9LINE

9Line for BroadWorks

9Line for BroadWorks helps carriers meet the evolving state and federal regulatory requirements, protect their existing telephony investment, and comply with affordable device-based licensing and margin protection.

Key Features:

- 9Line's innovative DID Pooling™, Any DialPlan™, Extension Aware™, and PSTN Connect™ features enable carriers to add 9Line without assigning a public TN to every station, making significant changes to extension assignments or call routing.

- Cisco Webex App users enjoy the native E911 location discovery and automatic location switching via HELD. Customers interact seamlessly within the Webex App as 9Line operates silently to deliver compliant 911 calls.

- Full compliance with Ray Baum's Act is assured with 9Line's first to market Extension Aware™ feature. BroadWorks carriers can provide a dispatchable location for every unique extension based on the device profile or user ID without assigning a public telephone number.

- Kari's Law compliance is achieved via dial plan accommodations, 9Line DID Pooling™, and alert recipients configured at the enterprise or group level. Notifications can include SMS, email, and browser-based desktop notifications from the 9Line portal.

- 9Line for BroadWorks supports any line-side registered device without any on-premises infrastructure and can be implemented in less than a day.

- Carriers can choose from multiple onboarding options, from automated solutions utilizing APIs via supported provisioning systems to complete self-service by end-users.

Cloud-Based Solution

Extension Aware

DID Pooling

Flexible Licensing

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www.9Line911.com

Notable Features

Cloud-Based Solution

Wholly cloud-based solution that offers support for any device registered to BroadWorks. 9Line supports address assignment based on any device profile or user ID.

Flexible Licensing

9Line understands compliance is a journey and supports flexible onboarding plans to quickly enable Webex App users while working towards fixed physical phone detailed dispatchable locations.
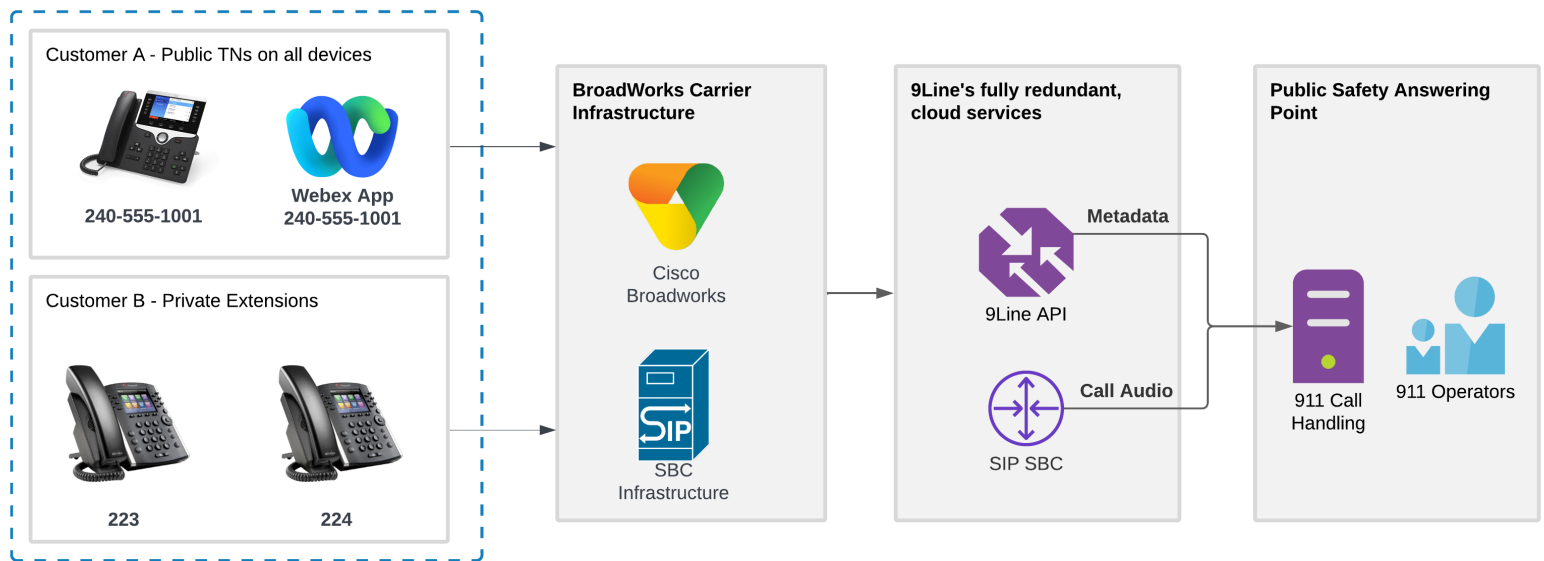
DID Pooling™

DID numbers do not need to be purchased. With 9Line DID Pooling™, a 9Line DID is assigned at call time and remains allocated through the lifecycle of a call. 9Line also supports the native Webex App E911 experience. You are in control of provisioning customer keys and instantly activating your Webex customers.

