## Questions and Answers on Compliance with Kari’s Law and Ray Baum’s Act

### FCC Call routing regulations

<table>
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<tr>
<th>Q</th>
<th>How does Kari’s Law apply to enterprise Multiline Telephone Systems (MLTS)?</th>
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<tr>
<td>A</td>
<td>Kari’s Law requires:</td>
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<td>1. That MLTS be configured so callers can place 911 emergency calls without the need to dial a prefix. To comply with the new law, which goes into effect February 16th, 2020:</td>
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<td>a. Manufacturers, importers, sellers, and lessors must preconfigure systems to enable direct 911 dialing, but can optionally allow other call patterns (e.g., 9-911)</td>
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<td>b. Those installing, managing, and operating MLTS must configure direct 911 dialing</td>
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<td>2. That MLTS be configured to notify a secondary party (inside, or optionally outside the enterprise) that an emergency call is being made. The content of this notification must include:</td>
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<td>a. The fact that an emergency call was made</td>
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<td>b. A call-back number, and</td>
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<td>c. Information about location, such as the address and other location information that has been conveyed to first responders during the 911 call</td>
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<th>Q</th>
<th>How does Ray Baum’s Act apply to an enterprise MLTS?</th>
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<td>A</td>
<td>Ray Baum’s Act requires an MLTS to send dispatchable location information given during a 911 call to the Public Safety Answering Point (PSAP).</td>
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<th>Q</th>
<th>What is the definition of a dispatchable location? What is the level of address needed in the notification?</th>
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<td>A</td>
<td>A dispatchable location generally refers to enhanced information about the location of a caller within a building (a street address, building number, floor number, room number, or similar information) that is necessary to adequately identify the location of the calling party.</td>
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<td>The dispatchable location is intended to help the enterprise assist first responders. The FCC requires that the PSAP automatically receive the dispatchable location from the MLTS.</td>
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<th>Q</th>
<th>What is the effective compliance date for Kari’s law?</th>
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<td>Compliance with Kari’s Law goes into effect on February 16, 2020.</td>
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What happens after the effective compliance date?

The configuration of the capability is the responsibility of the installer, manager, or operator of the MLTS. Customers should review how these laws apply to them with their legal support and take appropriate action to comply with the new laws.

How does Cisco help enterprises meet Kari’s Law and Ray Baum’s Act compliance?

Cisco provides direct capabilities within the Cisco® Unified Communications Manager (UCM) and Cisco Emergency Responder products to help enterprises be compliant with these laws.

My customer has consulted their legal counselor and these laws are applicable to them. What should they do next?

Your customer should start a discussion with their Cisco account team and certified partners on Cisco capabilities and solutions they can use to become compliant.

Will these laws be enforced?

Kari’s Law empowers the FCC to enforce the statute under Title V, section 501 of the act with a fine.

Where on the FCC website can I read more about these laws?


New deployments

What version of Cisco Unified Communications Manager (UCM) will include direct 911 dialing?

Starting with UCM Releases 11.5 SU8 and 12.5 SU3, Cisco has added configuration guidance for direct 911 dialing route patterns as part of the installation. In the event that direct 911 dialing has not been configured, then after launching the UCM administration webpage, a simple configuration wizard will be available to help users configure a route pattern to handle 911. If the system already has a direct 911 dialing pattern available, then there will be no changes to the GUI interface.

What post-installation operations do I need to complete to ensure compliance with Kari’s Law?

After completing installation, the installer should schedule a maintenance window with any and all local Public-Safety Answering Points (PSAPs) to verify that dialing 911 from a few phones will route directly and reach the correct PSAP. If testing compliance to Ray Baum’s Act at the same time, after reaching the PSAP, ask the dispatch agent to verify the dispatch address for the calling device.

I have common-area phones (lobby phones) which do not have Direct Inward Dialing numbers (DIDs). Can I still be compliant with Kari’s Law and the Ray Baum’s Act?

Yes. For Kari’s Law compliance, the lobby phone must be able to dial 911 directly and trigger a notification that an emergency call was placed. But in order to achieve Ray Baum’s Act compliance, the deployment must be able to convey the device’s physical location. In order to do that, the installer must use the Native Emergency Calling feature or use an application, such as Cisco Emergency Responder.
If either the Native Emergency Calling feature or Cisco Emergency Responder have been deployed, then both will allow the lobby phone to be compliant to Ray Baum’s Act by replacing the non-DID number with a calling party number that will convey the correct dispatchable address to the PSAP.

