

IQ SIP Administrator Guide

911 Information

March 26, 2020



Table of Contents

911 Emergency Advisory	3
CenturyLink Repair	3
Administrator Portal Login.....	4
Enhanced 911 (E911).....	4
Tenant and Groups.....	4
How E911 works with IQ SIP	5
Locating the Group Number.....	5
Changing the Group Number	6
Locating the 911 Address for a Group.....	7
Updating the 911 Address for a Group	8
How to Add a Location.....	10
How to Copy an Address	12
SIP E911 Add-On Feature	13
How to Order a SIP E911 Add-On Feature.....	14
How to Assign SIP E911 Add-On Feature to a Number and Update the Address	15
Telephone Number.....	16
Bulk Add/Delete E911 Add-on Feature.....	19
Bulk 911 Registration.....	20
Alien TNs (Telephone Numbers).....	23
Documenting 911 Test Call Results	23
Tips for Testing Calls to 911	24
Additional 911 Products and 911 Limitations.....	24

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](#)



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

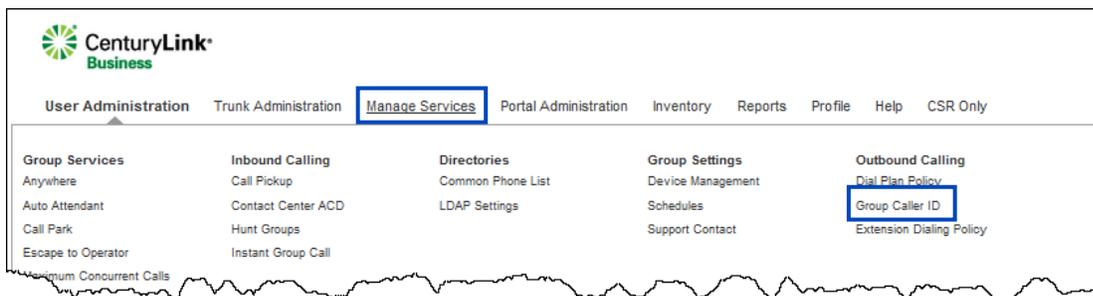
For IQ SIP, only one number per group delivers to 911. That number is identified as **Group Number** in the portal.

- 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.

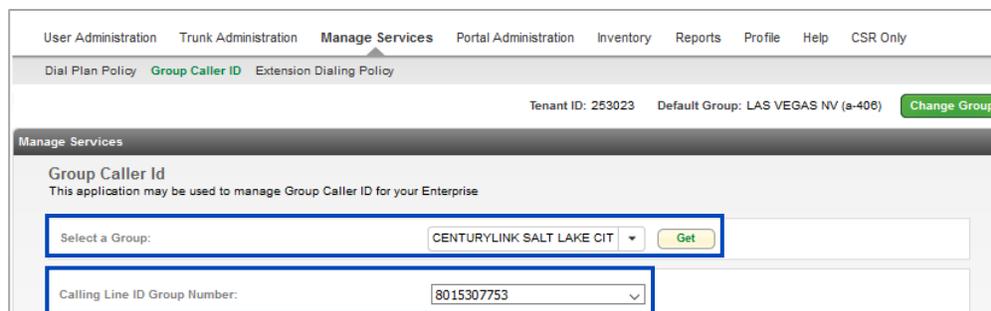
ACTION REQUIRED: Every time a new group is added to your tenant, the Group Number and associated address needs to be verified as accurate in the portal. This should be done before 911 test calls are made.

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.

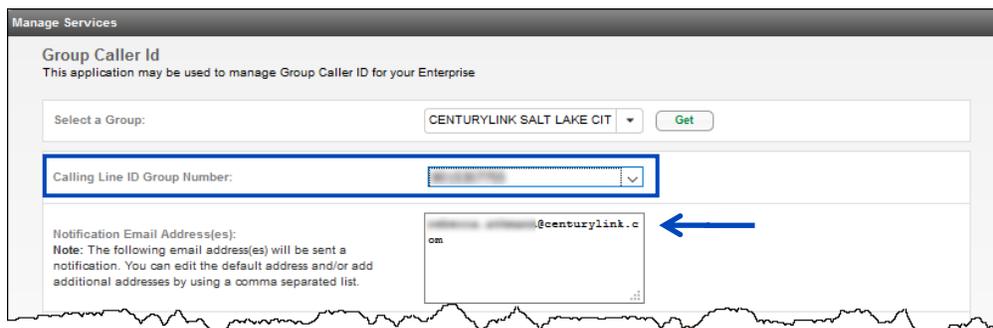


Changing the Group Number

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.



Manage Services

Group Caller Id
This application may be used to manage Group Caller ID for your Enterprise

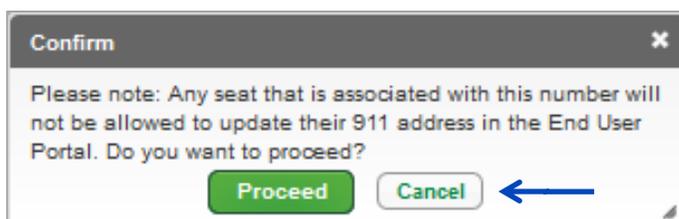
Select a Group: CENTURYLINK SALT LAKE CIT

Calling Line ID Group Number: [dropdown menu]

Notification Email Address(es):
Note: The following email address(es) will be sent a notification. You can edit the default address and/or add additional addresses by using a comma separated list.

