



Emergency Dialing and Alerts: Allworx tools to help you comply with Kari's Law and Ray Baum's Act

Overview

February 16th of 2020 will see the implementation of two new laws that have a direct impact on Multi-Line Telephone Systems (MLTS) – Kari's Law and section 506 of Ray Baum's Act.

Allworx systems provide the tools that resellers, service providers, and end users can use to comply with the requirements of both laws. Additional emergency features are available for the Allworx® Connect™ Servers, System Software release 8.6, and the Allworx® Verge™ IP Phone Series. This paper provides a brief overview of the new requirements and discusses how Allworx can help.

What's New

Kari's Law requires businesses with MLTS to allow users to directly dial an emergency number (e.g. 911), without having to dial a prefix (like 9 or 8) to reach an outside line, and to provide a mechanism for notification when a 911 call is made (e.g., to a front desk or security office).

Ray Baum's Act (Section 506) requires phone system owners to ensure that an MLTS include a "dispatchable location" with emergency calls, regardless of the technological platform used, so that Public Safety Answering Points (PSAP) receive the caller's location automatically so that responders can be dispatched more quickly. A "dispatchable location" is defined as "the street address of the calling party, and additional information such as room number, floor number, or similar information necessary to adequately identify the location of the calling party."

For more information refer to the FCC website: <https://docs.fcc.gov/public/attachments/DOC-353961A1.pdf>.

The Allworx Tools

Our current Allworx System Software provides Allworx System Administration web page access to the settings that make it easy for resellers and users to comply with the requirements of these new laws.

- As required in Kari's law, users can initiate a call directly to 911 (or other emergency number) without dialing any additional digit, code, prefix, or post-fix. The Dial Plan provides for the definition of the emergency number, and the default setting allows direct dialing to that number.

Note: This feature was first included in System Software release 7.4.

- An Emergency Caller ID can be assigned to each Allworx handset. This Telephone Number assigned as the Emergency Caller ID is sent to the local service provider that then searches for that number in their database to find a matching location. The service provider is then responsible for sending the call and location information to the appropriate PSAP. To comply with section 506 of Ray Baum's act, users need to work closely with their service providers to ensure that the Emergency Caller IDs provide the correct location information.

Note: This feature was first included in System Software release 7.2.

- The Emergency Alert feature sends audible and visual alerts to designated Allworx handsets immediately after an emergency call is made from any local or remote handset.
- Email and SMS (via an email to the SMS gateway) messages can be sent to notify specific users of the emergency calls that are placed. With System Software Release 8.6, location information is included in those emails and SMS messages. This location information can be added when creating the Emergency Caller IDs that can be assigned to Allworx handsets.

Setup Requirements

Detailed instructions for the setup requirements for each of these emergency dialing and alert features are included in the *Allworx System Administrator Guide for Release 8.6* that can be found on the Partner Portal (https://allworxportal.com/support_training/documentation.aspx). Refer to the following sections in this document:

- *Managing Emergency Number Rules*
- *Emergency Alerts*
 - *Email Notifications, Managing Emergency Handset Caller ID, and Assigning Emergency Caller IDs*

As you use the Allworx System Administration web page to define and manage the Dial Plan, Emergency CID, and Service Group settings, be aware of this important information:

- The default emergency number is **911** and by default email and SMS (via an email to the SMS gateway) notifications are disabled.
- Remote sites within a Multi-Site Network should not be the only method available to place external calls. Loss of Internet connectivity between the local site and remote site (at either end) may disable the ability to place calls – including Emergency Calls.
- Allworx cannot guarantee the proper routing of Emergency Calls from remote Allworx phones or analog handsets attached to remote Allworx Px Expanders. It is important to work with your service provider to establish either local lines or numbers to the phone location, or off-net emergency notification numbers that can be assigned to the phone associated with the remote phone's location.
- When NANPA is enabled, the Allworx administrator cannot add, modify, or delete default rules; these include service rules, emergency rules, and 11-digit dialing rules.
- Setting Emergency Caller IDs to place emergency calls on a CO line does NOT work. The Emergency CID does not override the Caller ID of the CO line.
- Any Caller ID Number assigned to a handset must be routable to the Public Safety Answering Point (PSAP) responsible for servicing the physical location of the handset at the time the emergency call is placed.
- The Service Group configured on the Allworx server used to place emergency calls using the Caller ID Number must always be capable of routing this number.
- It is the responsibility of the server administrator to verify that calls to the emergency number from handsets registered to the server will route properly.
- Emergency rules supersede any phone functionality, except when the Allworx user is in an administrative phone menu.