

# CBTS E911 Audit Customer Manual

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## **Disclosure of Corporate Structure – cbts and its Affiliates**

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## E911 Annual Audit Overview

The E911 Annual Audit Manual provides a concise overview of the E911 audit process. Based on the seriousness of a 911 call, CBTS recommends an annual audit for each location.

The goal is to conduct four E911 Annual Audit tests:

1. **Verification of Address / subnet range** - Verify physical addresses and correlation to voice subnet range for each location
2. **911 test call** - Perform 911 test call from each location/subnet to confirm PSAP information is correct
3. **Call Back** – Once you complete the 911 test call immediately complete this step to ensure the number the operator gave you rings the phone that the call was placed from.
4. **Verification of Remote Location Manager (RLM)** - Confirm each phone is displaying the proper address via RLM

## Step-by-step Process

### Verification of Address / subnet range

1. Verification of the attached [Checklist for Audit Test 1 – Address/Subnet Confirmation](#). This checklist contains the address CBTS has in the E911 server. To complete this test follow these steps:
  - a. Verify the [Full USPS Valid Format Mailing Address](#) for each subnet.
  - b. Ensure the address is concise in description including suite, building, floor, etc.

*Note: some 911-call centers truncate this information to the first 20 characters.*

Report issues after each step by emailing Incidents at [incidentsngts@cbts.com](mailto:incidentsngts@cbts.com)



### 911 test call

1. Call your local police department's non-emergency line and confirm how to conduct a test of your E911 system.

*Note: Some PSAPs prefer that you schedule the tests in advance. It is completely at their discretion.*

2. Call 911 from one of the locations listed on your E911 Audit Checklist
  - a. Immediately state **"This is not an emergency. We are testing our phone system's 911 feature. My name is \_\_\_\_\_ and I'm calling from \_\_\_\_\_. I need you to verify some information"**
  - b. Have the operator provide the following and verify it against the information on the [Checklist for Audit 2 – 911 Test Call](#). If the information is not correct make a note and report it to Incidents (See steps below)
    1. What is the address you see on your screen?
    2. What is the phone number you see on your screen?
    3. Where is this PSAP located?
    4. Is this the correct PSAP to service my area?
3. Repeat Step 2 for each location listed on the [Checklist for Audit 2 – 911 Test Call](#)
4. Confirm that any custom E911 features are working correctly, this includes:
  - a. **911 Security Desk DID** –
    - i. **Call Monitoring**: if configured these DIDs should be conferenced into the 911 call in a muted state.
    - ii. **Call Redirect**: if configured all 911 calls are redirected to the security desk and not sent directly to a 911 operator
  - b. **Email for e911 Notifications** – when configured, an email with details from the 911 call, is sent. We recommend a group email account so you can manage who receives these emails.
  - c. **Assign to desk alert** – if you have installed Desk Alert software on a PC a Pop-up and audible alert will occur when 911 has been dialed

*Note: For more details on these custom E911 search the State of Ohio NGTS site.*

Report issues after each step by emailing Incidents at [incidentsngts@cbts.com](mailto:incidentsngts@cbts.com)



### Call Back

Immediately after completing the 911 Test Call dial the number given by the 911 operator. The number should ring the phone that placed the 911 call. If it does not, report this as an issue to [IncidentsNGTS@cbts.com](mailto:IncidentsNGTS@cbts.com).

Note: It's important that this is done immediately after placing the 911 call because the link between the number the operator shows and the phone that placed the call is only good for a few minutes.

### Verify Remote Location Manager (RLM) on each phone

RLM is a feature of our E911 server that allows you to confirm the physical address registered to on our system, directly from the phone.

This test consists of confirming the RLM on each device. Confirming each RLM can be time consuming but required to ensure emergency services are dispatched to the correct location.

*Note: these instructions may be slightly different for each model. The following instructions are based on model 8845*

1. Click on Settings button 
2. Scroll down to locate the "E911 Location Monitor RLM" option and once highlighted press the select button
  - a. The phone will then poll our system and display the address that is configured for that specific phone
3. Confirm the address matched what was expected and mark it complete on the E911 Audit Checklist.
4. If the address is wrong note this in the Changes Needed column of the E911 Audit Checklist

**\*\*\*Exception\*\*\*:** Analog devices and 7900 series phones or older are not compatible with RLM

Analog devices (Panic buttons, fax machines, etc.) may or may not have the ability to dial 911. A portion of devices may not have a handset/speaker phone or keypad that would allow a user to dial 911. The goal would be to list analog devices to omit from 911 and ensure the remaining list of devices should have the ability to dial 911.

- Review list of devices from the [Checklist for Audit Test 3 – RLM Confirmation](#) report for the following
  - Confirm each capable IP phone is displaying the proper address via RLM
  - Confirm and test analog devices that require 911 capabilities

Report issues after each step by emailing Incidents at [incidentsngts@cbts.com](mailto:incidentsngts@cbts.com)