



MEETING 911 LEGAL REQUIREMENTS FOR MULTI-LINE TELEPHONE SYSTEMS

Two federal laws passed in the last several years impact enterprises using multi-line telephone systems (MLTS), such as hotels, campuses, companies with offices in multiple locations, hospitals, retail locations, warehouses, and more. With the passage of these two important pieces of legislation, the federal government and the FCC are rapidly moving toward establishing uniform standards for precise “dispatchable location” as well as internal notification of on-site teams to assist in response to emergencies.

Kari’s Law applies to MLTS manufactured, sold, leased, or installed after February 16, 2020. It specifies the following:

- Requiring a prefix (such as 9 or 8 to dial out) when calling 911 is prohibited.
- When a 911 call is placed from an MLTS, a notification (via phone call, visual alert, audible alarm, text message, email, or other appropriate method) must be sent to on-site personnel, alerting them to the emergency.

RAY BAUM’s Act was passed into law on March 23, 2018. Pursuant to a 2019 rule by the FCC, Section 506 of RAY BAUM’s Act requires that organizations with MLTS provide a dispatchable location including street address, floor, room and/or suite number (if applicable) to public safety with 911 calls.

It can be tricky for enterprises to manage the legal and regulatory risks associated with these new laws and to ensure that phone systems are compliant. Some key questions that you might want to consider for your enterprise include:

- Have you consulted with legal representation regarding your compliance?
- Have you tested 911 at your property?
- Can end users direct dial 911 without the need to dial an access code i.e., press a specific button for an outside line?
- Are notifications set up to notify key personnel in the event there’s an emergency?
- Have you mapped user endpoint locations including address, building, floor, and room/suite?

Hospitality WiFi helps you meet these requirements by ensuring that the phone system infrastructure we sell is compliant with the new requirements of 911 dialing calls, Kari’s Law, and Ray Baum’s Act, including unlimited DIDs (Direct Inward Dial numbers) to support legal requirements to identify a specific room and not just the property location. We can help you make sure that your property meets these requirements, thus ensuring that your guests and staff are protected.

