Assessing Your Enterprise's 911 Capabilities

Whenever you make a change to your enterprise communications network, you potentially impact – sometimes critically – your ability to provide 911 support for your users.

When someone on your organization's voice network dials 911, you have a responsibility to send their outgoing call and accurate location information to the correct Public Safety Answering Point (PSAP). Often, an enterprise's ability to deliver 911 calls is overlooked when upgrades or changes are made to their voice infrastructure, leading to potentially dangerous situations and outcomes. Equipping your enterprise with the tools and technologies that deliver effective 911 support in today's advanced Unified Communications (UC) environments can help to protect your business from a liability standpoint, meet mandated regulations, and most importantly, keep your people safe.

What is E911?

E911 is a public safety service that automatically causes an emergency caller's location and callback number to appear on the workstation screen of a PSAP call taker when 911 is dialed. This ensures that the call taker can dispatch assistance to the caller even if he or she is unable to speak or is unaware of their precise location.

Compatible with the widest range of VoIP equipment vendors for seamless E911 integration

Streamlined service, quality control and reliable network infrastructure

Complex environment support, such as multiple UC vendors deployed on premise, hosted, or in hybrid environments

1,000+
Trusted to safeguard over 1,000 organizations

60M
Over 60M VoIP records under management

Information to Insight

What is the Status of 911 in my Enterprise?

To understand the current status of E911 within your organization, ask these questions:

Can a 911 call be made from any telephone device without requiring that an access code be dialed first?

If the number '9' or any other digit must be dialed before 911, it presents a safety hazard. Dialing restrictions were recently addressed in the federal Kari's Law bill – you can learn more about the legislation and its implementation [here](#). Fortunately, the ability to dial 911 without requiring an access code can often be easily enabled within your voice or UC system; we recommend you check with your system vendor or integrator for further guidance on how you can set up the appropriate configurations.

### Will outgoing 911 calls include accurate location information?

If E911 has not been properly configured, the Billing Telephone Number (BTN) for the entire organization is usually the location sent to the PSAP with a 911 call, regardless of where the 911 call actually originates. This is problematic because emergency responders may well show up at a different location from the caller altogether. Even if the caller is stationed at the organization's main address, arriving first responders may still not have enough information to quickly locate the emergency. Many states have enacted legislation that require enterprises to provide a 911 caller's location within a certain footprint. If you are unsure about your current setup and legislated requirements, contact us; our team can connect you with the resources required to assess your system.

Will 911 calls from remote workers route to the correct Public Safety Answering Point?

With VoIP and UC phone systems, your employees can connect to your corporate voice network via VPN or other edge devices from home, a branch office, or anywhere else off-site. If they dial 911 when connected remotely, their calls could be connected to emergency responders in other counties, states, or even across the country if remote worker 911 support isn't properly configured. If you have remote workers but no 911 solution in place, chances are they are at risk. Contact us to discover if you need to take action and to understand the various options available to support users in these scenarios.

Is on-site emergency notification in place and properly configured?

If your organization has a security team or a front desk, on-site emergency notification is an essential component of a robust emergency response strategy. 911 solutions are available to immediately notify designated on-site personnel via text message, email, or screen-pop when 911 is dialed
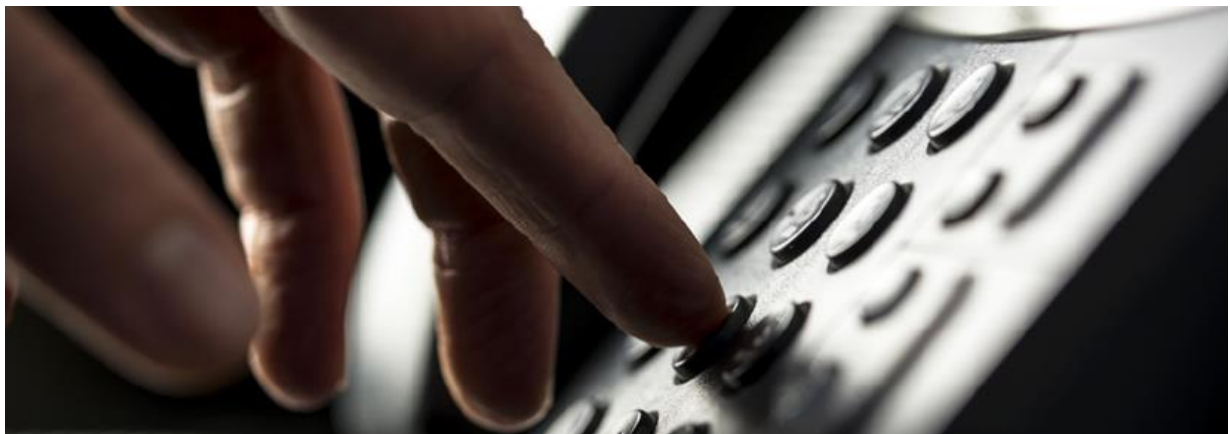
Completing Your E911 Assessment

If you cannot answer yes to these questions or are unclear where your enterprise falls on these issues, you may not have adequate 911 protection in place. Contact us and one of our Account Executives will quickly provide you with the information you need.

Some of the questions we will ask to assess the status of your current E911 scenario include:

- What PBX(s)/UC system(s) has your enterprise deployed?
- Is your PBX stand-alone or centralized?
- How many call processing data centers do you operate?
- Do you have on-site security staff?
- Are your IP phone users mobile?
- Are you supporting wireless UC and/or soft phone users?
- How many phones or devices do you have:
  - Number of DIDs?
  - Number of non-DIDs (i.e., extensions)?
  - Number of TDM phones?
  - Number of VoIP phones?
  - Number of soft phones?
- Have you implemented SIP trunks?

A free assessment and quote is available to you. Contact us today to ensure your organization is E911 compliant!

About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-862-2835,
email safety@intrado.com, or visit www.intrado.com/Life-Safety