



## 9Line for CER

9Line for Cisco® Emergency Responder helps Cisco Collaboration customers meet the evolving state and federal regulatory requirements, protect your existing telephony investment, and achieve compliance with affordable licensing complementing your existing telephony licensing.

### Key Features:

- Industry leading functionality: 9Line's innovative new features such as no DID's required offers a true return on investment by eliminating the costs for direct-inward-dial numbers required by ERL/ELIN-based service offerings.
- Advanced dispatchable location: In addition to the phone address, send up to 60 characters in the location description to be as granular as possible.
- Real-time location updates: No more delays for phone locations to update via carrier.
- Empower remote users: Remote users can update their location with HELD automatic location switching via Webex.
- Native integration with CER: 9Line integration with CER means no duplicating the work your IT team has already put in for phone location mapping.
- Rapid implementation: After phone mapping is already completed, 9Line software implementation can be up and running the same day.
- Tier-based licensing: Allows organizations to select a feature set based on their requirements.



Uncompromising Affordability



HELD Location Switching



No DID's Required



SSO & API Ready

# Other Features

## Uncompromising Affordability



Our tier-based licensing model allows organizations to select an appropriate feature set based on their requirements for their knowledge workers.

## HELD Location Switching



Users with Webex registered to CUCM have the ability to utilize automatic location switching with HELD.

## SSO & API Ready



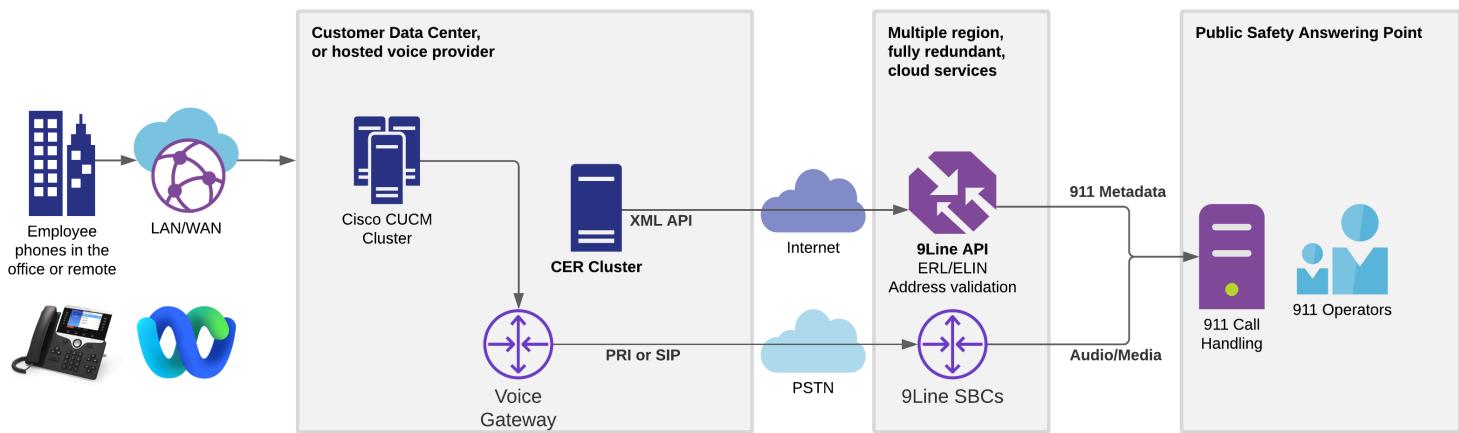
Customers have the ability to utilize Single Sign-On and APIs to further improve efficiency, usability, and security with all 9Line integrations.

## No DID's Required



Customers are not required to purchase any DID numbers since 9Line can keep CER in place and swap the real DID's from ELIN configurations.

# Architecture



## Before the emergency call:

- End-user devices are tracked through the Cisco Emergency Responder (CER) MAC Address, IP Subnet, or Wi-Fi access point methods, when on-premises.
- Organizations using Webex will have the ability to utilize HELD for setting user locations.
- Granular dispatchable location address information for both on-premises and off-premises users is validated and synchronized with 9Line by CER, then stored and ready to be assigned when a 911 call is made.

## When an emergency call occurs:

- Cisco Emergency Responder will perform its standard operations of changing the calling party number and selecting the correct route pattern to send the call to 9Line.
- Cisco Unified Communications Manager will use the selected route pattern to route the call.
- The customer gateway (CUBE or other SBC) sends the 911 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.
- The call is presented to the responsible PSAP with the dynamic metadata information.

## In case of disconnect:

- The PSAP will attempt to callback the number CER has assigned for the emergency call. In the case of on-premises phones, this is the ELIN. For off-premises users, CER requires assigning a unique DID to the user. This callback occurs via the customer's regular PSTN (PRI/SIP) service.

