

AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE TRAINING

Part 2 : Clearspan Compliance Recommendation

November 2021

AT&T HVS 911 Update – Ray Baum Act Compliance Training Webinars



Training Videos, Webinars, & Presentation Downloads Available at
www.clearspancloud.com/att-admin-training

OpEasy™ v21.x Documentation Available at
www.clearspancloud.com/admin_opeasy_training

AT&T HVS 911 Update – Ray Baum Act Compliance Training

- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- **Part 2: Clearspan Compliance Recommendation**
- Part 3: Dispatchable Locations and Emergency Response Locations
- Part 4: Importing ERLs from Existing Intrado ERS Account to OpEasy
- Part 5: OpEasy™ creating Intrado ERLs
- Part 6: OpEasy™ assigning ERLs to Non-HELD capable SIP wired endpoints
- Part 7: OpEasy™ and HELD enabled SIP Wired Endpoints
- Part 8: Soft Clients on Computers (Nomadic Devices) – Intrado Location Manager
- Part 9: Soft Clients on Mobile Devices
- Part 10: Emergency Services for MS Teams

Part 2:

Clearspan Compliance Recommendation

3 Types of Non-Fixed Emergency Services Call Origination

1 Mobile Devices (Apple/iOS, Google/Android)



2 Nomadic Devices (PC)

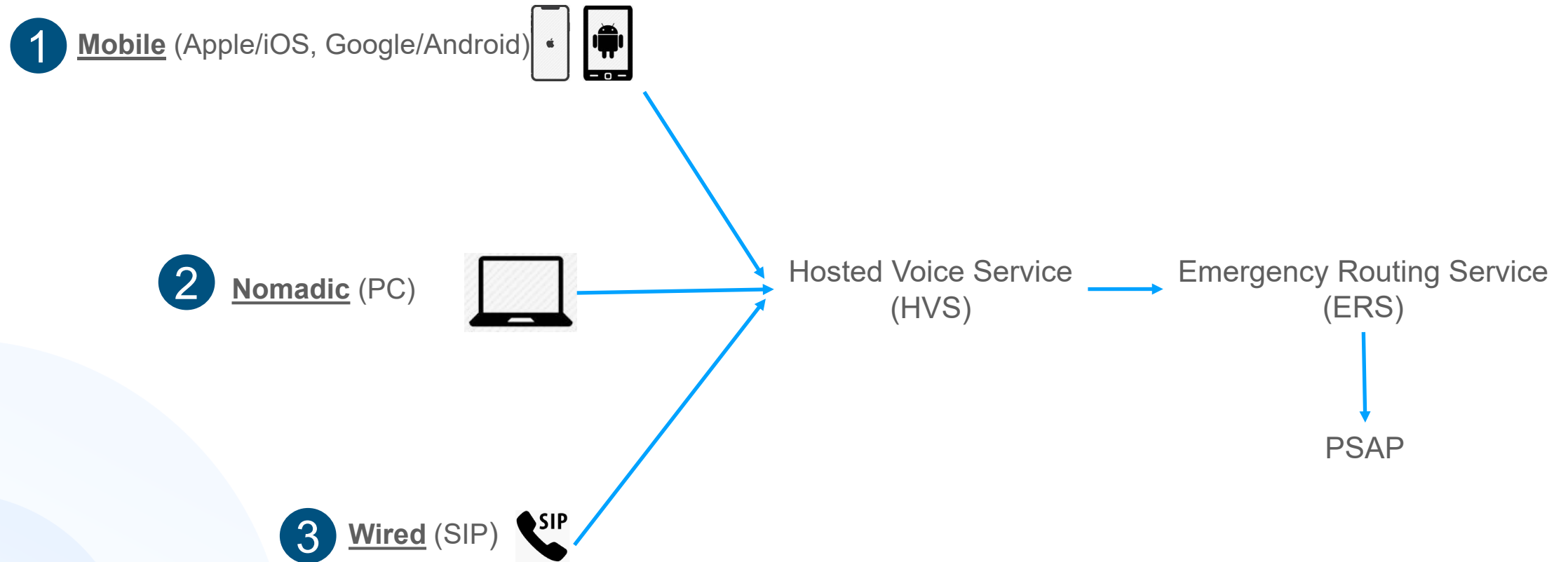


3 SIP Wired Endpoints



911 Call Treatment for Non-Fixed Endpoints

911 CALL FLOW



911 Call Treatment for Non-Fixed Endpoints

1 Mobile Devices (Apple/iOS, Google/Android)

- Solution: Emergency Call Response Center (ECRC) Service
 - Emergency Services for mobile devices are typically handled via the mobile service
 - ECRC Service is a WIFI backup to the embedded mobile service Emergency Services
 - Configured within the soft client to only be used if mobile service is unavailable

911 Call Treatment for Non-Fixed Endpoints

2 Nomadic Devices (Laptop)

- Solution: Location Manager (LM) with Emergency Routing Service (ERS)
 - Emergency Services for soft phones deployed on laptop computers
 - Lightweight client that prompts user to provide emergency response location when location is not recognized
 - The Location Manager widget automatically updates the ERS

911 Call Treatment for Non-Fixed Endpoints

3 Wired SIP End Points

HELD Capable

- Location Information Service (LIS) with Emergency Routing Service (ERS)
- SIP wired end points that are 'HTTP Enabled Location Delivery' (HELD) capable in an LLDP environment

Non-HELD Capable

- Customer locks down network / manually manages / builds custom monitoring

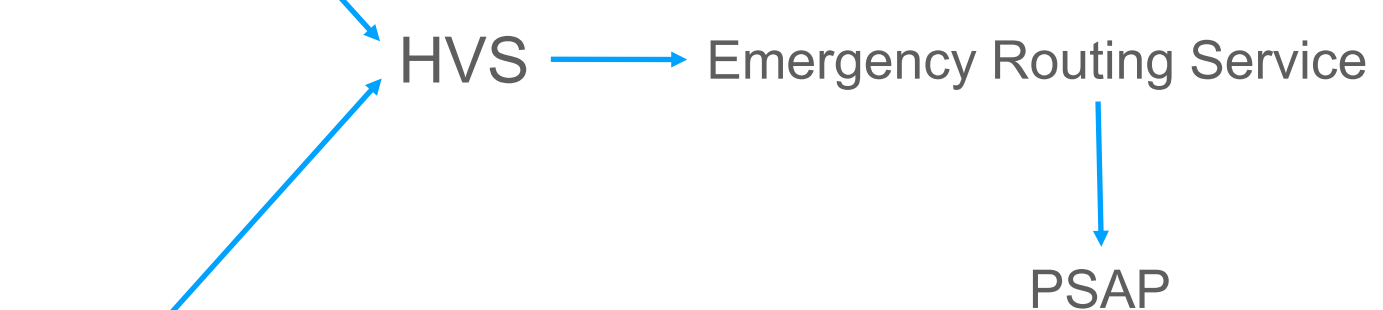
911 Call Treatment for Non-Fixed Endpoints

Non-HELD Capable vs HELD Capable SIP Wired Endpoints

3 **Wired, solution**
HELD Capable



3 **Wired, solution**
Non- HELD Capable



Validated HELD Capable SIP Wired End Points

HELD – HTTP Enabled Location Delivery

A protocol for a phone to request it's dispatchable location information to be used for 911 calls

- Mitel 68xx, 69xx
- Poly VVX Models
- Requires Firmware update
- Requires network mapping

Proceed to Part 3:

Dispatchable Locations and Emergency Response Locations

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THANK YOU