I have remote workers/users. How do these laws apply to them?

Kari’s Law applies to any United States-based user that can dial emergency services. This applies to users that are outside the corporate network who have access to UCM for call control; they must be able to dial 911 directly. This means that a remote Cisco Jabber® user or a VPN phone user should have access to 911.

Under Ray Baum’s Act the location conveyance of a remote worker’s dispatch address is optional. All companies that allow remote workers to use company call processing services should inform remote users (in writing) that any emergency calls from a remote location will not have accurate location information and they should use alternate devices to call for emergency services.

I don’t have Cisco Emergency Responder. How do I order it?

Cisco Emergency Responder can be ordered separately using Product Number: EMRGNCY-RSPNDR.


I plan to have the same UCM cluster serve non-U.S. offices. How do I handle emergency calls from those users?

Since Kari’s Law and Ray Baum’s Act only apply to U.S. locations, access to emergency call services and location identification applies to users in the U.S. Outside the U.S., Cisco recommends allowing direct dial access to any country’s emergency numbers (like 112 or 999), but it is not mandatory.
Existing deployments

**Q** I currently have no plans to upgrade UCM. What can I do to meet compliance with the new laws?

**A** Since direct dialing to 911 is available in any version of Cisco UCM, Cisco recommends that all customers configure their existing deployments to support a direct 911 dialing pattern. In regard to notification, Kari’s Law states that a customer must enable notifications if the functionality exists on the system “without an improvement to the hardware or software of the system.” Cisco UCM does not have 911 call notification native to the system, so an existing deployment is not required to meet this part of the law.

**Q** I already have 9-911 dialing. Do I have to remove that after-provision of direct 911 dialing?

**A** No. Kari’s Law stipulates that users of a phone system must be able to dial 911 directly, but it does not prevent a system administrator from using other dial patterns to reach emergency services.

**Q** I currently don’t have Cisco Emergency Responder with UCM. What are my options for notification?

**A** Since there is no native notification capability in UCM that allows a customer to satisfy Kari’s Law, customers will need to use an application to meet this aspect of the law. Some options that can be used to meet the notification section of Kari’s Law include:

- [Cisco Emergency Responder](#)
- Redsky’s E911 Anywhere solution
- Intrado’s Emergency Routing Gateway Service
- Singlewire’s Informacast Notification Solution (leverages Cisco Emergency Responder for location information)

**Q** My customer uses Extension Mobility. How do I ensure those callers are compliant for Kari’s Law and Ray Baum’s Act?

**A** When properly deployed, Cisco Emergency Responder will enable compliance to both Kari’s Law and Ray Baum’s Act for employees who use Extension Mobility and who move from one location to another, even if that involves moving between buildings. Cisco Emergency Responder tracks users and devices as they physically move between buildings and ensures the correct location identification is sent to the emergency services dispatch center. Specific to Kari’s Law, Extension Mobility users will be compliant when they are mobile or physically move within and between buildings. Since the dispatch address for an emergency call is based on the physical location of the calling party, any U.S. site that has been properly configured in Cisco Emergency Responder will ensure any Extension Mobility users at that site will be compliant with both Kari’s Law and Ray Baum’s Act.

**Q** I have Extension Mobility Cross Cluster (EMCC) deployed. Can Cisco Emergency Responder help me meet compliance?

**A** Yes. In customer deployments that allow for user mobility between clusters, Cisco Emergency Responder can be configured to support both Kari’s Law and Ray Baum’s Act. In an EMCC deployment, Cisco Emergency Responder servers will work together to track devices as they log in to phones that are registered to another cluster via Extension Mobility. This ensures that all users will have direct access to 911 services as well as the correct address for emergency services dispatch. And notification will allow local resources to receive notification, even if the calling party is registered to another cluster.
I have Cisco Jabber users connected over Mobile and Remote Access (MRA). How can I track them when they are on the premises?

Jabber clients that use MRA for connectivity while on premises can be tracked using the Location Awareness feature in UCM. This can be accomplished by the Jabber administrator putting a corporate wireless SSID into the whitelisted SSID in the Jabber configuration file. Once configured, when the Jabber client is associated with the enterprise SSID, Jabber will send the upstream access point information to UCM so that the device client can be tracked to the access point, even when using MRA for UCM registration.

I have analog phones. What do I need for these devices?

