

Brightspeed Voice+ with RingCentral provides features and tools to support your Kari's Law and Ray Baums Act compliance efforts.

Kari's Law

Kari's Law, effective February 16, 2020, requires those operating multi-line telephone systems (MLTS) to support direct dialing to 911 without a prefix, and requires a notification to an internal or external central location that 911 has been dialed.

Direct Dial 911

Brightspeed Voice+ with RingCentral supports dialing 911 without a prefix and meets Kari's Law compliance as part of the product offer. There is no action required by our customers.

911 Notification

Kari's law requires a notification be sent to a central location like a front desk or security kiosk where it is likely to be seen or heard when a 911 call is placed. The notification will provide an alert that a 911 call was placed and includes location information and a call back number.

All customer accounts will support 911 notification by default, which you can set and update by visiting the Phone System > Emergency Calling > Emergency Notifications section in your Administrative Portal. For more information, go to 911 Notifications.

While RingCentral provides tools for compliance, it is your responsibility to provide a valid location for notification and to correctly set up and update addresses for your endpoints.