

# Lumen® SIP Trunking

## Administrative guide – 911 information

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August 2021



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## Advisory regarding access to emergency response services

Prior to making any changes to 911 addresses, please read the [Advisory Regarding Access to Emergency Response Services](#).

## Lumen repair

For assistance with an address change request that won't process correctly, please contact Lumen repair at 877.453.8353, option 1, option 2, option 2, option 1.

## Administrator portal login

You can access the portal at: [voip.lumen.com/oneflex/portal/bvoip](https://voip.lumen.com/oneflex/portal/bvoip). Click **log in** on the landing page. On the sign-in page, enter the administrator login credentials (username and password) that you received by email.



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 Lumen at 1-877-726-6875 and obtain Lumen's approval. You will immediately receive a message indicating whether Lumen 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. Lumen 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 Lumen NOT ALL ADDRESS CHANGES CAN BE APPROVED. Lumen 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, Lumen will disconnect your IP Voice service.

## Enhanced 911 (E911)

Lumen® SIP Trunking 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.

SIP Trunking service employs a feature called **group number** that provides a representative phone number to the PSAP for calls made to 911 from a given SIP Trunking 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 the portal administrator, you have access to the **tenant** for your organization. Your tenant is where you can access all the numbers for your organization. Within your tenant are one or more groups. A **group** is a physical location or address for each of your organization's sites. All numbers in a **group** should be at the same address; this is important for 911 purposes.

## How E911 works with Lumen SIP Trunking

For SIP Trunking, 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.

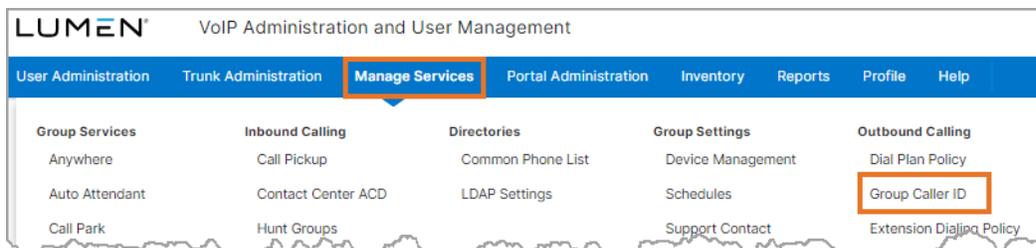


**Action Required:** Every time a new **group** is added to your tenant, the **group number** and associated **address** should be verified as accurate in the portal. This should be done before 911 test calls are made.

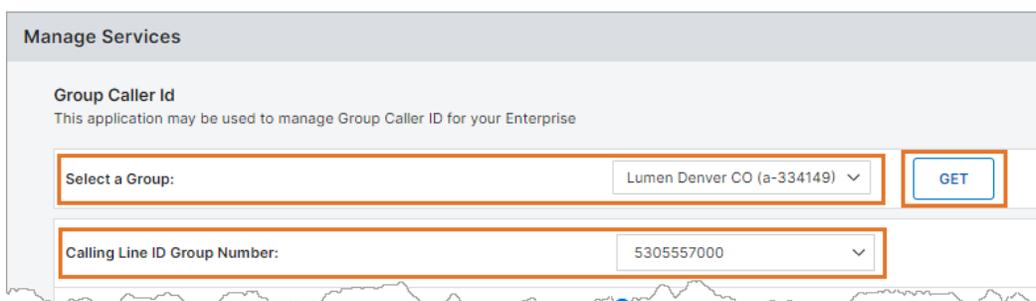
## Locating the group number

Every time a new group is added to your tenant, you should verify the **group number** (and address) in the portal. Confirm this information is accurate before making a test call to 911.

1. Hover your cursor over **manage services** on the main menu.
1. Click **group caller ID** from the drop-down menu.



2. Select the group you want to manage from the **select a group drop-down** list.
3. Click the **get** button.
4. The **calling line ID group number** is the number delivered to 911 for calls made from this group.



## Changing the group number

You **cannot** edit the **group number** until your numbers have ported and associated orders have closed. Orders may close as quickly as 20 minutes after porting; however, it can take up to 72 hours.

