

Tips for managing E911 technology & regulations

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Who Am I?



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Hi

We're Bandwidth

We're a VoIP network built end-to-end with **software**. Businesses use our platform to integrate **voice, messaging, 911, and phone numbers** into their infrastructure, applications, and services.



The IT Challenge

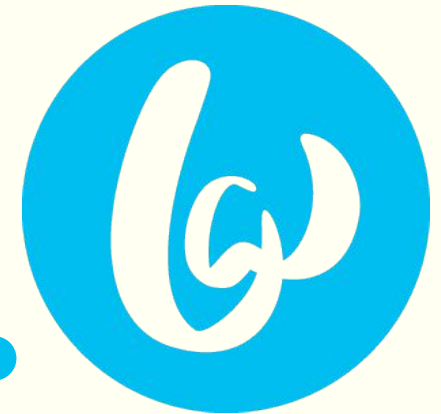
LOCATION AND THE MODERN ENTERPRISE:

- Move from on prem to cloud/hybrid
- Complex floor plans
- Precision of location
- Softphone adoption
- Work from home

EXPANDING REGULATIONS:

- Kari's Law
- RAY BAUM's Act
- State regulations

CRITICAL QUESTIONS: Where exactly are your users at the time they make a 911 call. How would you know they're in need of help?



E911 Regulatory Landscape

State Regulations

- States have unique requirements for 911 compliance—or none at all
- Enterprises may also have compliance obligations with each states' laws where employees access 911

Federal Regulations

- Kari's Law requires:
 - Removal of trunk access code i.e., "9" when calling 911
 - Notification of designated personnel such as security team or front desk
 - Compliance date of February 16, 2020
- Section 506 of RAY BAUM'S Act requires:
 - Dispatchable location, i.e., street address, floor number, suite and/or room number (if applicable)
 - Compliance dates of:
 - January 6, 2021 (fixed VoIP)
 - January 6, 2022 (nomadic/non-fixed VoIP)

1.6.21

**RAY BAUM'S ACT
DEADLINE FOR
NOMADIC VOIP**



**ONLY 77 DAYS
UNTIL FIRST RAY
BAUM'S ACT
DEADLINE**

Modern E911 Features for a Safer Enterprise



ENHANCED 911

Nationwide call routing; precise location available at call time



SIMPLIFIED LOCATION MANAGEMENT

Via portal, APIs, or file upload



FIXED & NOMADIC LOCATION

Support for RAY BAUM's Act dispatchable location



EMERGENCY NOTIFICATIONS

For compliance with Kari's Law (email, SMS, phone call, webhook)



933 TESTING

Reduces impact of live 911 test calls to public safety



EMERGENCY CALL CENTER

24 x 7 x 365 failover support



911 PSAP TEAM

Experts to troubleshoot and proactively coordinate with public safety

911 Best Practices for Businesses

- ✓ Consult with an attorney.
- ✓ Consider emotional state of 911 callers and demands on public safety
- ✓ Map and test user endpoints
 - Coordination with public safety or using a 933 service
- ✓ Determine an appropriate notification recipient
 - Understand entrances and building layout to guide first responders
- ✓ Eliminate trunk access code e.g., No “*” or “9” prefix for 911 calling
- ✓ Use misdial protection to mitigate non-emergency 911 calls
- ✓ Provide direct dialing to 911 (do not intercept calls)
- ✓ Prepare for NG911 with additional data formats such as text, images, or video
- ✓ Continuously monitor E911 compliance

Thank you!

