

Ray Baum's Act and Kari's Law

What every U.S. business needs to know

Ray Baum's Act and Kari's Law are two federal statutes to strengthen emergency (911) calling and processes. These new laws will impact every U.S. business that uses a multi-line telephone system (MLTS).

What do the laws require?

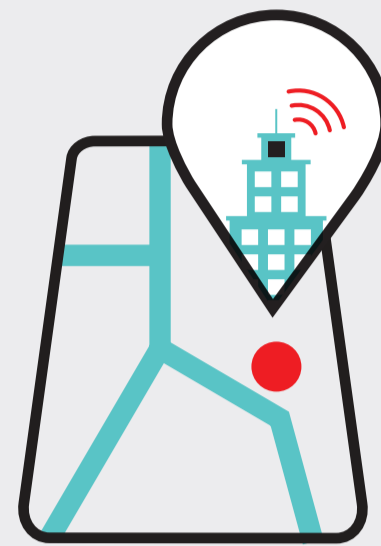
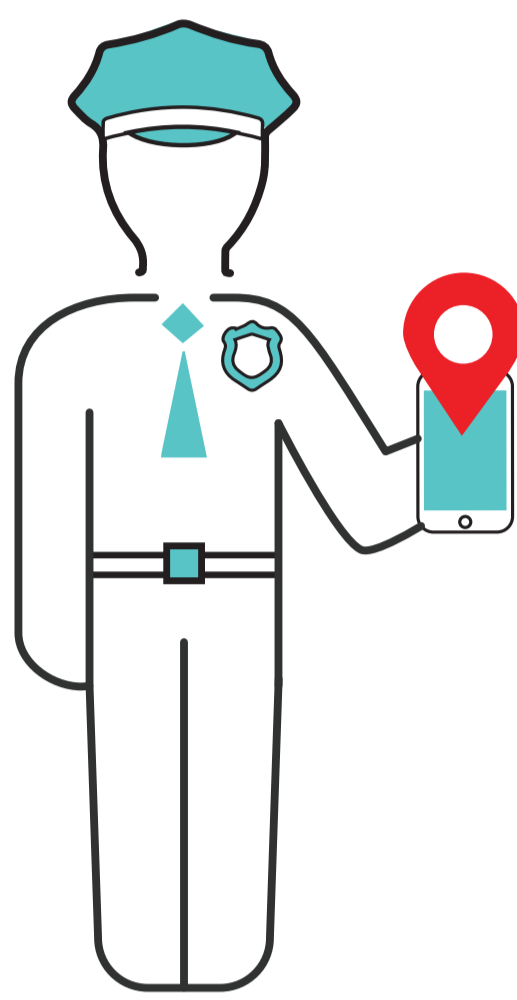


The direct dialing requirement

MLTS must support direct dialing of 911. Phone systems can no longer require callers to dial an initial digit, like 9 or 1, to initiate an outbound call to 911.*

The notification requirement

The system must notify a central location, like a front desk or security office where someone is likely to be alerted of the 911 call. This will help speed response times when first responders arrive.*



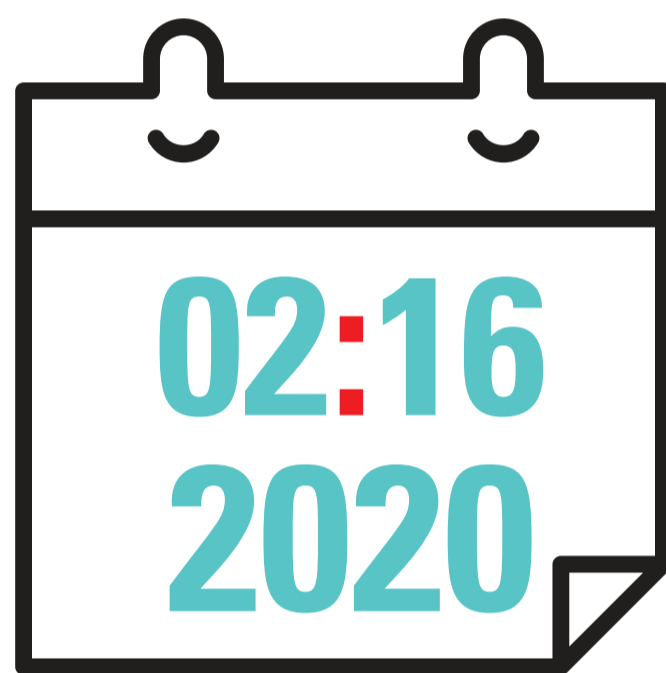
The location requirement

911 calls must include the "dispatchable location" to help first responders quickly locate the caller. The Federal Communications Commission (FCC) defines dispatchable location: "Dispatchable location information includes the street address of the caller and additional information, such as room or floor number, necessary to adequately locate the caller."**

When do businesses need to comply?

