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911 Emergency Advisory
Prior to making any changes to 911 addresses, please read the 911 Advisory.

CenturyLink Repair
For assistance with an address change request that won’t process correctly, please contact CenturyLink Repair at 877.878.7543.
Administrator Portal Login

Portal URL: https://centurylink.com/voip. Enter your administrator User ID/Password to access admin functionality within the portal. You should have received your administrator login details via email.

Administrator Portal URL: centurylink.com/voip
User Id: adminlogin here
Password: adminpassword here

⚠️ WARNING

LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-726-6875 and obtain CenturyLink's approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address usually take approximately 15 minutes from when the request was submitted, but in rare cases can take up to 2 business days. Requests for a future change of your 911 address usually take approximately 15 minutes from the scheduled change date and time, but in rare cases can take up to 2 business days. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order, and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service.

Enhanced 911 (E911)

CenturyLink IQ® SIP Trunk service supports Enhanced 911 service (E911), which associates an address with the caller’s telephone number, which is then provided to the local Public-Safety Answering Point (PSAP). This allows emergency services to locate the caller without the caller having to verbally provide that information.

IQ SIP service employs a feature called Group Number that provides a representative phone number to the PSAP for calls made to 911 from a given IQ SIP location. The purpose of this document is to provide an overview of E911 and how you can assure it is set up correctly for your company.

Tenant and Groups

As a portal administrator, you'll have access to the entire tenant for your organization. Within that tenant are groups, which are physical locations or addresses for each of your organization's sites. Some tenants have only one group, others could have many. All numbers in a group should be at the same address. This is important information for 911 purposes.
How E911 works with IQ SIP

For IQ SIP, only one number per group delivers to 911. That number is identified as **Group Number** in the portal.

- No matter which number dials 911 from this group, it’s the number assigned as the **Group Number** that’s delivered to emergency services.
- The **Group Number** is the number emergency services dials if they need to call you back.

**ACTION REQUIRED:** Every time a new group is added to your tenant, the Group Number and associated address needs to be verified as accurate in the portal. This should be done before 911 test calls are made.

Locating the Group Number

1. On the main menu, hover over **Manage Services**.
2. From the drop-down menu, click **Group Caller ID**.
3. If you have multiple groups, select the group you want to manage from the **Select a Group** drop-down list.
4. Click the **Get** button.
5. The number defined as the **Calling Line ID Group Number** is delivered for 911 calls made from this group.
Changing the Group Number

Every time a new group is added to your tenant, the **Group Number** needs to be verified for accuracy. You should confirm the number (and address) is accurate in the portal before making any test calls to 911. Follow the steps above for **Locating the Group Number** to locate the group you want to verify. Then proceed per below.

Select the number from **Calling Line ID Group Number** drop down list.

- This will not be editable until after numbers have ported and are registered with 911.
- You should be able to edit the number approximately 20 minutes after porting; however, it can take up to 72 hours before it is editable.

1. A **Notification Email Address(es)** box appears. Enter your and other email addresses or distribution lists to be notified when this request is completed.
2. Click the **Save** button at the bottom of the page.

3. Within the confirmation window, click the **Proceed** button to continue with the number change, or click **Cancel** to discontinue the process.
4. A message appearing in red font confirms your change request is in the process of being changed:
   - The originally assigned number appears until the change has been completed.
   - The message in red font remains until the change request has completed.
   - You won’t be able to update the number again until the change request has completed.
   - You should not update your 911 address until this change request has completed.

5. You’ll receive an automated email notification confirming when the change is completed.

6. Once you receive that confirmation, you can make test calls to 911.

   **Note:** If you don’t receive a notification within 72 hours after making the change, please contact repair at 800-524-5249, option 2, option 2, option 1.

**Locating the 911 Address for a Group**

You should confirm your address (and **Group Number**) is accurate in the portal before making any test calls to 911. You won’t see your 911 address until your numbers have ported and associated orders have closed.

1. On the main menu, hover over **Manage Services**.
2. From the drop-down menu, click **Group Caller ID**.
3. If you have multiple groups, select the group you need to manage from the Select a Group drop-down list.
4. Click the Get button.
5. The address registered with emergency services appears next to Current 911 Location.

Updating the 911 Address for a Group

Every time a new group is added in your portal, the address (and Group Number) will need to be verified as accurate in the portal before making any test calls to 911. Follow the steps above for Locating 911 Address for a Group to locate the new group you need to verify.

If the address is a permanent change, you'll need to contact your account team and have them submit an order to have your address updated in CenturyLink’s back-end systems. In the interim, you can update your address in the portal. This ensures the address shows correctly to emergency services while the order processes.

CAUTION: Always update your Group Number before updating the address. Be sure you receive the automated email confirming your Group Number has updated before proceeding with an address change.
1. Click the **Update 911 Information** button.