[email address]@centurylink.com

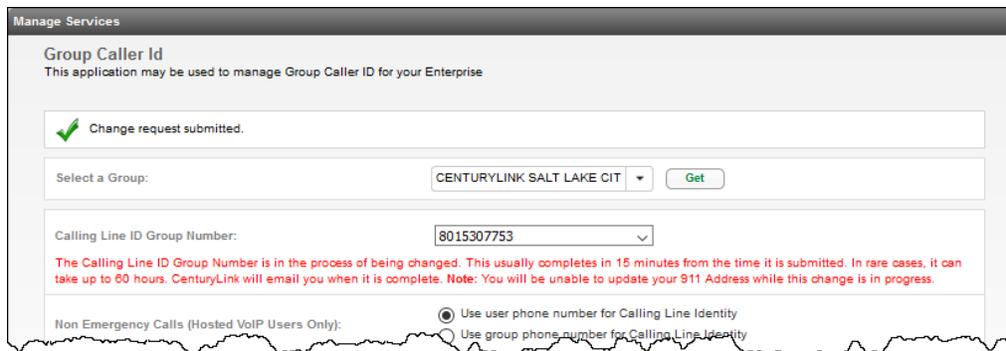
3. Within the confirmation window, click the **Proceed** button to continue with the number change, or click **Cancel** to discontinue the process.



Confirm

Please note: Any seat that is associated with this number will not be allowed to update their 911 address in the End User Portal. Do you want to proceed?

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.



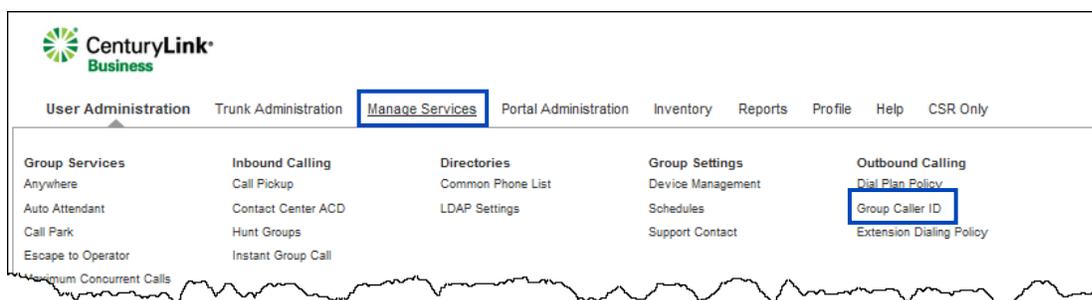
5. You'll receive an automated email notification confirming when the change is completed.
6. Once you receive that confirmation, you can make test calls to 911.

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.

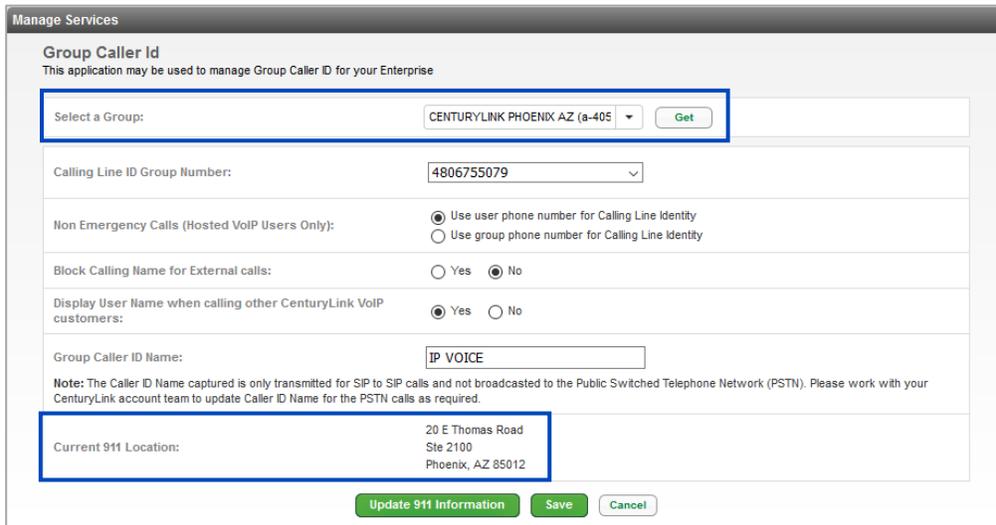
Locating the 911 Address for a Group

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**.



The screenshot shows a web form titled "Manage Services" with the sub-heading "Group Caller Id". Below this, it states "This application may be used to manage Group Caller ID for your Enterprise". The form contains several fields and options:

- Select a Group:** A dropdown menu showing "CENTURLINK PHOENIX AZ (a-405)" and a "Get" button.
- Calling Line ID Group Number:** A dropdown menu showing "4806755079".
- Non Emergency Calls (Hosted VoIP Users Only):** Two radio buttons: "Use user phone number for Calling Line Identity" (selected) and "Use group phone number for Calling Line Identity".
- Block Calling Name for External calls:** Two radio buttons: "Yes" and "No" (selected).
- Display User Name when calling other CenturyLink VoIP customers:** Two radio buttons: "Yes" (selected) and "No".
- Group Caller ID Name:** A text input field containing "IP VOICE".
- Current 911 Location:** A text area containing "20 E Thomas Road", "Ste 2100", and "Phoenix, AZ 85012".

At the bottom of the form are three buttons: "Update 911 Information", "Save", and "Cancel".

