

Why is ECS Compliance Important?

Failure to provide station level, dispatchable location information for 9-1-1 calls from your ECS poses a potential risk to your employees, customers, students and/or visitors.

In some instances, an ECS is located at a central location (such as a school district office or company headquarters) with extensions running to many remote locations that are miles away. The 9-1-1 call-taker must be able to identify the physical location for all phone stations on the ECS that can be used to dial 9-1-1.

This means that if you have not taken the steps to provide accurate location information for your ECS in Vermont, the 9-1-1 call-taker may direct emergency response personnel to the central location rather than to the location from where the 9-1-1 call was placed.

It is your responsibility to ensure the input and maintenance of the 9-1-1 phone station location information.

Save Lives & Protect Property

Where to get more information on Vermont 9-1-1 ECS Requirements and solutions:

- Visit the Vermont Enhanced 9-1-1 Board website for links to further information.
<https://e911.vermont.gov/ECS>
- Contact your ECS vendor.
- Contact your telephone service provider about subscribing to PS/ALI service or other options.



<https://e911.vermont.gov/>

Vermont ECS 9-1-1 Advisory

Enterprise Communication Systems (ECS) – formerly known as Multi-Line Telephone Systems (MLTS)

NOTE: New Rule in Effect July 1, 2019

For full text of Rule visit our website:

<https://e911.vermont.gov/statutes-and-rules/rules>

Will your ECS direct emergency responders to the correct dispatchable location?



In an emergency seconds count!

**Vermont Enhanced 9-1-1 Board
July 2019**

Where is the 9-1-1 caller?

If you use an ECS, the 9-1-1 call-taker may see only your corporate or billing address, not the dispatchable location of the emergency.

What is a dispatchable location?

A dispatchable location is the location information delivered to the PSAP by the ECS provider with the 9-1-1 call. The location information must consist of the verified street address and community name, plus additional information to adequately identify the location of the calling party. The additional location information must include floor level (if applicable) and the more granular of suite, apartment, or room identifier. Any single room larger than 10,000 square feet must include additional granular information such as number, cubicle number, visible signage, or other logical landmark or physical information to identify the location of the calling party.

What can happen if my ECS is Non-Compliant?

- **Police, fire and EMS may be sent to the wrong location miles from the actual emergency;**
- **9-1-1 call-takers may be unable to call back the caller when disconnected, instead getting the switchboard at a different location and/or voice mail asking for the extension.**
- **If 9-1-1 receives the main address of a multi-story building, but does not receive the floor and room location, precious minutes may be lost in attempting to find the 9-1-1 caller.**

How do I know if my ECS is compliant with 9-1-1?

While your ECS may have all the capabilities required for 9-1-1 compliance, it may not be programmed correctly, or the telephone number and dispatchable location being sent with the call to the PSAP may be outdated and/or incorrect.

The ONLY way to know for certain that your ECS is compliant is to schedule testing with the Vermont Enhanced 9-1-1 Board.

DO NOT PLACE ANY TEST CALLS TO 9-1-1 WITHOUT PRIOR APPROVAL FROM THE VT ENHANCED 9-1-1 BOARD

The ECS test form and instructions are available for download at:

<https://e911.vermont.gov/TestCallForm&Instructions>

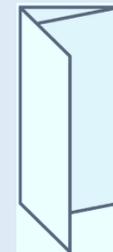


Side 2

What are my options?

There are many options available for providing 9-1-1 call-takers with accurate location information. These include ECS upgrades, utilizing services like PS/ALI (Private Switch Automatic Location Identification), upgrading to a hosted VoIP or Centrex system, or working with third party 9-1-1 vendors on a customized solution.

You can begin exploring your options by speaking with your existing service provider to determine what functionality your existing system has and what is needed to achieve compliance with 9-1-1.



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