Extension Aware

9Line is the only National 911 Provider that can accept a call from a BroadWorks extension and support a callback call from the PSAP to that same extension. This feature saves organizations the time and expense of renumbering to support dispatchable locations.

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Architecture

Customer A - Public TNs on all devices

240-555-1001

Webex App
240-555-1001

Customer B - Private Extensions

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BroadWorks Carrier Infrastructure

Cisco Broadworks

SBC Infrastructure

9Line's fully redundant, cloud services

Metadata

9Line API

Call Audio

SIP SBC

Public Safety Answering Point

911 Call Handling

911 Operators

9Line for BroadWorks can be deployed standalone for only the Webex App or extended to include line-side registrations for any phone device profile or user ID and provide 911 calling compliance for all phones registered to your BroadWorks instances.

Webex App Integration

Integrating with 9Line to support your Webex App users is an easy process and puts carriers in control of provisioning to speed up customer activations. Create the necessary configuration to support third-party emergency calling and then create the per-customer provisioning.

Before the emergency call:

- Devices are assigned a location by end-users or organization administrators in the 9Line portal.
- Granular dispatchable location address information is validated and synchronized with your BroadWorks instance by writing a token to the location field and ready to be assigned when a 911 call is made.

When an emergency call occurs:

- BroadWorks emergency calling configuration will send the call, with the location token, via Carrier's SIP SBC to 9Line.
- 9Line receives the call over the top via the Internet, securely encrypted if desired, to the highly available, active-active, 9Line session border controllers.
- 9Line inserts metadata containing the address information set earlier by the user or the administrator and the DID pooling feature assigns a temporary DID.
- The call is presented to the responsible PSAP with the dynamic metadata information.

In case of disconnect:

- The PSAP will attempt to call back the temporary DID assigned previously.
- 9Line converts the call to the original calling party number.
- 9Line sends the call back to the originating SBC, and then the BroadWorks instance, connecting the 911 dispatcher to the original TN or extension.

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Specifications

Requirements	• Available for carriers operating release 23 or greater. • API user accesses BWKS via XSP/ADP. • Requires System/Reseller access to read all Ent/SP/Group info. • HELD functionality requires Cisco defined patches for 3rd party emergency calling.
Cloud Capabilities	• Geo-dispersed across multiple cloud regions. • Serverless system design for scaling and redundancy. • Independently operable database design. • Active-Active support with nearest data center routing. • Fully virtualized Session Border Controllers. • Support for TLS/SRTP for calling.
Alerting	• Notifications via SMS, email, and browser-based desktop notifications from the 9Line portal.
Dynamic Call Routing	• SIP over TCP or TLS. • RTP/SRTP G.711. • DTMF RTP-NTE. • PSTNConnect™ provides backup routing. • 933 test number for service address location testing. • US and Canada PSAP Coverage via VPC covering 6000+ PSAP facilities.
Provisioning & Validation	• Real-time feedback is presented for incorrect address.
Unlocated Caller Services (Relay Calls)	• Professionally trained and 24/7/365 staffed 911 call takers to triage a caller's location. • 9Line includes the first unlocated caller fee at no additional charge ($25 thereafter). • Supports callers calling with unprovisioned, or incorrectly provisioned address information.
Security Features	• Call signaling encryption with TLS. • Call media encryption with SRTP. • Support private instances, ExpressRoute, Site-to-Site VPN (fees apply).

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Specifications Continued

Testing	• Unlimited test calls can be placed to the "933" test pattern.
	• 24/7/365 access to service.
	• Dynamically generated audio recording will read back the address of the device.
	• Can be made available to users if administrators wish to allow self-testing.
Ordering Information	• Licensed on a per-device model.
	• 30-day trial for services for customers wishing to try & buy.
	• Annual subscription-based software as a service billing model.
	• Discounts available for multi-year pre-paid terms.
Compliance	• Meets or exceeds state and federal 911 regulatory requirements.
	• IETF/RFC requirements for SIP in RFC 2543, 2833, 3261, 5139.
	• Encryption with TLS 1.2+.
Support	• Onboarding support included with Customer Success Manager.
	• Post-implementation support available 24/7/365 via email and web.
	• Online system administrator documentation.

About 9Line

9Line was founded to bring affordable emergency calling solutions to the market. Built by industry veterans with over 25 years of experience in Cisco unified communications applications and premier software engineering capabilities, 9Line is uniquely positioned to help customers of all sizes achieve compliance. By working hand-in-hand with our customers and partners, we deliver the features that help organizations become and remain compliant with federal laws such as Kari's Law and Ray Baum's Act.

Please visit www.9Line911.com for more information.

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