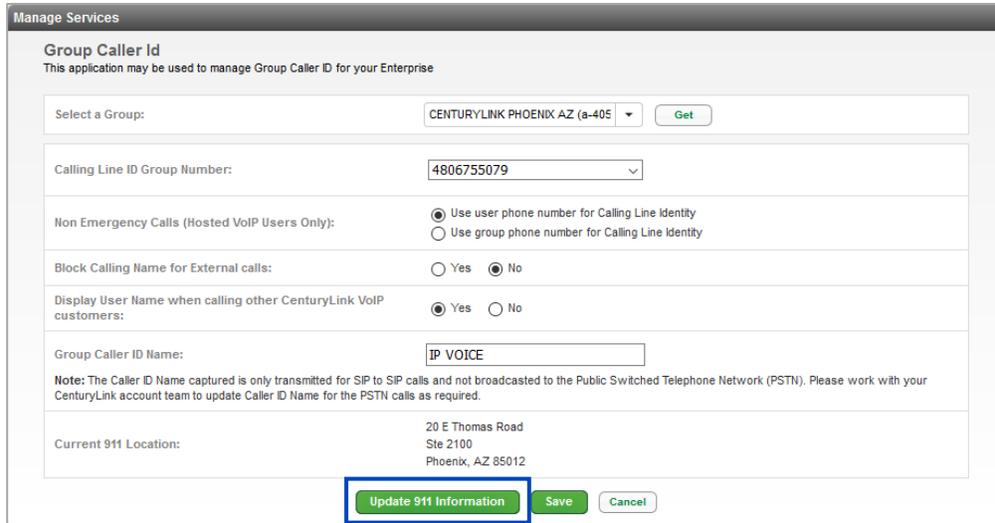
Updating the 911 Address for a Group

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**

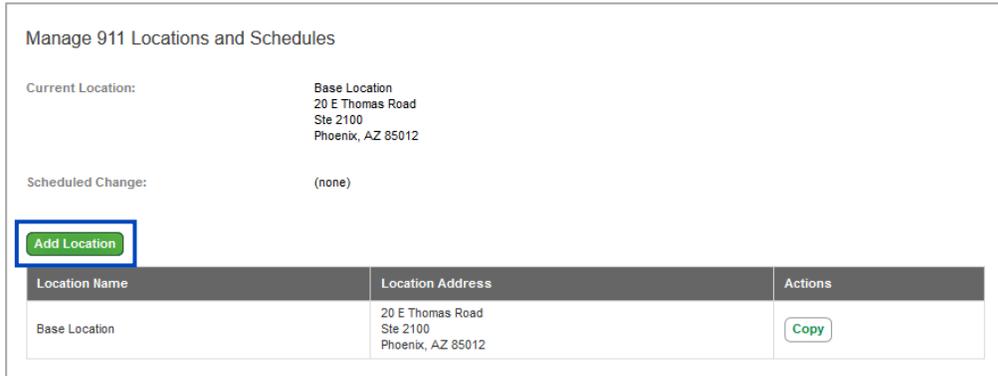
Select this option if the address is correct, however, you would like to use Address Line 2 to add more specific location information such as suite #, cube #, etc.



Location Name	Location Address	Actions
Base Location	20 E Thomas Road Ste 2100 Phoenix, AZ 85012	Copy

How to Add a Location

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



Manage 911 Locations and Schedules

Current Location: Base Location
20 E Thomas Road
Ste 2100
Phoenix, AZ 85012

Scheduled Change: (none)

Add Location

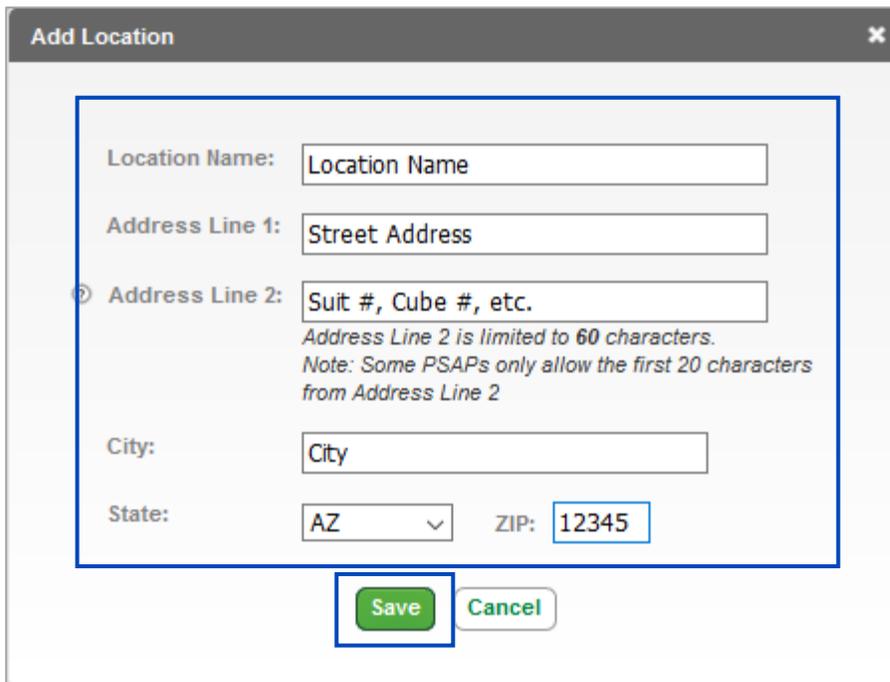
Location Name	Location Address	Actions
Base Location	20 E Thomas Road Ste 2100 Phoenix, AZ 85012	Copy

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.



