9Line Dispatch for Cisco CER

9Line Dispatch for Cisco® CER helps Cisco Collaboration customers meet the evolving state and federal regulatory requirements, protect your existing telephony investment, and achieve compliance with affordable licensing complementing your existing telephony licensing.

AT A GLANCE

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

Drops into Cisco CER
Native integration — no rip-and-replace of your existing telephony.

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.

Advanced dispatchable location
Send up to 60 characters in the location description to be as granular as possible.

Real-time location updates
No more delays for phone locations to update via carrier.

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

Native integration with CER
No duplicating the work your IT team has already put in for phone location mapping.

Rapid implementation
After phone mapping is complete, 9Line software implementation can be up and running the same day.

OTHER FEATURES

Built around outcomes that matter.

Tier-based licensing, location intelligence, security, and openness — engineered to drop into your existing Cisco environment without ripping it out.

Uncompromising affordability.

Our tier-based licensing model allows organizations to select an appropriate feature set based on their requirements for their knowledge workers.

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 since 9Line can keep CER in place and swap the real DID's from ELIN configurations.

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.

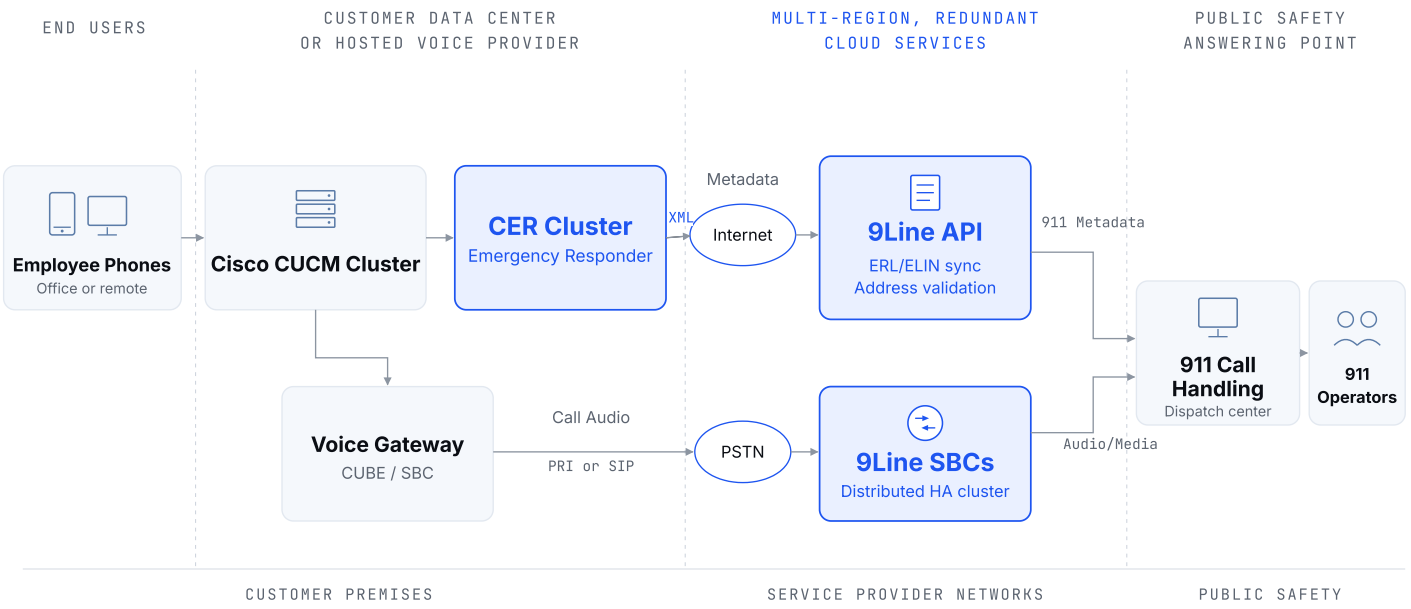
Remote Workers

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 · CUSTOMER DATA CENTER → 9LINE CLOUD → PSAP

01 Before the call

- End-user devices are tracked through the Cisco Emergency Responder (CER) MAC Address, IP Subnet, or Wi-Fi access point methods, when on-premises.
- 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 with 9Line by CER, then stored and ready to be assigned when a 911 call is made.

02 When a 911 call occurs

- Cisco Emergency Responder performs its standard operations of changing the calling party number and selecting the correct route pattern to send the call to 9Line.
- Cisco Unified Communications Manager uses the selected route pattern to route the call.
- The customer gateway (CUBE or other SBC) sends the 911 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 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 number CER has assigned for the emergency call. In the case of on-premises phones, this is the ELIN.
- For off-premises users, CER requires assigning a unique DID to the user.
- This callback occurs via the customer's regular PSTN (PRI/SIP) service.

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).
- Latest CER 11.5, 12.5, 14, or 15 release, compatible with CUCM release.
- Integrates with on-prem, Webex Calling — 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

devices

- Any endpoint supported by Cisco Unified Communications Manager which can be configured to operate with Cisco Emergency Responder is supported by 9Line.
- Utilizes native Cisco Emergency Responder alerting features.
- Support for IP Communicator, Jabber, Webex, and remote physical phones using OFP.

Telephony & Call Handling

network

- SIP signaling with TCP.
- PSTN backup connectivity, if requested.
- 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 integration with Cisco Emergency Responder.
- Real-time feedback is presented for incorrect address.
- View 9Line historical validation within CER.
- Fully encrypted HTTPS/TLS connectivity between CER and 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 Cisco Emergency Responder clusters.
- Supports up to 12,500 Emergency Response Locations per CER (Cisco's limit on CER).

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 web.
- Online system administrator documentation.
- Onboarding support included with Customer Success Manager. Included with Advanced Tier.

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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