

## Reduce Your Risk Profile

**Failure to provide station location on 9-1-1 calls from your PBX phone system poses a major risk to your employees, customers and/or students.**

In some instances, a PBX system is located at an administrative location (such as a school district office or company headquarters) with extensions running to many remote locations that are miles away. The emergency 9-1-1 operator must be able to identify the physical location for all phone stations on the PBX system that can be used to dial 9-1-1.

This means that, if you have not taken steps to provide accurate location information for your PBX phone system in California's 9-1-1 database, the 9-1-1 operator may send emergency response personnel to the location where the main PBX system is located rather than to the location from where the 9-1-1 call was placed.

**It is your responsibility to input and maintain the 9-1-1 phone station information. Unless you take steps to provide and update accurate number and location data in California's 9-1-1 database, the location information provided to the 9-1-1 operator may not be the location from which the call is actually placed.**

## Save Lives and Protect Property

Where to get more information on PBX 9-1-1 risks and solutions:

- Contact Your PBX vendor or access PBX user manuals available on-line.
- Contact your telephone service provider about subscribing to PS/ALI service or other options.
- Visit the California Public Utilities Commission website for links to information resources, 9-1-1 solutions and solution providers.  
<http://www.cpuc.ca.gov/PUC/Telco/MLTS+E-911+Workshop.htm>

## PBX 9-1-1 Advisory

**Will your PBX direct emergency help to the right location?**



***In an emergency seconds count!***



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