Analog phones are not tracked in the same manner as wired and wireless phones. To provide accurate location information, either Native Emergency Calling or Cisco Emergency Responder can be used to provide accurate location information. If using Cisco Emergency Responder, analog phones can be tracked either by the IP subnet of the Foreign Exchange Subscriber (FXS) device or by manually defining the directory number in Cisco Emergency Responder.

I have third-party phones or Cisco phones behind third-party switches. How do I meet compliance?

Unfortunately, Cisco Emergency Responder can only track Cisco phones that are connected to Cisco switches. Any Cisco phones connected to third-party switches or third-party phones connected to Cisco switches can be tracked via their IP subnet or through manual definition. Either method is acceptable for compliance with Kari’s Law and the Ray Baum’s Act.

I am in a non-U.S. UCM cluster but have users in the United States. How do I ensure compliance for those users? Will I be alerted for direct 911 dialing?

Kari’s Law and the Ray Baum’s Act apply to any company that has U.S.-based facilities. Any emergency call from a user who is working in an enterprise location in the U.S. must be able to dial 911 directly, even if the UCM call processing nodes are deployed outside the U.S. Notification of any emergency call place by a caller in the U.S. should be generated irrespective of where the call control servers reside.

How can I prevent accidental 911 calls?

Due to the similarity of prefix-based offnet calling and the 911 emergency number, accidentally calling 911 can happen. In order to balance actual 911 calls with mis-dialed 911 calls, Cisco has a call flow that will insert a short notification announcement prior to routing the call to emergency services. The announcement can be a short message or a single ringtone. The notification should be as short as possible to minimize the delay in reaching emergency services. The Application Note—911 Call Announcement—for this call flow can be found at: https://community.cisco.com/t5/collaboration-voice-and-video/911-call-announcement/ta-p/3203809.

What is defined as notification by Kari’s Law?

Kari’s Law is not explicit as to the method of notification, but it allows for the installers, managers, and operators to use an “efficient and cost-effective notification solution.” Some examples of notification solutions include visual alerts on monitors, audible alarms, text and email messages, phone calls and, a network-based application. Cisco Emergency Responder’s use of phone calls and Cisco Emergency Responder’s ER user pages satisfy Kari’s Law’s notification requirement.
Is minimal information required in a notification?

Yes, Kari’s Law specifies that the minimum information that must be included in a notification includes: 1) The instance of a 911 call being placed; 2) a valid callback number; and 3) information about the caller’s location. Additional information may be included in a notification, but any notification must include these three items at a minimum.

Can I just do a partial notification for now while I look at ordering a solution like Cisco Emergency Responder?

Kari’s Law goes into effect on February 20, 2020. The notification requirements will apply to new installations and upgraded systems after that date. There is no requirement that existing installations be upgraded in order to be in compliance. Although the Kari’s Law does not require existing systems to implement notification, Cisco does recommend that customers add notification to their system, if feasible.

Where should the notification go? Who can be notified?

The notification should go to an individual or group of individuals who need to know an emergency call has been placed. The person(s) who receive notification do not have to be local to the caller. There is no requirement for special skills of the person(s) who receive the emergency notification. Examples of persons who can be notified include a building ambassador, local security personnel, a system administrator, college police department, or local emergency response personnel.

What’s the difference between emergency dispatchers and local onsite security users?

Emergency dispatchers are trained individuals who handle calls for emergency. An emergency dispatcher will triage the nature of a caller’s emergency and then dispatch the appropriate fire, police, or ambulance to the caller’s location. Onsite security users are employees or contractors hired by the company to triage the initial call, but they do not have the ability to directly dispatch fire, police, or an ambulance. Typically, onsite security users are trained to handle the majority of calls onsite and place a call to external emergency dispatchers if other services are needed.

For example, a college campus may have on-campus police, who handle all emergency calls for the campus. But if fire or an ambulance service is needed, the onsite security users may call 911 to reach emergency dispatchers to request fire or ambulance service.

How do I ensure an accurate dispatchable location at the PSAP?

Any emergency call handling product should be audited to ensure accurate and correct location information is confirmed by the PSAP. Cisco recommends that customers schedule a test window with their local PSAPs at least annually to confirm the transmission of emergency calls to the PSAP and confirm the dispatch location. Any test call to the PSAP should be arranged ahead of time so the PSAP is aware that a customer will be testing their emergency calling system.