Add Location

Location Name:

Address Line 1:

Address Line 2:
*Address Line 2 is limited to 60 characters.
Note: Some PSAPs only allow the first 20 characters from Address Line 2*

City:

State: ZIP:

Save **Cancel**

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

✓ Action completed successfully.

Current Location: **Base Location**
20 E Thomas Road
Ste 2100
Phoenix, AZ 85012

Scheduled Change: (none)

[Add Location](#)

Location Name	Location Address	Actions
Base Location	20 E Thomas Road Ste 2100 Phoenix, AZ 85012	Copy
Base Location with Suite #	20 E Thomas Rd Suite 123 Phoenix, AZ 85012	Copy Delete Set as Current Location

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 ✕

Would you like to set this location as current location now or schedule it for a future change?

[Change Now](#)
[Schedule a Future Change](#)
[Cancel](#)

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.

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

Manage 911 Locations and Schedules

✔ Action completed successfully.

Current Location: **Base Location**
20 E Thomas Road
Phoenix, AZ 85012

Scheduled Change: (none)

[Add Location](#)

Location Name	Location Address	Actions
Address with Suite	20 E THOMAS RD Ste 2100 PHOENIX, AZ 85012	Copy Delete Set as Current Location

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.

User Administration Trunk Administration Manage Services Portal Administration **Inventory** Reports Profile Help CSR Only

Inventory Overview Telephone Numbers Seats **Add On Features** SIP Trunking Sessions Order Status

Tenant ID: 253023 Default Group: LAS VEGAS NV (a-406) [Change Group](#)

Inventory

Add On Features
Summary and Edit

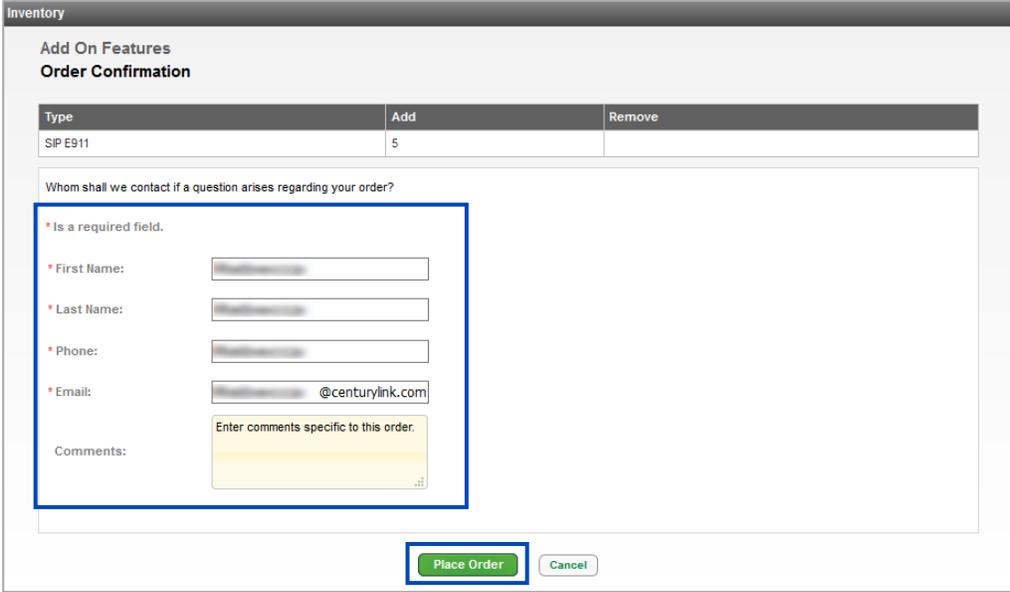
Select a Group: LAS VEGAS NV (a-406) [Get](#)

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	10	5	0	15	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Business Communicator Voice/Video	1	7	0	8	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Desktop Softphones	3	0	0	3	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Mobile Softphones	0	4	0	4	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Receptionist Console	1	1	0	2	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Secure SIP	3	2	0	5	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
SIP E911	0	0	0	0	<input type="text" value="5"/>	<input type="text" value="0"/>	View Users
Voice Mail for Group Features	1	5	0	6	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users
Voice Mail Transcription	0	12	0	12	<input type="text" value="0"/>	<input type="text" value="0"/>	View Users

[Submit](#) [Clear](#)

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.



Inventory

Add On Features
Order Confirmation

Type	Add	Remove
SIP E911	5	

Whom shall we contact if a question arises regarding your order?

* Is a required field.

* First Name:

* Last Name:

* Phone:

* Email: @centurylink.com

Comments:

