

E911 Settings and Guidelines

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Important information that every dealer and customer should understand regarding e911 settings and guidelines

All DID's assigned to iPECS Cloud accounts must have an address assigned to it to provide the proper information when 911 is dialed and that number is sent to the PSTN. This information **MUST** be included as part of the iPECS Cloud Project Worksheet.

When customers move, it is the duty of the dealer to notify Vertical Communications of those changes so that the 911 addresses can be updated. The DLR_Carrier Changes E911 CNAM Excel document can be found in My Documents within the dealer portal (Cloud quoting tool) and should be submitted to indicate those changes. It is extremely important to keep the 911 information accurate for safety and legal reasons.

The SIP service provider for iPECS Cloud is Momentum Telecom and **ONLY** numbers ported to the Momentum network should be sent as outbound caller ID on calls placed by iPECS Cloud users.

IF A NUMBER NOT OWNED BY MOMENTUM IS SENT IN A CALL TO 911, THERE IS A PENALTY AUTOMATICALLY ASSESSED THAT THE DEALER WILL BE RESPONSIBLE FOR.

CALLS TO 911 SENT FROM NON-MOMENTUM NUMBERS CANNOT BE PROCESSED PROPERLY AND THEREFORE IT COULD AFFECT THE EMERGENCY SERVICES REQUIRED BEING CONTACTED IN A TIMELY MANNER AND HAVE LIFE AND DEATH CONSEQUENCES.

To be sure that your tenants are set up correctly, please refer to this technical information for programming directions: <https://ipecskb.vertical.com/help/911-transmitted-caller-id>