

New FCC Requirements

On August 1st, 2019, the FCC adopted its Report and Order regarding E911. In it the FCC established minimum rules for all MLTS platforms. That means every single business in the United States that uses an on-premise or hosted telephone system is now required to offer the following:

1

Direct Dialing 9-1-1: via Kari's Law

Every phone that can dial to the public switch network has to be able to dial 9-1-1 directly, without dialing anything to get an outside line. That includes all soft phones. Not sure if this applies to your phones? Jerry Eisner, our VP of Public Safety has a rule called the Domino's rule:

> *"If you can dial for pizza from your phone, then you must be able to dial 9-1-1"*



Kari's Law requires MLTS platforms that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020, to enable users to dial 9-1-1 directly, without having to dial a prefix to reach an outside line, and to provide for notification (e.g., to a front desk or security office) when a 911 call is made.



2

Emergency Notifications

All 911 calls must provide notification to front desk, security, and/or administrative personnel including the telephone number of the caller and their dispatchable location.

RedSky's EON product sends emergency notification via text, email, and desktop notifications on every 9-1-1 call.

3

Accurate Dispatchable Locations

All 911 calls must have a dispatchable location. Sec 506 of Ray Baum's Act defines 'dispatchable location' as:

Street address - 333 N. Michigan Ave.

Floor - 16th flr

Room # or Zone - 1612/NE Corner



Ask us how we help organizations provide accurate and up to date dispatchable locations with our flagship E911 Manager ® product.

FAQ

Does this include softphones?

Yes. Any device that can access the public switch network is expected to meet these requirements.

My company issued stickers to our laptops that say "don't dial 9-1-1 from this device". Does this mean this device doesn't need to meet FCC requirements?

Absolutely not. All devices must be able to dial 9-1-1 and be able to provide a dispatchable location. Organizations issuing stickers are not in compliance with federal legislation.

We are a small business. Are we exempt?

No. There are no exceptions.

When does this law go into effect?

The FCC recognizes 3 different types of devices and each have their own deadline.

Fixed Phones: Hardphones that are static in an environment. These phones must meet these requirements within one year of the effective date* of the Report and Order.

Non-Fixed: SoftPhones or Hardphones that move in the environment. These phones must meet these requirements within two years of the effective date* of the Report and Order.

Remote: Off-premise 911 calls such as remote workers or people working from home. These phones must meet requirements within two years of the effective date* of the Report and Order.

** The effective date of the Report and Order is determined when it is published in the Federal Register*

We can get your organization ready for FCC's guidelines

RedSky's comprehensive solutions meet all FCC requirements and can be up and running in your organization in as quickly as 48 hours.

To find out how, contact our sales team at: **1-877-REDSKY1** or **sales@redskytech.com**

www.redskye911.com

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