Place Order

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

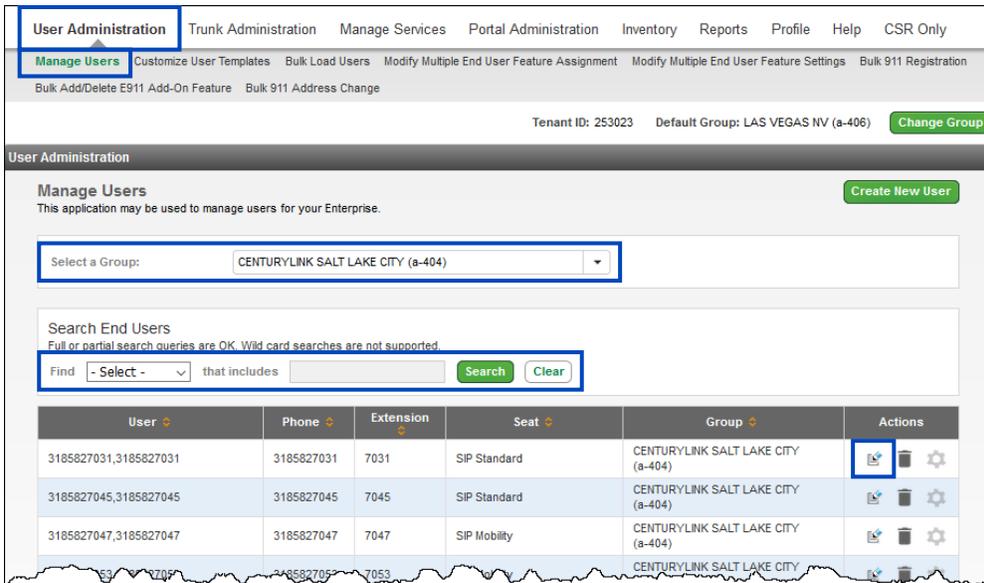
There are a few ways you can assign the add-on feature and update the address. Which method you chose depends on the quantity of add-on features you're assigning and variations in the address.

	Assign Feature	Update Address	When to Use
Telephone Number	•	•	Updating one or a few users.
Bulk Add/Delete E911 Add-On Feature	•		Assigning (or removing) the feature for many users.
Bulk 911 Registration		•	Changing address for many users.

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.



User Administration | Trunk Administration | Manage Services | Portal Administration | Inventory | Reports | Profile | Help | CSR Only

Manage Users | Customize User Templates | Bulk Load Users | Modify Multiple End User Feature Assignment | Modify Multiple End User Feature Settings | Bulk 911 Registration | Bulk Add/Delete E911 Add-On Feature | Bulk 911 Address Change

Tenant ID: 253023 | Default Group: LAS VEGAS NV (a-406) | [Change Group](#)

User Administration

Manage Users
This application may be used to manage users for your Enterprise. [Create New User](#)

Select a Group: CENTURYLINK SALT LAKE CITY (a-404)

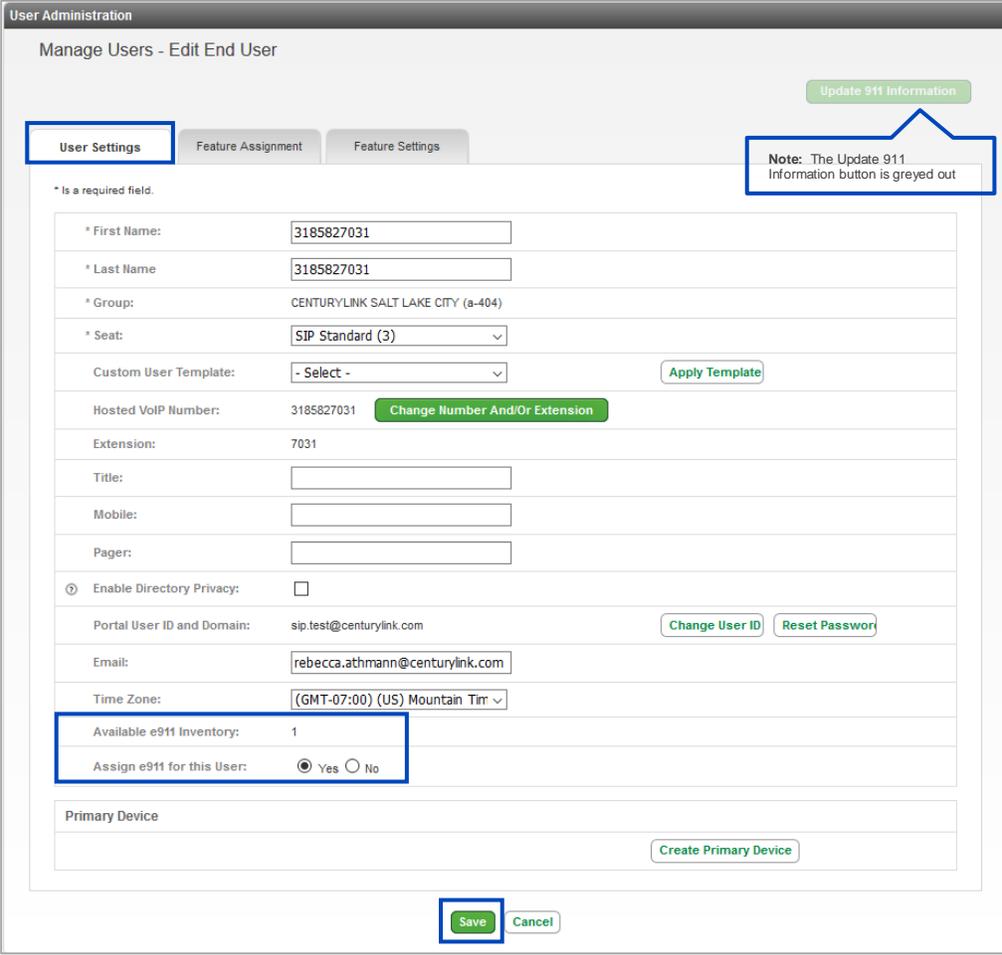
Search End Users
Full or partial search queries are OK. Wild card searches are not supported.

