		✓
Community Support	✓	✓
Standard Support	✓	
Premium Support	ADD-ON	✓
Proactive Customer Success		✓
Contract Redlines		✓
ADD-ONS		
EVS Proxy		✓
Enterprise Trunking		✓

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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