

simplifi<sup>®</sup>



# Simplifi Contact

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Core: E911 & Kari's Law

ON FEBRUARY 16, 2020 KARI'S LAW COMPLIANCE WILL BE GOING INTO EFFECT. THIS BRINGS A NEW SET OF FEDERAL REQUIREMENTS FOR ENTERPRISE HOSTED AND LOCAL PBX SYSTEMS. KARI'S LAW PRIMARILY FOCUSES ON 2 AREAS: 911 ACCESSIBILITY AND NOTIFICATION.

## ACCESSIBILITY

No more "9" for an outside line.

Tragically, the adoption of Kari's Law was a response to an emergency event in which a child was unable to reach emergency assistance because she did not know she had to dial "9" to reach an outside line to make a 911 call at a hotel. Kari's law will require that any MLTS will allow callers to reach emergency services (911) without the need to dial a prefix for an outside number first. Thus, among other things, all enterprises utilizing MLTS will need to update their phone configurations accordingly.

## NOTIFICATIONS

In addition to removing the need to dial a prefix for an outside line when calling 911, Kari's Law requires businesses using MLTS to also implement notifications to designated personnel when a 911 call has been made. These notifications can take the form of a phone call, email, SMS/text message, or conspicuous on-screen message.

Notifications will allow for designated personnel to know that there's an emergency and even provide first aid if necessary. Most importantly, it allows them to quickly escort emergency personnel to where they're needed, helping them through the front doors, elevators, and into key-carded areas depending on the particulars of any enterprise environment.

## CONFIGURATION

Configuring the email address for notification is fairly simple.

Each E911 registration will have its own email to notify. (THIS EMAIL MUST BE VALIDATED.)

When creating your E911 listing there is a new section for you to enter an email address. Per the law, this email address will be used to **notify someone on the premises** when 911 is dialed. It is important to use an email that will be monitored so that these notifications are not missed.

When saved a verification email will be sent to the configured address and it **MUST** be validated before the 911 listing can be set for any device.

 **ADD E911 REGISTRATION**

### ADDRESS

\*Name:

\*Street 1:

Street 2:

\*City:

\*State:

\*Zip Code:

\*Select Number: No numbers available.

**Reminder:** You must route a number before you can register it for E911 services.

### E911 NOTIFY EMAILS

[+ ADD EMAIL](#)

Email	Status
<input type="text" value="boss@abc.com"/>	<b>X</b>

In compliance with Kari's Law, a notification must be sent to on-site personnel, alerting them to the emergency.

You may test the validity of an E911 registration by dialing 9-3-3 from the phone number in question.

[Cancel](#)
[SAVE](#)

### REQUIREMENTS FOR E911 EMAIL VERIFICATION AND USE:

When It is Verified and When can it be Used?

A distinction should be made between an E911 Registration being verified and an E911 registration appearing in the drop-down

An E911 Notification Email is VERIFIED when the user clicks the link in the verification email.

An E911 Registration is VERIFIED on the list view if it either has 0 emails (accounts created before 2/14/2020) listed for notification OR when all e911 notifications have verified their emails.

An E911 Registration will show in the drop if, the account is in provisioning mode, the e911 registration has no emails listed (accounts created before 2/14/2020), or the registration has at least 1 verified notification email.

An Account is VERIFIED if ALL of the e911 notification email addresses have been verified.

An Account can be Activated when each E911 Registration either has no listed email addresses for notification (accounts created before 2/14/2020), OR each registration has at least 1 verified email, OR the account has no e911 addresses.

If you see the Banner on the account, this indicates that there is an e911 registration that has at least one email address that has not been verified.

This means an E911 Registration can be used even if it is not completely verified.

This means an Account can be activated even if all the email addresses listed in a single e911 registration are not verified.