



911 Changes Affecting Multi-Line Businesses

Business customers with multi-line telephone systems may be impacted by 2 recent Federal Communications Commission (FCC) rules, Kari's Law and Ray Baum's 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.

Ray Baum's 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 Ray Baum's Act, visit [FCC.gov/mlts-911-requirements](https://www.fcc.gov/mlts-911-requirements).

As always, we appreciate your business and thank you for being an Armstrong customer.