

Webex - Dynamic E911

In August 2019, the FCC applied new rules implementing two federal laws that strengthen emergency calling: Kari's Law and Section 506 of RAY BAUM'S Act. Kari's Law requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS), which are typically found in enterprises such as office buildings, campuses, and hotels. This is a requirement for all service providers in the US & Canada. The 2 main differentiators are as follows:

1. Securing an outside line, without a requirement that callers need to enter a number or code before connecting to an outside line, **and**
2. Providing accurate information about the caller's location within the building or complex

Both Requirements are an important regulatory need for all customers and users. The new Dynamic E911 system requirements we have implemented will improve emergency response times and more accurate location information for first responders. Evolve IP has integrated the new enhanced 911 requirements into all Webex, Teams & UC Customers.

What is Dynamic E911 for Webex?

- Dynamic E911 is a part of a Federal Regulatory law that helps strengthen emergency calling by using network information to detect a change in physical location and allows users to dynamically update their address information based on detected network information.

Why are we doing this?

- Federal law requires all phone systems, including those hosted by service providers, in the US & Canada to meet the requirements of Kari's Law and RAY BAUMS act, including, among other things, the ability to dial 911 without a prefix (e.g. "dial 9 for an outside line") and the ability to assign specific address and "dispatchable location" for users, including roaming devices, such as

What Do I need to do in my Webex Control Hub?

- Webex Users do not need to make any additional changes or updates in their Control Hub
- For more info on next steps click [HERE](#)

Will my users need to do anything?

- End Users will need to ensure to update their location address when connecting to new networks.
- Examples are: working from starbucks, Home and other remote location you connect your device to.
- As soon as a new network is detected, Webex will prompt an update to emergency services upon opening the app.

Will I have to do anything on my mobile device users?

- No additional Changes are required. However we Strongly advise to have mobile users dial 911 from their Cell phone network and not the Webex Mobile app.

What if I want additional access to manage our E911 notifications, portal and network topology? Who do I contact if I want more info on the E911 portal?

- 911 notifications can be managed via OSSmosis
- If you would like additional information on how to manage additional emergency response settings please reach out to your [CRM](#) or Account Manager for more details.
- A demo can be scheduled with our Product Manager and Sales Engineers.
- This will be available by end of Q3 2023