2. Click either the **Add Location** button or the **Copy** button to modify the base or existing location:

   - **Add Location**
     Select this option if you need to change Address Line 1, City, State or Zip information. You’ll also have an opportunity to add Address Line 2.
   
   - **Copy**
     Select this option if the address is correct, however, you would like to use Address Line 2 to add more specific location information such as suite #, cube #, etc.
How to Add a Location

1. Click the **Add Location** button.

2. Enter a **Location Name**, **Address Line 1**, **Address Line 2**, **City**, **State** and **Zip**.
   **Note:** Location Name is for identifying that 911 location address. It is not passed on to the PSAP.

3. Click the **Save** button.
   **Note:** If you’re unable to submit a new location, please contact repair at 800-524-5249, option 2, option 2, option 1.
4. You'll receive notification that your action was successful.
5. Click the **Set as Current Location** button to make this new location the temporary 911 address.

![Manage 911 Locations and Schedules](image)

6. In the **Set as Current Location** window, click either the **Change Now** or **Schedule a Future Change** button, depending on the timing of your needed change.
7. Click **Change Now**.

![Set as Current Location](image)

8. In the **Change Location** window, confirm the address is correct, if so, click the **OK** button.
9. You'll receive an email notification acknowledging your request to change the address.
10. You'll receive a second email notification confirming when the change is completed.

**Note:** The change usually processes within 15 minutes. In rare cases, it can take up to 72 hours to complete. If you don’t receive a notification within 72 hours, please contact repair at 800-524-5249, option 2, option 2, option 1.
How to Copy an Address

1. Click the Copy button revealing a pop-up box showing the current location.

2. Change the Location Name.
   
   **Note:** Location Name is for identifying that 911 location address. It is not passed on to the PSAP.

3. Enter Address Line 2.

4. Click Submit.
5. Click the **Set as Current Location** button to make this the temporary 911 address.

6. You'll receive a pop-up boxing asking you to confirm your need to change your 911 location, confirm the address is correct and click **OK**.

7. You'll receive an email notification acknowledging your request to change the address.

8. You'll receive a second email notification confirming when the change is completed.

   **Note:** The change usually processes within 15 minutes. In rate cases, it can take up to 72 hours to complete. If you don't receive a notification within 72 hours, please contact repair at 800-524-5249, option 2, option 2, option 1.

### SIP E911 Add-On Feature

There are occasions you may not need to use the Group Number and/or associated address for one or more numbers within that group. For those instances, you can purchase the **SIP E911 Add-On Feature**. (Your account team can advise of cost.) This feature allows you to update the 911 address for a specific number. Also, that number itself will be delivered to 911 in lieu of the Group Number.

Occasions you may want to use the SIP E911 add-on feature:

- A remote worker would like to update the address to the location from which they’re working.
- You would like to give more specific address location information. You’ll have the option to add **Address Line 2** giving emergency services more specific location information such as floor, suite number, cube, etc.

  **For example:** Group A has 20 numbers. One of those is technically at the same address but located in an annex building. You can use this feature to add "annex building" to **Address Line 2**.
How to Order a SIP E911 Add-On Feature

1. Click Inventory from the main menu.
2. Click Add on Features from the sub menu.
3. If you have multiple groups, from the Select a Group drop down list, select the group you need to manage and click the Get button.
4. Enter the quantity of features you would like in the Add Features column for the SIP E911 row.
5. Hit Tab on your keyboard – the Submit button will not become active until you hit Tab.
6. Click the Submit button.
7. Primary admin information is prepopulated in the **First/Last Name** fields, **Phone** field and **Email** field. This information can remain as is if correct or can be modified as necessary.

8. Enter appropriate notes in the **Comments** box and click the **Place Order** button.

9. You’ll receive an automated email when the order is submitted.

10. You’ll receive a second, automated email when the order completes, and the features are available within inventory.

**Note:** This order type typically completes in 30 minutes. There are instances it can take up to 24 hours.

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How to Assign SIP E911 Add-On Feature to a Number and Update the Address

There are a few ways you can assign the add-on feature and update the address. Which method you chose depends on the quantity of add-on features you’re assigning and variations in the address.

<table>
<thead>
<tr>
<th>When to Use</th>
<th>Assign Feature</th>
<th>Update Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Updating one or a few users.</td>
<td>●</td>
<td>●</td>
<td>Telephone Number</td>
</tr>
<tr>
<td>Assigning (or removing) the feature for many users.</td>
<td>●</td>
<td></td>
<td>Bulk Add/Delete E911 Add-On Feature</td>
</tr>
<tr>
<td>Changing address for many users.</td>
<td></td>
<td>●</td>
<td>Bulk 911 Registration</td>
</tr>
</tbody>
</table>
Telephone Number

For this method, you’ll edit a specific telephone number. You can assign the add-on feature and/or update the address.

