



Tips to ensure your business is compliant with Kari's Law and the Ray Baum Act

Business customers with multi-line telephone systems may be impacted by recent Federal Communications Commission (FCC) rules, Kari's Law and the Ray Baum Act.

Kari's Law applies to business with multi-line telephone systems manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020. **To be compliant businesses must remove any requirement to dial "9", "8", or any other number to reach an outside line to make a call to 911.** Businesses must also ensure that their telephone system delivers a notification to on-site personnel, alerting them whenever 911 is dialed.

The Ray Baum Act adopts rules to **ensure that a "dispatchable location" is conveyed with 911 calls to emergency dispatch centers.** Dispatchable location means a location that consists of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party.

For more information about Kari's Law or the Ray Baum Act, visit [FCC.gov/mlts-911-requirements](https://www.fcc.gov/mlts-911-requirements).

- Allow users to dial 911 directly without the need to dial a digit to get an outside line. (Kari's Law)
- Notify on-site staff (such as the site manager or front desk staff) when a 911 call is placed from within your organization and report the exact location of the call's origin. (Kari's Law)
- Provide a valid callback number, which, when called back, will connect the 911 operator directly with the person who placed the initial emergency call. (Kari's Law)
- Provide dispatchable location information (street address, and building, floor number, and office or room number) for all phones within your office. (Ray Baum Act)
- Provide dispatchable location information (street address and other details) for remote or nomadic workers who call 911 using their company phone (Ray Baum Act).
- Once you have mapped all the phones in your environment, it is vital that you lock the wiring closet or server room to prevent unauthorized changes. Establish a business process to keep your phone location data up to date.
- Update your company signage. You should ensure that the signage present at elevators and stairwells reflects the same names you're sending to the 911 operator.

Ensuring your organization is in full compliance with both Kari's Law and Ray Baum is critical. This functionality ensures that should disaster strike, first responders can assist as soon as possible. Non-compliance can also impact your bottom line: it's cheaper to comply now than face fines, and even legal action and lawsuits in the future.