Find: - Select - that includes [Search](#) [Clear](#)

User	Phone	Extension	Seat	Group	Actions
3185827031,3185827031	3185827031	7031	SIP Standard	CENTURYLINK SALT LAKE CITY (a-404)	Edit Delete Settings
3185827045,3185827045	3185827045	7045	SIP Standard	CENTURYLINK SALT LAKE CITY (a-404)	Edit Delete Settings
3185827047,3185827047	3185827047	7047	SIP Mobility	CENTURYLINK SALT LAKE CITY (a-404)	Edit Delete Settings

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**.



User Administration
Manage Users - Edit End User

Update 911 Information

User Settings | Feature Assignment | Feature Settings

* Is a required field.

* First Name: 3185827031

* Last Name: 3185827031

* Group: CENTURLINK SALT LAKE CITY (a-404)

* Seat: SIP Standard (3)

Custom User Template: - Select - [Apply Template](#)

Hosted VoIP Number: 3185827031 [Change Number And/Or Extension](#)

Extension: 7031

Title:

Mobile:

Pager:

Enable Directory Privacy:

Portal User ID and Domain: sip.test@centurylink.com [Change User ID](#) [Reset Password](#)

Email: rebecca.athmann@centurylink.com

Time Zone: (GMT-07:00) (US) Mountain Time

Available e911 Inventory: 1

Assign e911 for this User: Yes No

Primary Device [Create Primary Device](#)

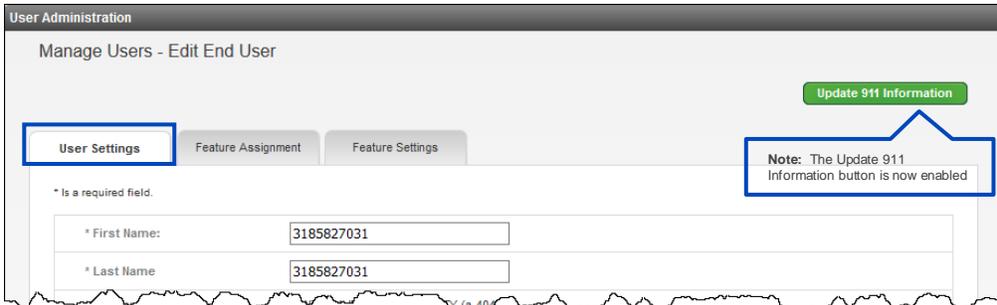
[Save](#) [Cancel](#)

Note: The Update 911 Information button is greyed out

11. To update the 911 address for that user, click the **Edit** button again.

User	Phone	Extension	Seat	Group	Actions
3185827031,3185827031	3185827031	7031	SIP Standard	CENTURYLINK SALT LAKE CITY (a-404)	  
3185827045,3185827045	3185827045	7045	SIP Standard	CENTURYLINK SALT LAKE CITY (a-404)	  
3185827047,3185827047	3185827047	7047	SIP Mobility	CENTURYLINK SALT LAKE CITY (a-404)	  
3185827053,3185827053	3185827053	7053	SIP Standard	CENTURYLINK SALT LAKE CITY (a-404)	  

12. Click the **Update 911 Information** button.



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**

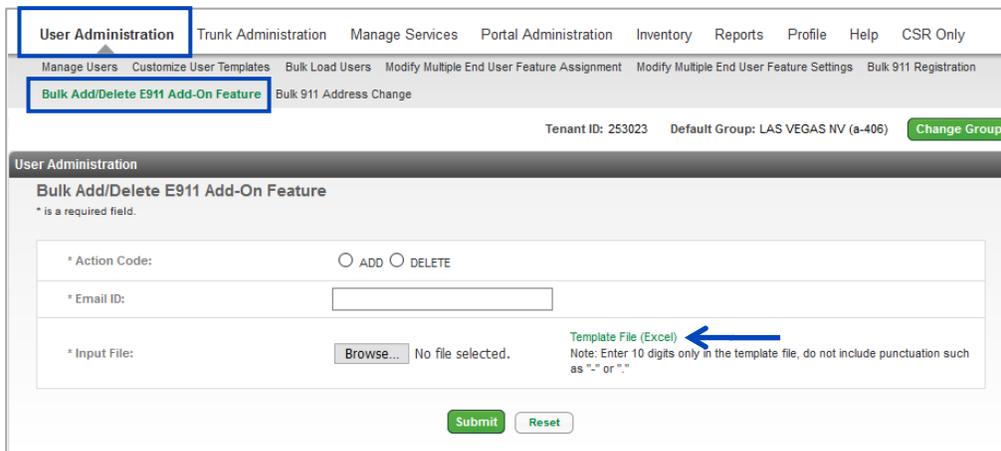
Select this option if the address is correct, however, you would like to add more specific location information by using **Address Line 2**.

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

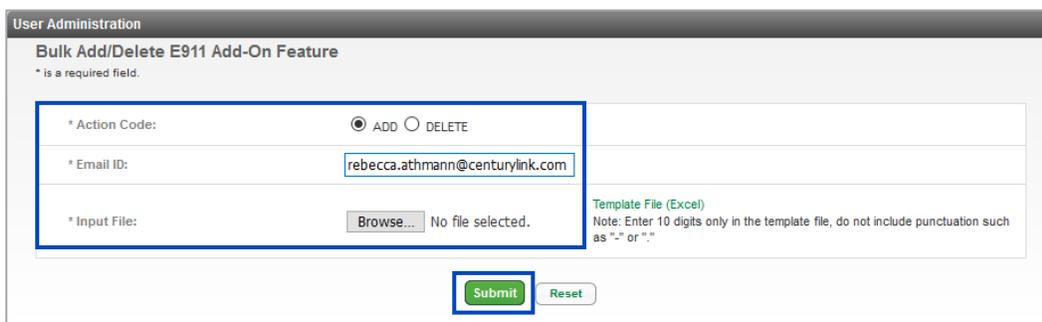
This method allows you to assign the **911 Add-On** feature to many users at once through a bulk load. You can also use this method to remove the feature.