Follow the steps in the section [locating the group number](#) then proceed per below.

1. Select a number from **calling line ID group number** drop down list.
2. In the **notification email address(es)** box, enter the email address(es) you want notified when the change request is completed.

The screenshot shows the 'Manage Services' interface. Under the 'Group Caller Id' section, there is a 'Select a Group:' dropdown menu with 'Lumen Denver CO (a-334149)' selected and a 'GET' button. Below that is the 'Calling Line ID Group Number:' dropdown menu with '530551234' selected, highlighted by an orange box. At the bottom, the 'Notification Email Address(es):' text box contains 'YourName@YourCo.com' and is also highlighted by an orange box. A note below the text box states: '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.'

3. Click the **save** button at the bottom of the page.
4. In the confirm window, click **proceed** to continue or **cancel** to discontinue the process.

The screenshot shows a 'Confirm' dialog box with a blue header. The main text reads: '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?'. At the bottom, there are two buttons: 'PROCEED' (highlighted in blue) and 'CANCEL'.

5. A **success** message confirms your change request has been submitted and is being processed.
  - The originally assigned number appears until the change has been completed.
  - The message in red font remains until the change request has completed.
  - You should **not** update your 911 address until this change request has completed.

The screenshot shows the 'Manage Services' interface after a successful change request. A green success message box at the top reads: 'Success Change request submitted.'. Below it, the 'Calling Line ID Group Number:' dropdown menu now shows '530557000' and is highlighted with an orange box. A red arrow points to the dropdown, and a red note below it states: 'The Calling Line ID Group Number is in the process of being changed. This usually completes in 15 minutes from the time it is submitted. In rare cases, it can take up to 60 hours. CenturyLink will email you when it is complete. Note: You will be unable to update your 911 Address while this change is in progress.'

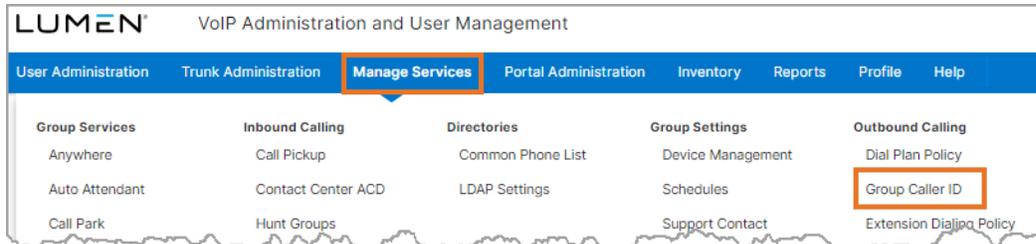
6. You'll receive an automated email notification confirming when the change is completed.
 

**Note:** If you don't receive a notification within 72 hours, please contact [repair](#).

## Locating the 911 address for a group

Every time a new group is added to your tenant, you should verify the **address** (and group number) in the portal. Confirm this information is accurate before making a test call to 911.

2. Hover your cursor over **manage services** on the main menu.
3. From the drop-down menu, click **group caller ID**.



4. Select the group you want to manage from the **select a group drop-down** list.
5. Click the **get** button.
6. The address registered with emergency services appears next to **current 911 location**.

## Changing the 911 address for a group

You **cannot** edit the 911 **address** until your numbers have ported and associated orders have closed. Be aware that often, the correct address is not shown in the portal until orders have closed.

If the address is a **permanent** change, the address will need updated in Lumen's back-end systems. Notify your account team so they can submit an order for this purpose. 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:** 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.

Follow the steps above for [locating 911 address for a group](#) then proceed per below.

1. Click the **update 911 information** button.

Team to update Caller ID name for the PSTN calls as required.

Current 911 Location: 931 14TH ST  
DENVER, CO 80202

UPDATE 911 INFORMATION SAVE CANCEL

2. Click either the **add location** button or the **copy** icon found under **actions**.

### Add location

Select this option if you need to change **address line 1**, **city**, **state** or **zip** information.

### Copy address

Select this option if the address is correct, however, you would like to update **address line 2** with more specific location information such as suite #, cube #, etc.