1. Click User Administration from the main menu.
2. Click Manage Users from the sub menu.
3. If you have more than one group, select Search ALL-Across Enterprise in the Select a Group drop down.
4. Select Phone from the Find drop down menu.
5. Enter the number you’re searching for in the that includes field.
6. Click the Search button.
7. Click the Edit icon next to that number.
8. On the User Settings tab, scroll down to Available e911 Inventory to confirm you have inventory available.

9. Select the Yes radio button next to Assign e911 to this User.

10. Click the Save button, this returns you to the Manage Users screen.

Note: The Update 911 Information button at the top of the window will be greyed out until you assign a license to this user and click Save.
11. To update the 911 address for that user, click the **Edit** button again.

At this point, you have the option to:

- **Add Location**
  Select this option if you need to change **Address Line 1, City, State** or **Zip** information. You will also have an opportunity to add **Address Line 2**.

  For instructions, please refer to section ** Updating the 911 Address for a Group**, sub-section **How to Add a Location** (page 10).

- **Copy**
  Select this option if the address is correct, however, you would like to add more specific location information by using **Address Line 2**.

  For instructions, please refer to section ** Updating the 911 Address for a Group**, sub-section **How to Copy an Address** (page 12).
Bulk Add/Delete E911 Add-on Feature

This method allows you to assign the 911 Add-On feature to many users at once through a bulk load. You can also use this method to remove the feature.

1. Navigate to **Bulk Add/Delete E911 Add-On Features** under the **User Administration** menu.
2. Click on **Template File (Excel)** to download a template.
3. Enter the **10-digit phone number** for the numbers you’re adding this feature to, do not include punctuation (ex: 2125551234).

4. Click the **Add** radio button.
5. Enter your email address in the **Email ID** field.
6. Click the **Browse** button to find the file you created.
7. Click the **Submit** button.

8. You’ll receive an email notification when the bulk load has completed.
Bulk 911 Registration
This method is useful when you’re updating many users with the same address. While the main address may be the same, you can still customize Address Line 2 for each user.

1. Navigate to **Bulk 911 Registration** under the **User Administration** menu.
2. Select the group from the **Select a Group** drop-down menu and click the **Bulk 911 Registration** button.
3. Enter a **Location Name**, **Address**, **City**, **State** and **Zip**.
4. Click the **Next** button.
5. Only numbers that have the **E911 Add-On Feature** assigned to them will be available in the **Search Results and End Users** field.
6. Use arrows between the fields or drag and drop the numbers from the **Search Results** and **End Users** field to the **Add Users To** field.
7. Click the **Next** button.

![User Administration](image)

8. Enter **Address Line 2** if applicable.
9. Click the **Apply this address line 2 for all selected users** button if applicable.
10. Click the **Submit** button.

![Bulk 911 Registration - Submission](image)
11. You'll see a confirmation at the top of the page letting you know your request has been submitted.

![Bulk 911 Registration - Submission](image)

12. You'll receive a separate email for each number confirming when the address has been updated. **Note:** If there are numbers that already have a temporary address assigned, they’ll appear at the top of the list in red font. You have the option to select the trash can icon to remove them from your list.

![Bulk 911 Registration - Submission](image)
Alien TNs (Telephone Numbers)
An Alien TN is a telephone number (TN) that has not been ported/registered with CenturyLink IQ SIP. Without proper programming in your equipment, delivering an Alien TN on outbound calls may result in 911 calls being misdirected to the National Call Center. Misdirected 911 calls will incur a minimum $75 fee per occurrence.

Documenting 911 Test Call Results
Before making test calls to 911, confirm the telephone number and address for 911 purposes are accurate in the portal. When making test calls to 911, there are specific details you should document. In the event the call fails to route correctly or delivers incorrect information, this is the information that CenturyLink's repair team will need to troubleshoot the issue. Repair can be reached at 800-524-5249, option 2, option 2, option 1.

Template to Document 911 Test Call Results
- Calling date
- Calling time
- Time Zone
- What PSAP did the call route to
- What number did you make the 911 call from
- What number displayed to the PSAP
- Is this the correct number (yes/no)
- What number should have displayed
- What calling name displayed to the PSAP
- What is the correct calling name (yes/no)
- What address displayed to the PSAP
- Is this the correct address (yes/no)
- What is the correct address
**Tips for Testing Calls to 911**

Test calls do not need to be scheduled. The best time for test calls for any PSAP are between 9AM and 3PM. Protocol for these types of calls is relatively simple:

1. Immediately identify that this is not an emergency; you’re making a test call.
2. Ask if they have a few seconds to verify what call information they’re seeing at the PSAP. If it is not a good time, they’ll let you know.
3. Confirm the information listed in the template above.

**Additional 911 Products and 911 Limitations**

This guide provides a high-level overview of how E911 works on the product to which you’ve subscribed. For customers using products such as CER (Cisco Emergency Responder) to manage calls to emergency services, additional considerations need to be made to successfully integrate the two systems.

Limitations to 911 are included in your contract with CenturyLink. Access the [911 Emergency Service Advisory for CenturyLink, LLC](#) guide for limitation specific information.