NexGen

S&G Communications

NexGen Services
Jack Bush, President
17W715 Butterfield Road, Suite D
Oakbrook Terrace, IL 60181
847-459-1220
jbush@sandgcom.com
www.nex-gen-services.com

Business Phone Systems - WiFi Design & Installation - Network Services - Structured Cabling

E-911 - Kari's Law & Ray Baum's Act
Go into Effect in February 16, 2020
for ALL Companies with Multi-line Phone Systems

What does this mean for your company?

On August 15, 2019, the FCC adopted a Report and Order implementing two new laws: Kari's Law and Section 506 of Ray Baum's Act, both of which affect all companies that have amulti-line telephone system.

When properly implemented, Allworx systems provide the tools needed to meet the requirements of both laws. Following is a brief overview of the laws and the Allworx capabilities to help you comply with them.

NO MORE "9" FOR OUTSIDE LINE

Kari's Law requires all telephone systems to enable users to dial 911 directly without having to dial "9" or another prefix to reach an outside line.

NOTIFICATION

When a 911 call is made, Kari's Law alsorequires multi-line telephone systems to provide automated notification, such as to a front desk or security office, in order to facilitate building entry by first responders.

LOCATION

The Ray Baum Act requires that each 911 call shows a "dispatchable location", which is defined as "the street address of the calling party, and additional information such as room number, floor number, or similar information necessary to adequately identify the location of the calling party."

For more information, refer to the FCC website: https://docs.fcc.gov/public/attachments/DOC-353961A1.pdf

FAQ

We are a small business. Are we exempt? No. There are no exceptions.

Does this include softphones? (Calls that are made over the internet using a computer, tablet, or device other than a deskphone.)   Yes, any device that can access the public switch network is expected to meet these requirements.

We use stickers that say "don't dial 911 from this device." Does that meet FCC requirements? No. All devices must be able to dial 911 and be able to provide a dispatchable location

When do these laws go into effect?

KARI'S LAW
      Direct 911 Dial   FEBRUARY 16, 2020
      Emergency Notification   FEBRUARY 16, 2020

RAY BAUM'S LAW
      Dispatchable Location - Fixed MLTS   JANUARY 6, 2021

        Dispatchable Location - Non-Fixed MLTS (Soft Phones)   JANUARY 6, 2022

        Mobile Location   JANUARY 6, 2022

ALLWORX EMERGENCY 911

Your **Allworx VoIP phone system includes a built-in Emergency 911 Monitoring Feature** that can notify assigned staff or security via desk phones, mobile devices, emails and text messages, when a 911 call is made from any of your Allworx phone locations. **This advanced notification feature identifies where the emergency call was initiated - down to the exact building and room number** - helping to ensure the 911 call reaches the people best able to implement timely safety procedures. For more information, click here.
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While the 911 Alert feature is now included in every Allworx phone system, the notification feature needs to be configured. For customers not on a support plan, there is a charge for configuration. To set up an appointment to implement the E911 alert feature, contact Jack Bush at 847-459-1220 jbush@ sandgcom.com.

Allworx X-Series End of Life

The Allworx x-series servers, which includes the 6x, 6x-12, 24x, and 48x, has been discontinued and is being replaced with the Allworx Connect series. Allworx will continue to honor existing hardware warranties, but after updating to software version 8.5, additional updates will be unavailable.

The Connect family of servers comes in five models. So whether you have a few employees in a single location or hundreds of employees across multiple locations, Allworx Connect provides enterprise-grade business phone features in an affordable package.

Trade In/Trade Up and $ave on Allworx Connect ™ Servers

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About NexGen / S&G Communications

Our engineers provide design and implementation of IP phone systems and network services from all the leading carriers. We also offer WiFi services, cloud services, network analysis and network optimization services.

Our technicians install voice and data cabling, fiber optic cabling, racks, cabinets, under-floor tray systems, wireless access point installation, and more.

Our installers are certified, union technicians. By using quality products and certified technicians, we can provide you with an infrastructure capable of supporting all applications designed for today's standards.

Training and Service - As a provider of premier IP phone systems, we offer free on-site training and a suite of post-implementation services to help you successfully maintain your system.

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