Manage 911 Locations and Schedules

Current Location: Base Location  
931 14TH ST  
DENVER, CO 80202

Scheduled Change: (none)

ADD LOCATION

Location Name	Location Address	Actions
Base Location	931 14TH ST DENVER, CO 80202	

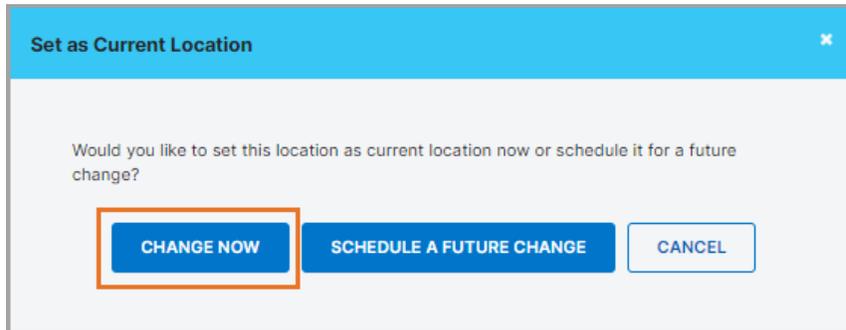
## How to add a location

1. Click the **add location** button.
2. Enter a location name, address line 1, address line 2 (if applicable), city, state and zip.  
**Note:** Location name is used to differentiate locations in your portal. It is not passed on to the PSAP.
3. Click the **save** button.  
**Note:** If you are unable to submit a new location, please contact [repair](#).

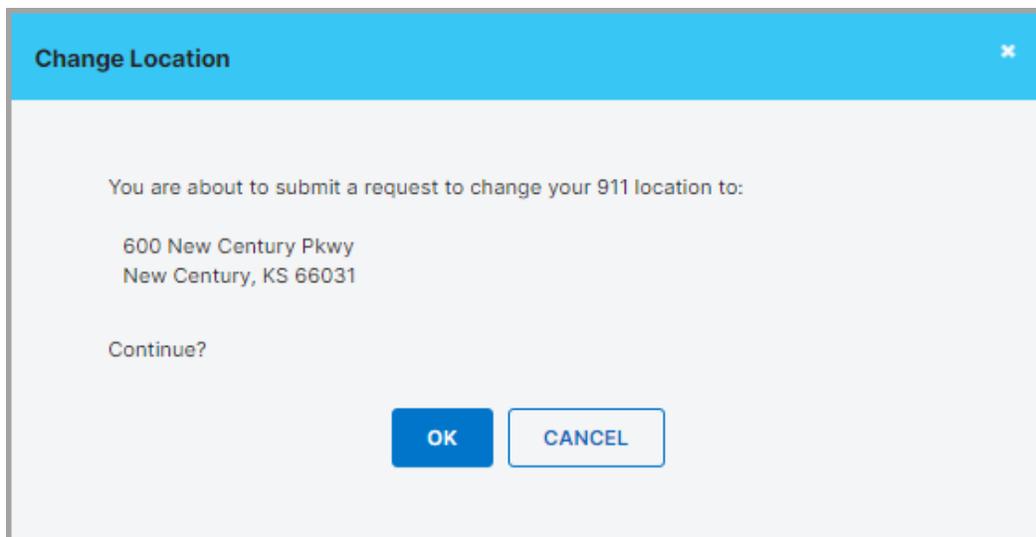
4. Click the **pushpin** icon under **actions** to make your newly added location the **current location**,

Location Name	Location Address	Actions
Base Location	931 14TH ST DENVER, CO 80202	
Lumen in KS	600 New Century Pkwy New Century, KS 66031	

5. Click **change now** in the **set as current location** window.



6. Confirm the address in the **change location** window 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 rare cases, it can take up to 72 hours to complete. If you don't receive a notification within 72 hours, please contact [repair](#).

## How to copy an address

When copying an address, the only editable fields will be location name and address line 2.

1. Click the **copy** icon under **actions**.
2. Change the **location name**.

**Note:** Location name is used to differentiate locations in your portal. It is not passed on to the PSAP.

3. Enter **address line 2**.
4. Click **submit**.

5. Click the **pushpin** icon under **actions** to make your newly added location the **current location**,

**Manage 911 Locations and Schedules**

✓ **Success**  
Action completed successfully.