# Specifications

<b>Cloud Capabilities</b>	<ul style="list-style-type: none"><li>• Geo-dispersed across multiple cloud regions.</li><li>• Serverless system design for scaling and redundancy.</li><li>• Independently operable database design.</li><li>• Active-Active support with nearest data center routing.</li><li>• Fully virtualized Session Border Controllers.</li><li>• Support for TLS/SRTP for calling.</li></ul>
<b>Collaboration System</b>	<ul style="list-style-type: none"><li>• Recommend CUCM 11.5, 12.5, 14, or 15 release (minimum 12.5 SU2 for Wi-Fi tracking, minimum 12.5 SU6 for HELD).</li><li>• Latest CER 11.5, 12.5, 14, or 15 release, compatible with CUCM release.</li><li>• Integrates with on-prem, Webex Calling - Dedicated Instance, or private cloud deployment.</li><li>• Cisco Unified Border Element (physical or vCUBE) with direct or indirect Internet access.</li><li>• Cisco Expressway can be used in lieu of CUBE (consumes rich media sessions).</li><li>• Other manufacturer SBCs (must support SDP IP address changes if behind NAT).</li></ul>
<b>Phone Endpoints</b>	<ul style="list-style-type: none"><li>• Any endpoint supported by Cisco Unified Communications Manager which can be configured to operate with Cisco Emergency Responder is supported by 9Line.</li></ul>
<b>Alerting</b>	<ul style="list-style-type: none"><li>• Utilizes native Cisco Emergency Responder alerting features.</li><li>• Singlewire's products for notification can be used when 9Line is deployed.</li></ul>
<b>Dynamic Call Routing</b>	<ul style="list-style-type: none"><li>• SIP with TCP-only.</li><li>• PSTN backup connectivity, if requested.</li><li>• RTP/SRTP G.711.</li><li>• DTMF RTP-NTE.</li><li>• 911 emergency calls with PSTN backup DID, if requested.</li><li>• 933 test number for service address location testing.</li><li>• US and Canada PSAP Coverage via VPC covering 6000+ PSAP facilities.</li></ul>
<b>Provisioning &amp; Validation</b>	<ul style="list-style-type: none"><li>• Native integration with Cisco Emergency Responder.</li><li>• Real-time feedback is presented for incorrect address.</li><li>• View 9Line historical validation within CER.</li><li>• Fully encrypted HTTPS/TLS connectivity between CER and 9Line cloud.</li></ul>
<b>Unlocated Caller Services (Relay Calls)</b>	<ul style="list-style-type: none"><li>• Professionally trained and 24/7/365 staffed 911 call takers to triage a caller's location.</li><li>• 9Line includes the first unlocated caller fee at no additional charge (\$25 thereafter).</li><li>• Supports callers calling with unprovisioned, or incorrectly provisioned address information.</li></ul>

# Specifications Continued

<b>Security Features</b>	<ul style="list-style-type: none"><li>• Call signaling encryption with TLS.</li><li>• Call media encryption with SRTP.</li><li>• Support private instances, ExpressRoute, Site-to-Site VPN (fees apply).</li></ul>
<b>Capacity</b>	<ul style="list-style-type: none"><li>• Supports unlimited Unified Communications Manager clusters.</li><li>• Supports unlimited Cisco Emergency Responder clusters.</li><li>• Supports up to 12,500 Emergency Response Locations per CER (Cisco's limit on CER).</li></ul>
<b>Testing</b>	<ul style="list-style-type: none"><li>• Unlimited test calls can be placed to the "933" test pattern.</li><li>• 24/7/365 access to service.</li><li>• Dynamically generated audio recording will read back the address of the device.</li><li>• Can be made available to users if administrators wish to allow self-testing.</li><li>• Automated testing of endpoints with UnifiedFX can be used with the 933 pattern.</li></ul>
<b>Ordering Information</b>	<ul style="list-style-type: none"><li>• Licensed on a per-user model per the customer's flex plan.</li><li>• Public space devices are included at no additional charge.</li><li>• All of a user's devices (physical &amp; soft phones) are included in the user fee.</li><li>• 30-day trial for services for customers wishing to try &amp; buy.</li><li>• Annual subscription-based software as a service billing model.</li><li>• Discounts available for multi-year pre-paid terms.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Meets or exceeds state and federal 911 regulatory requirements.</li><li>• IETF/RFC requirements for SIP in RFC 2543, 2833, 3261, 5139.</li><li>• Encryption with TLS 1.2+.</li></ul>
<b>Support</b>	<ul style="list-style-type: none"><li>• Onboarding support included with Customer Success Manager.</li><li>• Post-implementation support available 24/7/365 via email and web.</li><li>• Online system administrator documentation.</li></ul>

# Licensing Tiers

Included	Advanced	Enterprise
Core 911	✓	✓
933 Testing	✓	✓
Encrypted SIP	✓	✓
Webhook Based Notifications	✓	✓
Multiple PBX Integrations	✓	✓
SSO		✓
Security Desktop Application		✓
Community Support	✓	✓
Standard Support	✓	
Premium Support	Add-On	✓
Proactive Customer Success		✓
Contract Redlines		✓

## 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](http://www.9Line911.com) for more information.