

White Paper

Kari's Law and Ray Baums Act

What You Need to Know.



Kari's Law

On February 16, 2018 Kari's Law was signed into federal law. Named for Kari Hunt Dunn, the law was championed by her family after she was killed and her 9 year-old daughter was unable to reach emergency services because she didn't know she had to dial "9" to reach an outside line before calling 911 at the hotel where they were staying.

Kari's Law requires direct dialing of "911" be enabled in enterprise environments and directs the FCC to develop necessary 911 calling regulations for the multi-line telephone systems (MLTS) that are commonly used for communications services in buildings, like hotels, hospitals, and most office campuses.

Direct Dialing of 911

At TPx, our UCx solutions never require a prefix, such as "9," to reach 911. In years past, pre-fixes were sometimes requested to reach an outside line, primarily to replicate legacy, premises-based PBX functionality. Often, PBXs would not differentiate between a normal outside line call and an emergency outside line call to 911, creating a less than ideal user experience and providing additional complexity when people need it the least. With UCx, users can always dial direct, whether they are calling a user at another site, across the street for lunch, or to 911, in the case of an emergency, no prefix required.

Internal Alerting

In addition to making it easy to reach 911, Kari's law also requires notifications be sent to designated personnel when a 911 call has been made. Through our Call Alert Notification Service, TPx can send an SMS text, email, or audio call alert to the front desk, on-call nurse, or other first responder at your site, ensuring the quickest possible response during an emergency.

Ray Baums Act

On January 6, 2021, another federal law, called Ray Baum's Act will take effect. This law requires the ability to uniquely identify the specific room and/or floor from which an emergency call was made.

Specific Address

At TPx, we have the ability to register every TN individually with its own, unique address. By doing so, we can incorporate Floor 4, Rm 402 from Floor 3, Rm 305, providing first responders with a specific location from which the emergency call was made.

What this Means to You, as a TPx Customer

As a customer of TPx, you can rest easy that we have the tools and ability to keep your users safe and keep you in compliance. By registering each telephone number with its own unique address, never requiring a prefix to dial 911, and providing notifications to your on-site emergency personnel the moment an emergency call is place, we can ensure that your users and guests will receive the quickest response possible.

About TPx

Founded in 1998, TPx provides access, communications, collaboration and managed service offerings such as firewalls, Microsoft 365, SD-WAN and endpoint security. Delivering IT solutions and services across the U.S. to approximately 25,000 customers in more than 50,000 locations, TPx keeps customer service at the core of everything we do. We manage our customer's technology needs, so our customers can do what they do best – run their business. For more information, visit www.tpx.com.

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