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).



The screenshot shows the 'User Administration' menu with 'Bulk Add/Delete E911 Add-On Feature' selected. The form includes fields for 'Action Code' (ADD/DELETE), 'Email ID', and 'Input File'. A blue arrow points to the 'Template File (Excel)' link, which has a note: 'Note: Enter 10 digits only in the template file, do not include punctuation such as "-" or "."'.

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.



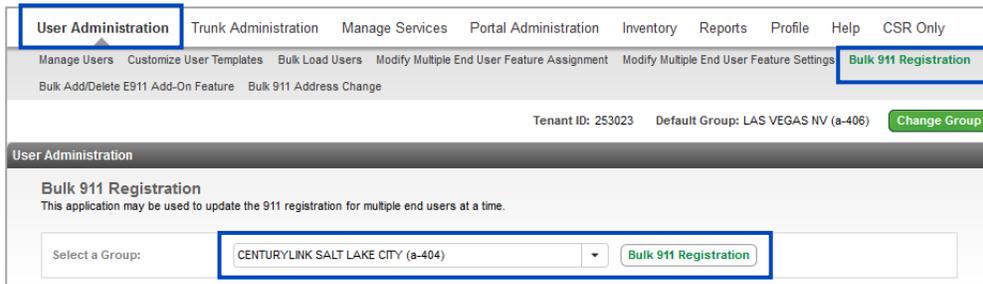
The screenshot shows the form with the 'ADD' radio button selected, the 'Email ID' field containing 'rebecca.athmann@centurylink.com', and the 'Submit' button highlighted with a blue box.

8. You'll receive an email notification when the bulk load has completed.

Bulk 911 Registration

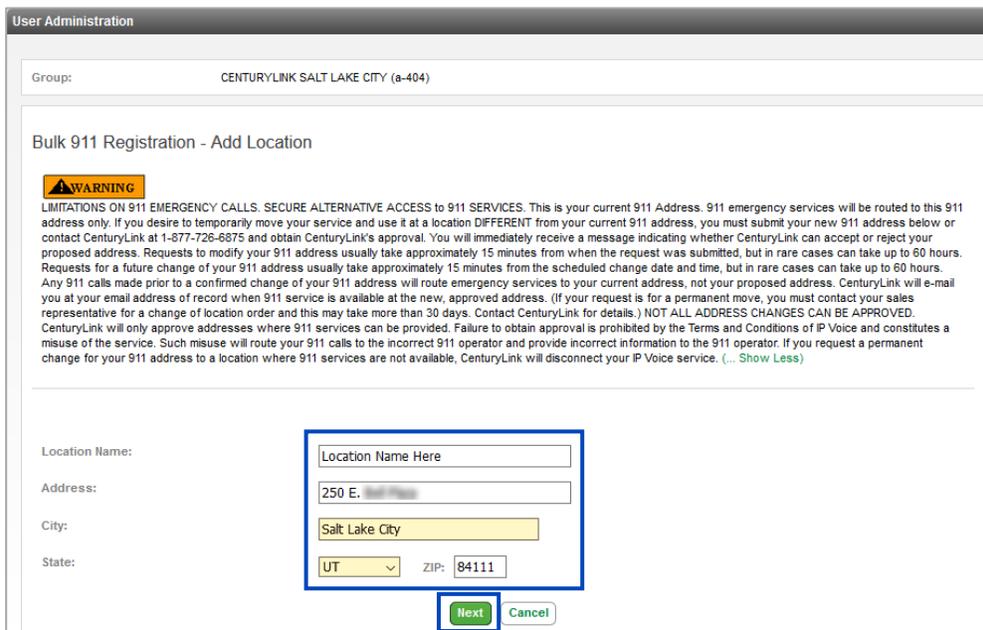
This method is useful when you're updating many users with the same address. While the main address may be the same, you can still customize Address Line 2 for each user.

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.



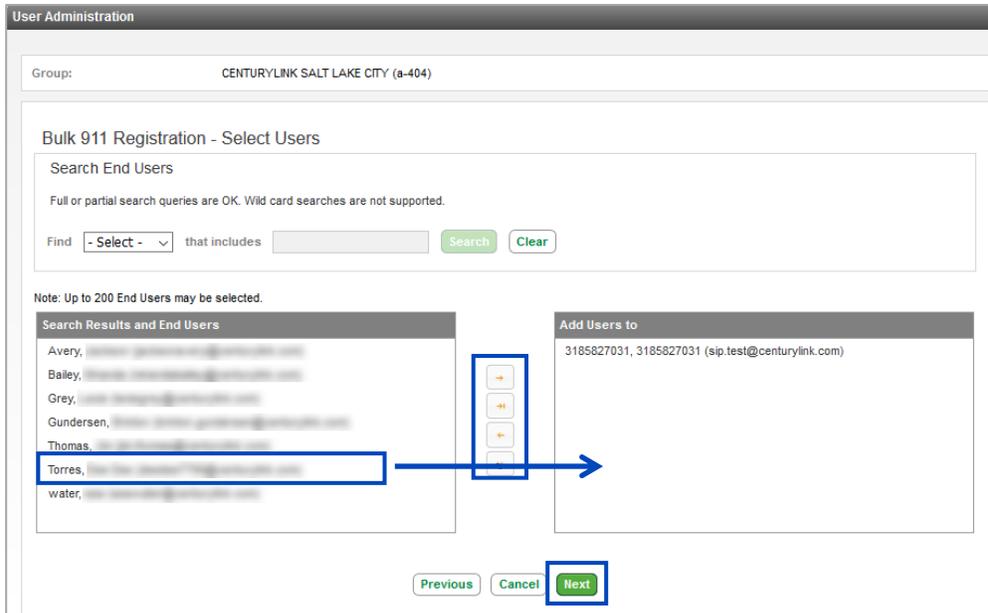
The screenshot shows the 'User Administration' menu with 'Bulk 911 Registration' highlighted. Below the menu, the 'Bulk 911 Registration' page is displayed. It includes a 'Select a Group' dropdown menu with 'CENTURYLINK SALT LAKE CITY (a-404)' selected and a 'Bulk 911 Registration' button.

