

How to comply with Kari's Law and RAY BAUM'S Act



Calls to 911 can pose a challenge for private phone networks. Service providers and clients alike want to ensure everyone has reliable access to emergency services quickly and easily. They also need a way to transfer accurate and concise information about a caller's location in a crisis.

Federal Communications Commission (FCC) rules implemented in August 2019 strengthened emergency calling requirements for multi-line telephone systems (MLTS). Spectrum Enterprise Unified Communications (UC) with Webex and Enterprise Trunking MLTS help clients meet these Enhanced 911 (E911) obligations.

Read further to understand these requirements and how to remain compliant.

“Enhanced” 911 means the caller's location is automatically associated with the 911 call.

What is Kari's Law?

Effective date: February 17, 2020

Kari's Law requires that MLTS users be able to dial 911 directly without dialing an outside line prefix, which simplifies and hastens the ability of a caller to reach emergency 911 services. The legislation also facilitates building entry for first responders by notifying a building security office or front desk whenever a 911 call is made. Additionally, calls must include a callback number unless it is technologically infeasible to do so. The callback number is used by public safety answering points (PSAP) to reconnect with the caller if the original call is disconnected.

What is the Repack Airwaves Yielding Better Access for Users of Modern Services (RAY BAUM'S) Act?

Effective dates:

- **Phase 1** — January 6, 2021 (on-premises, fixed devices)
- **Phase 2** — January 6, 2022 (on-premises, non-fixed devices **and** off-premises devices)

RAY BAUM'S Act requires MLTS to provide automated [dispatchable location](#) details for all 911 calls — regardless of the platform used — so first responders can adequately locate the calling party. These additional details go beyond a valid street address to include room, suite or floor numbers.

What does this mean for Spectrum Enterprise UC clients?

Kari's Law: UC clients can choose to be notified of an E911 call placed from their premises by configuring an email address or distribution list that is alerted each time a 911 call is placed. Please call 888-812-2591 if you are a Spectrum Enterprise client who wishes to activate this notification configuration.

RAY BAUM'S Act: UC clients using desk phones are defined as on-premises, fixed-device users, and UC clients using a soft phone application are defined as non-fixed device users, per RAY BAUM'S Act. Phase 1 of RAY BAUM'S Act applied to fixed devices, and Phase 2 applied to non-fixed and off-premises devices.

- **Phase 1** — **As of January 6, 2021**, Spectrum Enterprise collected additional dispatchable information for on-premises, fixed-device clients. Go [here](#) for more information.
- **Phase 2** — Non-fixed device UC clients with solutions installed **on or after February 16, 2020**, were migrated to UC with Webex by November 19, 2021. Spectrum Enterprise clients were prompted to migrate from the previous UC soft phone application, Anywhere Connect, to Webex, which ensured compliance with RAY BAUM'S Act and enhanced their overall user experience.

In 2022, Spectrum Enterprise will contact clients who installed UC **before February 16, 2020**, to migrate to the UC with Webex solution. This will include eligible legacy Bright House Networks customers.



What does this mean for Enterprise Trunking clients?

Spectrum Enterprise PRI and SIP trunks support MLTS operators in meeting their compliance obligations by providing station-level 911 location information and callback numbers. **Clients are responsible for configuring their PBX settings to ensure compliance with Kari's Law and RAY BAUM'S Act.** Please contact your PBX vendor or IT administrator for assistance.

Clients who want to automate this trunking configuration process may purchase a Spectrum Enterprise E911 Location Plus trunking feature. Others may contact our support team at 888-812-2591 with changes to their dispatchable location information to ensure compliance with RAY BAUM'S Act and Kari's Law.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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