The direct dialing and notification requirements took effect on Feb. 16, 2020

Though the law will not invoke consequences for systems installed before Feb. 16, 2020, any updates, alterations, or new software must comply.



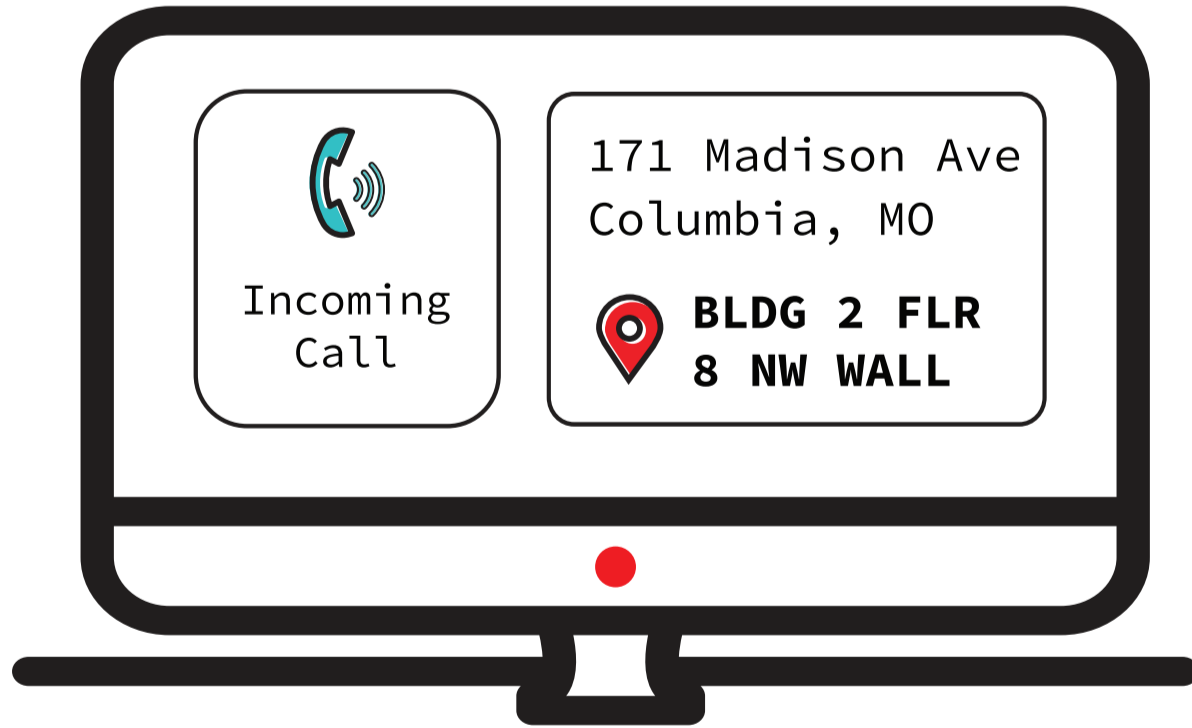
Depending on the type of MLTS device, deadlines range from Jan. 6, 2021 to Jan. 6, 2022 for the location requirement

Your organization must deliver the dispatchable location to the public safety answering point (PSAP) with any 911 call.

How can your organization meet the requirements?

Ensure accurate notification during an emergency

We've helped many organizations move from traditional phone systems to sophisticated communications or next generation phone systems that ensure accurate notification of critical information on the right communications device to assist in an emergency.



Find a partner for 911 solutions

Spok provides emergency notification solutions for a wide variety of businesses—from federal, state, and local agencies to hotels, casinos, campuses, and healthcare organizations.

Our emergency notification solutions can help your organization meet and exceed the requirements of Kari's Law and the Ray Baum's Act. For more information, contact your Spok sales representative or email inforequest@spok.com.

Read more about Kari's Law and the Ray Baum's Act at spok.com/E911-laws



* Requirement of Kari's Law (Direct Dialing and Notification for MLTS)

** Requirement of Section 506 of RAY BAUM'S Act