



Calling 911 from a Private Branch Exchange (PBX) Line

Seconds Count in an Emergency!

SAVE LIVES AND PROTECT PROPERTY:

Where Can I Learn More?

To learn more about PBX 911 risks and solutions:

- Contact your PBX vendor
- Contact your telephone service provider about subscribing to PS/ALI service or other options
- Visit the California Public Utilities Commission (CPUC) for links to information resources at: www.cpuc.ca.gov/mlts-e911
- Visit the Federal Communications Commission (FCC) websites:
 - » www.fcc.gov/mlts-911-requirements
 - » www.fcc.gov/911-dispatchable-location



As a PBX Caller, Does 911 Know My Exact Location?

If you use a Private Branch Exchange (PBX) telephone system and call 911 because you need assistance, the 911 dispatcher may see only your corporate or billing address, but not the actual location of the emergency call. The dispatcher may also see only the address to a multi-story building, but not the floor and room number of the emergency site. As a result, 911 responders may not find the exact location resulting in the loss of precious life- or property-saving minutes in attempting to find your emergency location.

It is your responsibility to input and maintain the 911 phone station information.

MY OPTIONS:

How Can I Share My Emergency Location with 911 as a PBX Caller?

California's 911 network offers the PBX owner/lessee the option to provide phone station location information, such as room number or floor, in the 911 database used by 911 dispatchers. This feature is vital to ensure the 911 operator has complete information. Accurate PBX phone station number and location will route the call to the correct 911 agency and prevent delays in dispatching to the caller's emergency location.

There are many affordable options available for providing 911 dispatchers with accurate location information. These include:

- Purchasing PBX upgrades;
- Subscribing to services like PS/ALI (Private Switch Automatic Location Identification);
- Upgrading to a hosted VoIP (Voice Over Internet Protocol) or Centrex system;
- Working with third party 911 vendors on a customized solution.

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California Public
Utilities Commission

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cpuc.ca.gov





REDUCE YOUR RISK PROFILE:

What Else Can I Do to Make Sure 911 Gets to the Right Location of an Emergency?

Understand your phone system's limitations and plan for them with the support of your communications administrator and telephone service provider. In particular:

- Work with your equipment vendor and local telephone service provider and educate yourself, your staff, and students about your phone system's capabilities.
- Test 911 calls to make sure they are routed to the correct 911 PSAP (Public Safety Answering Point) agency. Your equipment vendor or installer can help you schedule testing through your local 911 agency using the non-emergency phone number.

Two federal rules, Kari's Law and Ray Baum's Act, significantly improve PBX users' ability to reach emergency responders quickly and ensure that the responders arrive at the right location.

1. **KARI'S LAW** enables PBX callers to call 911 without having to dial an initial 9 to reach an outside line.
2. **RAY BAUM'S ACT** sets new requirements for PBX users when calling 911 to ensure that emergency dispatchers can send emergency responders to the actual location of the emergency. When calling 911 from a PBX line, callers must provide sufficient information to allow the dispatcher and responder to get to the actual location as soon as possible. This information can include, but is not limited to:
 - » The address of the emergency.
 - » The floor of the building.
 - » The suite on the floor.
 - » The room on the floor.

