

E911 Services



We Make Compliance Simple.

Cloud5 provides emergency routing services over SIP for E911 compliance of Ray Baum's Act, which is enforceable as of January 6, 2021 and Kari's law, which went into effect February 16, 2020. Ray Baum's Act requires that all 911 calls include the "Dispatchable Location" of the caller as additional information provided to the 911 center receiving the call. Dispatchable Location of the caller, the centerpiece of Ray Baum's Act, is the precise location at which emergency services are required.

Compliance mandates certain location information (floor, room number, method to access room, etc.) be communicated to public safety providers to facilitate optimal emergency response. Kari's Law requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS), which are typically found in hotels. Failure to comply with Ray Baum's Act by the January deadline can result in significant penalties of up to \$10,000 plus \$500/day.

The Cloud5 solution includes SIP trunking services with E911 service. We make it easy for hotels to satisfy the legal requirements of Ray Baum's Act and Kari's law, and help ensure the safety of your guests and employees. The new laws apply to any MLTS installed or upgraded after February 16, 2020, but Cloud5 recommends that all customers consider configuring their existing deployments to support both statutes. We strongly suggest you contact your legal counsel to determine the compliance requirements and risks associated with your specific technology installation.

Contact Cloud5 today and learn more about how our experts can help you comply with both Kari's Law and Ray Baum's Act. Don't wait! The first compliance deadline is January 6, 2021.

Cloud5 Advantage

- SIP trunking services with E911.
- Simplified implementation for fast compliance.
- Support for most popular PBX brands including: Nortel, Mitel, Avaya, Hitachi, & NEC.
- 24/7 Support and Service. We are there when you need us, day or night.

Our Expertise

- Guest WiFi & Full Back Office
- Guest-Staff-Event HSIA
- Hosted & On-Premises PBX
- LAN/WAN/SD-WAN Management
- Automated Guest Engagement
- Network Managed Services
- SIP Trunking
- Hotel Reservations
- 24X7 Multilingual Call Center

Keep Your Guests Safe &
Your Property in Compliance
with E911 Services from
Cloud5.

