

Keep this information handy to help answer common questions about meeting new FCC regulations for dispatchable locations and multi-line telephone systems (MLTS).

WHAT ARE THE NEW REGULATIONS?

Kari's Law requires that any building with a multi-line telephone system (MLTS) must allow callers to dial 911 directly (without needing to dial "9" to get an outside line, for example). When a 911 call is made, the system must also send a notification to a central location like a front desk or security kiosk and include a callback number and information about the caller's location.

RAY BAUM'S Act requires that a "[dispatchable location](#)" is passed along with every 911 call to a PSAP/ECC, regardless of the technology platform. This includes 911 calls from an MLTS. A dispatchable location means a validated street address of the person calling and additional information such as a room or floor number. However, these rules do not apply to wireless providers who are subject to separate location accuracy requirements and benchmarks.

WHO IS AFFECTED BY THE NEW REGULATIONS?

Many locations have an MLTS, including companies with offices in multiple locations, campuses (including K-12, universities and colleges), government offices, hospitals, hotels, retail facilities, and financial institutions.

Kari's Law applies to people who make, sell, lease, install, manage or own/operate an MLTS that was manufactured, sold or installed after February 17, 2020. The regulations do not apply to an existing MLTS installed before that date. (An exception is if a state enacted a version of Kari's Law prior to the federal version.) Because the statute isn't retroactive, some locations with an MLTS may still require dialing an extra digit to call 911 until the system is upgraded or replaced.

RAY BAUM'S Act affects MLTS manufacturers, owners and operators *as well as* service providers, state and local 911 authorities and PSAPs/ECCs. Service providers include companies that provide fixed telephony, interconnected VoIP service, mobile text services, and more. Those who make, own, and manage MLTS and service providers must comply with the laws and deadlines.

HOW CAN MY STATE/PSAP/ECC SUPPORT COMPLIANCE IN MY COMMUNITY?

Here are five ways to educate your PSAPs on the requirements this legislation brings:

1. Go to [911.gov](#) to learn more about the laws, what's [required](#) and how it affects State 911 Programs/PSAPs/ECCs.
2. Find out if there are any local or state laws/ordinances that also relate to MLTS.
3. Use the resources at [911.gov](#) — including the [ECC/PSAP checklist](#) for MLTS and 911 rules.
4. Leverage the [interactive checklist](#) available to ensure 911 constituents, including all service types, states and others, fully understand compliance requirements.
5. Communicate with and educate ECC staff on interpreting dispatchable location information they will receive and any changes to procedure and point them to [911.gov](#) resources to help answer questions.

WHERE CAN I FIND MORE INFORMATION OR REFER STAKEHOLDERS FOR MORE INFORMATION?

Kari's Law and RAY BAUM'S Act Requirements (PDF) (Excel)
Dispatchable Location Requirements (PDF) (Excel)
Federal Communications Commission MLTS 911 Requirements
Federal Communications Commission Location Accuracy web page

911.gov
 For details please go to www.911.gov

WHAT ARE THE DEADLINES FOR COMPLIANCE?

PSAPs/ECCs, businesses, and educational facilities do not need to change their MLTS to comply with Kari's Law regulations. But starting on February 17, 2020, all MLTS manufacturers, vendors, importers, lessors, installers, managers, and operators must preconfigure any new MLTS system to meet the requirements noted above.

In addition, service providers must meet the deadlines below for providing a dispatchable location for every 911 call, as required by RAY BAUM'S Act, depending on the device from which the MLTS 911 call is coming:

January 2021	January 2022	April 2023	April 2025
Fixed devices (such as wired landlines) must provide a dispatchable location to 911.	Non-fixed devices (VoIP, MLTS, mobile text and others) must provide a dispatchable location (or alternative information) to 911. This is also the deadline for dispatchable location for wireless devices (if technically feasible).	Vertical wireless device location accuracy must be within 3 meters (or dispatchable location) in the 50 biggest cell coverage areas (applies only to national carriers/providers).	Vertical wireless device location accuracy within 3 meters (or dispatchable location) nationwide (applies only to national carriers/providers).