



## 9Line for Microsoft Teams Direct Routing

911 compliance is critical for businesses, as it ensures that emergency services can be quickly dispatched in an emergency while helping companies comply with legal regulations, maintain their safety and security, and reduce the risk of liability claims.

Microsoft Teams serves as a fully featured phone system making it a Multi-Line Telephone System (MLTS) subject to Kari's Law and Ray Baum's Act, as well as state-level regulations for 911 services. As a result of the mobility of employees using Teams on laptops and tablet devices, customers leveraging Microsoft Teams Direct Routing must plan and implement a 911 compliance solution in addition to their existing PSTN service.

### Key Features of 9Line for Microsoft Teams

9Line offers a seamless and stress-free 911 compliance solution for Microsoft Teams that is fully CPNI compliant, ensuring the security and privacy of your sensitive data. In addition, our expert support team is available to provide guidance and answer any questions you may have during the implementation process.

With our solution, we leverage the dynamic tracking capabilities of Microsoft Teams to present fully compliant 911 calls to the correct Public Safety Answering Point (PSAP) in real-time. By utilizing the real-time location of callers, we can speed up response times and potentially save lives<sup>1</sup>.

9Line is a reliable and efficient solution that prioritizes the security and safety of your business operations. We use the advanced features of Microsoft Teams to ensure that your emergency calls are compliant and quickly responded to by the appropriate authorities. With our expert support and the dynamic tracking technology within Microsoft Teams, you can trust 9Line to provide you with the best possible service in emergency situations.



Direct Routing



No DID's Required



Any DialPlan™

## Key Features Continued

9Line for Microsoft Teams offers a range of key features that are essential for ensuring the safety and security of Teams users in emergency situations. What sets 9Line apart from other 911 compliance services for MS Teams are its unique proprietary features, such as no DID's required and Any DialPlan™.

With no DID's required, customers can eliminate the need to purchase telephone numbers as Emergency Location Identification Numbers (ELINs) and can reclaim any previously assigned ELINs. The service will assign a DID dynamically at call time and retain the mapping for twenty-four hours. In addition, Any DialPlan allows customers to present any SIP URI, including internal extensions, to the 9Line platform. This ensures that calls from the PSAP are routed to the individual who made the 911 call and not presented to all parties who share the telephone number.

In case of an emergency call, 9Line processes the call, including the dispatchable location information, and routes it to the appropriate Public Safety Answering Point (PSAP) for the caller's location using the 9Line Single Route call routing engine. The service is fully compliant with industry standards and regulations for emergency services and is integrated with over 6000 US & Canadian PSAPs, local emergency services, and responders, providing businesses and organizations with peace of mind that they are meeting their legal and regulatory obligations.

## Benefits of 9Line for Microsoft Teams

The 9Line service is an essential tool for businesses, as it ensures that emergency services can be quickly dispatched in the event of an emergency, thereby enhancing the safety and security of Teams users. By helping businesses comply with legal and regulatory requirements, it also reduces the risk of legal and financial penalties.

Moreover, 9Line provides a reliable and effective way to access emergency services, reducing liability claims and giving businesses and organizations peace of mind that they are fulfilling their obligations and responsibilities to ensure the safety and security of their employees and visitors.

At 9Line, we're committed to helping organizations implement this critical tool. Our standard implementation plans take the guesswork out of achieving compliance, and our authorized partners are ready to assist. With 9Line's affordable compliance services, organizations achieve compliance without incurring exorbitant fees.



