# E911 Emergency Routing Service



## • What is the problem with my E911 service?

In January of 2021, the U.S. Federal RAY BAUM'S ACT required that all multiline telephone systems (MLTS) transmit detailed dispatchable location information to the Public Service Answering Point (PSAP). This information should include room number and floor number in hotels and a building number when there is more than one building per civic address.

E911 enables Internet-based telephony systems like SIP lines and hosted PBX solutions from Cloud5 to reach the appropriate local PSAP. It uses the Private switch/automatic location identification (PS/ALI) service to provide the civic address of the caller.

E911 solutions alone do not communicate the dispatchable location necessary to comply with the law.

## • Which locations must meet the requirements in the RAY BAUM'S ACT?

Any PBX MLTS installed after January 6, 2021, regardless of the type of business or residence it is operating in must meet the requirements today. If your system was installed before the cutoff date, you do not have to meet the requirements. However, it may be in the best interest of the business to reduce risks to brand reputation and guest safety by implementing Cloud5's E911 Emergency Routing System (ERS) which is compatible with most PBX systems installed in the last 20 years.

## • How will Cloud5's E911 ERS solve my problem?

Cloud5's E911 ERS will transmit location information that you provide to us for each extension on your MLTS or PBX.

## • How does my local PSAP receive the Dispatchable Location information?

Each PSAP uses different systems to receive calls and view information about those calls. Most PSAPs receive the detailed address and location information in a metadata field that they can access with one click on their screen.

## • How can I verify if the dispatchable location was received by the PSAP?

It is recommended, though not required by law, that all businesses confirm that the expected location details are received by your local PSAP.

This verification can be done by placing a 911 call from any extension connected to the PBX and immediately notifying the dispatcher that your call is a test call. Then proceed by asking the dispatcher to verify the information received including any dispatchable location details. The details are sometimes hidden or not fully presented.

Some PSAPs may have a limitation on the number of characters that can be stored or presented in the detailed location field. Cloud5 recommends keeping location information as brief as possible. 20 characters or less is suggested.

## • Where does the dispatchable location information come from?

Each business or hotel must provide their location information to Cloud5. Cloud5 waives all liability for the accuracy of the location information for all extensions connected to the MLTS. If Cloud5 assists with the research, collection or any inventory process with or on behalf of the business it is still the responsibility of the business to ensure the accuracy of the information. Cloud5 will require that an authorized manager sign off on the detailed location data for all extensions before the service can be activated.

## • How is the Cloud5 E911 Emergency Routing Service billed?

The Cloud5 E911 ERS service is a flat rate for all extensions at a property, but the property is defined by civic address. If the hotel has many buildings, the hotel management will need to verify if each building has a unique civic address. The service is not billed by MLTS or PBX. It is billed separately for each civic address.