3. Enter a **Location Name, Address, City, State** and **Zip**.
4. Click the **Next** button.



The screenshot shows the 'Bulk 911 Registration - Add Location' page. It includes a 'WARNING' section with text about 911 emergency services. Below the warning, there are input fields for 'Location Name', 'Address', 'City', 'State', and 'ZIP'. The 'Next' button is highlighted.

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

Group: CENTURYLINK SALT LAKE CITY (a-404)

Bulk 911 Registration - Select Users

Search End Users

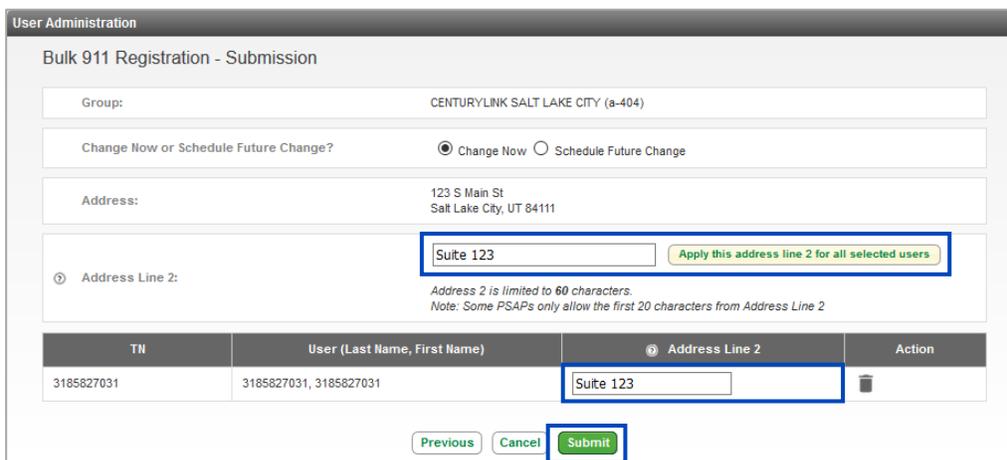
Full or partial search queries are OK. Wild card searches are not supported.

Find that includes

Note: Up to 200 End Users may be selected.

Search Results and End Users	Add Users to
Avery,	3185827031, 3185827031 (sip.test@centurylink.com)
Bailey,	
Grey,	
Gundersen,	
Thomas,	
Torres, water,	

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.



User Administration

Bulk 911 Registration - Submission

Group: CENTURYLINK SALT LAKE CITY (a-404)

Change Now or Schedule Future Change? Change Now Schedule Future Change

Address: 123 S Main St
Salt Lake City, UT 84111

Address Line 2:

Address 2 is limited to 60 characters.
Note: Some PSAPs only allow the first 20 characters from Address Line 2

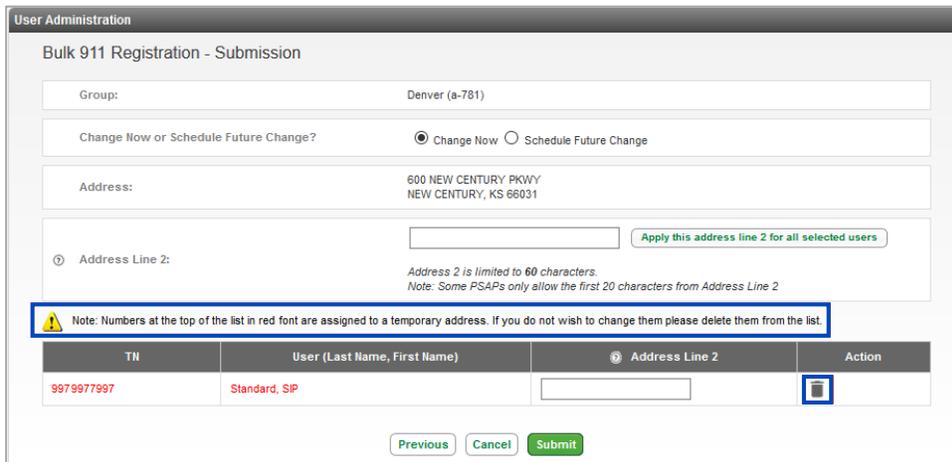
TN	User (Last Name, First Name)	Address Line 2	Action
3185827031	3185827031, 3185827031	<input type="text" value="Suite 123"/>	<input type="button" value=""/>

11. You'll see a confirmation at the top of the page letting you know your request has been submitted.



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.



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.