Cloud-Based Solution



Auto Location Tracking



Uncompromising Affordability

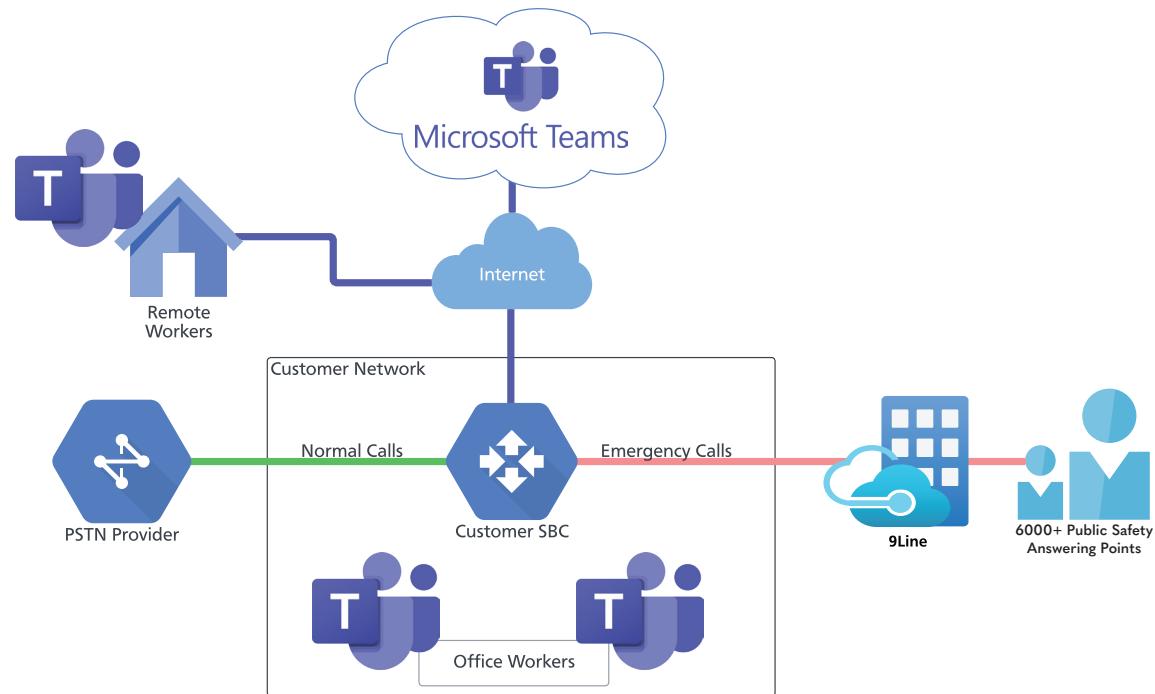
# How 9Line for Microsoft Teams Works

Understanding how 9Line for Microsoft Teams works is critical for businesses to ensure compliant 911 calls. The Microsoft Teams Location Information Service (LIS) is the first step in identifying a user's location using network infrastructure data reported by the Teams client.

The LIS matches the reported data to administrator-defined locations, with the user's device being queried if no match is found. If the location cannot be derived, emergency calls will be routed to the national emergency call center to screen the call before transferring it to the local PSAP<sup>ii</sup>.

When an emergency call is made, Microsoft Teams sends the call to the organization's SBCs, which then sends it to 9Line. 9Line routes the call based on flags in the SIP messaging, either to the local PSAP for valid and verified user locations or to the national ECC.

9Line overwrites the calling number, allowing no DID's to be required, and the Any DialPlan feature stores extension information for callback purposes. The call is then delivered to the PSAP or ECC. For additional peace of mind, 9Line complements the notifications provided by the Microsoft Teams platform with additional notification recipients.



## Getting Started with 9Line for Microsoft Teams

### Initial Meeting

We'll learn your requirements

### Create & Implement

We'll customize a plan and implement it together

### Compliance

Your organization is prepared to help save lives

# Licensing Tiers and Availability

9Line's 911 services are available to customers with locations in the US and Canada. The service offers competitive licensing with different tiers available for organizations to choose from based on their required feature set.

For organizations with multiple phone systems, such as those migrating from Cisco to Microsoft, the 9Line licensing is interchangeable and does not require separate purchases.

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		✓

# Conclusion

9Line for Microsoft Teams is a critical tool for businesses to ensure the safety and security of their employees and visitors in emergency situations. This compliance service reduces the risk of legal and financial penalties and provides peace of mind to businesses and organizations. With unique proprietary features, including no DID's required and Any DialPlan, 9Line offers flexible and customizable solutions for emergency call routing.

At 9Line, we're committed to delivering affordable and reliable compliance services to help organizations meet their legal and regulatory obligations. With competitive licensing and powerful features, the 9Line service is the best choice for organizations of all sizes and unique requirements.

To begin your compliance journey, contact the 9Line team via [www.9line911.com](http://www.9line911.com) or email the team [sales@9line911.com](mailto:sales@9line911.com).

## 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 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.



<sup>i</sup> The Microsoft Teams client has limitations to the automatic location identification service. Administrators should familiarize themselves with these limitations and ensure users are trained to understand the limits. Contact 9Line to review how these limits may impact your organization.

<sup>ii</sup> Please refer to Microsoft's document <https://learn.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling> for detailed information about the order of operations and behavior of the Teams client and the LIS.