



Experiences That Matter

NG911

NG911 is a nationwide initiative to replace the current outdated emergency communications infrastructure that exists between a 911 caller and a 911 call center, then on to the 911 first responders. Current 911 statistical highlights include:

- An annual estimate of 240 million calls are made to 911 in the U.S.
- Approximately 85% of emergency calls in the U.S. are from wireless devices
- An estimated 10,000 people each year would be saved with accurate location standards from indoor cellphone calls¹

The new NG911 initiative will provide enterprises and communities with new IP-enabled functionality that is capable of transporting:

- Voice
- Multimedia
- Geospatial location data

Data captured from the new NG911 system will provide critical situational awareness information directly to Public Safety Answering Points (PSAPs) and first responders. NG911 enabled enterprise networks will detect and immediately route emergency call requests, no matter where or how the device is connected. **There is no need to dial an outside line.** Simultaneously, internal command and control dashboards will perform event management tracking, acknowledgement, and escalation as needed.

Continued use of legacy, noncompliant 911 technologies will **increase risks** associated with:

- **Endangerment** to employees, customers, visitors, and others
- **FCC Fines** and possible additional penalties for each day a business remains noncompliant
- Potentially devastating **civil liabilities** should a tragedy occur

Kari's Law

Kari's Law requires multiline phone systems (MLTS systems) in the United States (for example, those used in many offices, schools and hotels) to enable direct dialing to 911 centers. The 911 calls must complete without input of additional trunk prefixes, or digits that callers must dial to correctly route the call. This law requires multiline phone systems to notify designated facility personnel a call is made. The law also makes it so that office, school, or hotel staff are automatically made aware of the situation and can assist in emergencies as well.

Alyssa's Law

Alyssa's Law is legislation to improve the response time of law enforcement during emergencies in public schools. It mandates that all public elementary and secondary school buildings be equipped with silent panic alarms that directly notify law enforcement, first responders, 911 centers, and the school staff members.



Become NG911 Compliant Today!

Ray Baum's Act

Ray Baum's Act requires telephone systems to provide critical data about the call's "dispatchable location" to make the caller easier to find and decrease emergency services' response times. According to the FCC, the "dispatchable location" is "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."

988 Implementation Act

The 988 Implementation Act is a new, easy to remember, three-digit code callers use to reach the National Suicide Prevention Lifeline with the goal being 24/7 crisis call centers, mobile crisis teams, and crisis stabilization programs. The new rules apply to all telecom carriers, interconnected and one-way VoIP service providers necessary.

¹FCC estimate of lives saved by a 1-min emergency response time reduction. See URL: <https://www.usatoday.com/story/news/2015/02/22/cellphone-911-lack-location-data/23570499/>