

FCC Emergency Call Regulations

The Federal Communications Commission (FCC) adopted rules to help ensure people who call 911 from Multi Line Telephone System (MLTS) – which commonly serve hotels, office buildings, and campuses – can reach 911 directly and be quickly located by first responders. In part, the FCC's rules require MLTS to support direct 911 dialing from extension with no prefix required; impose requirements for transmitting dispatchable location information; and require a notification be sent to a central location in organizations when a 911 call is initiated (your specific obligations may vary).

The FCC's rules also require MLTS manufacturers to provide the functional capabilities for these features and require organizations to ensure these features are activated. The installer of Cisco's Unified Communications Manager, is responsible for configuring the system to properly route all 911 calls in accordance with the FCC's rules.

We strongly recommend contacting your legal counsel to determine your specific obligations.

Additional details can be found at FCC website:

<https://docs.fcc.gov/public/attachments/FCC-19-76A1.pdf>