Success message confirms address was added.

**Current Location:** Base Location  
931 14TH ST  
DENVER, CO 80202

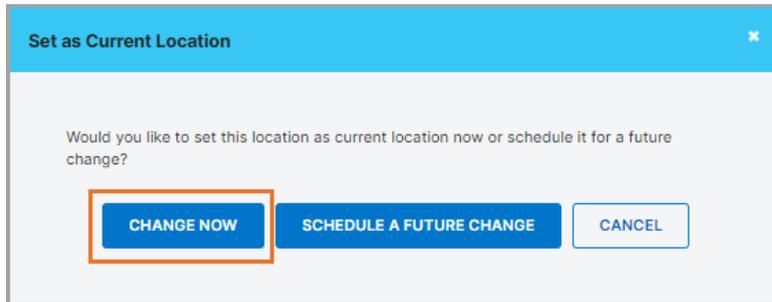
Current location has not changed.

**Scheduled Change:** (none)

**ADD LOCATION**

Location Name	Location Address	Actions
Address with suite	931 14th St Ste 1401 Denver, CO 80202	
Base Location	931 14TH ST DENVER, CO 80202	

- Click **change now** in the **set as current location** window.



- Confirm the address in the **change location** window is correct and click **OK**.
  - You'll receive an email notification acknowledging your request to change the address.
  - 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](#).

## SIP E911 add-on feature

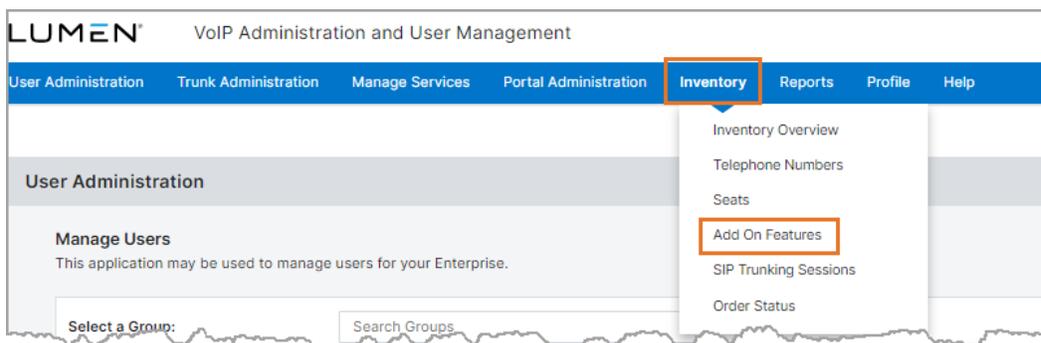
There are occasions you may not want to use the group number and/or associated address for one or more numbers. For those instances, you can purchase the SIP E911 add-on feature. (Your account team can advise of cost.) This feature allows you to register a number with emergency services so that it delivers on 911 calls instead of the group number. You can also update the 911 address for that specific number.

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

- A remote worker wants to update the address to the location from which they're working.
- You want to give more specific address location information. Completing **address line 2** will give emergency services more specific location information such as floor, suite, cube, etc.

## How to order a SIP E911 add-on feature

- Hover your cursor over **inventory** on the main menu.
- Click **add on features** from the drop-down menu.



3. Select the group you want to manage from the **select a group** drop down list and click **get**.
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.

Inventory

Add On Features  
Summary and Edit

Select a Group:

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	2	3	0	5	<input type="text" value="0"/>	<input type="text" value="0"/>	
SIP E911	0	0	0	0	<input type="text" value="20"/>	<input type="text" value="0"/>	

7. Confirm the prepopulated contact information is correct or modify as necessary.
8. Enter appropriate notes in the **comments** box and click the **place order** button.

Inventory

Add On Features  
Order Confirmation

Type	Add	Remove
SIP E911	20	

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

\* is a required field.

\* First Name:

\* Last Name:

\* Phone:

\* Email:

Comments:

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 features are available.
- Note:** This order type typically completes in 60 minutes. There are instances it can take up to 24 hours.

## How to assign SIP E911 add-on feature and update the address

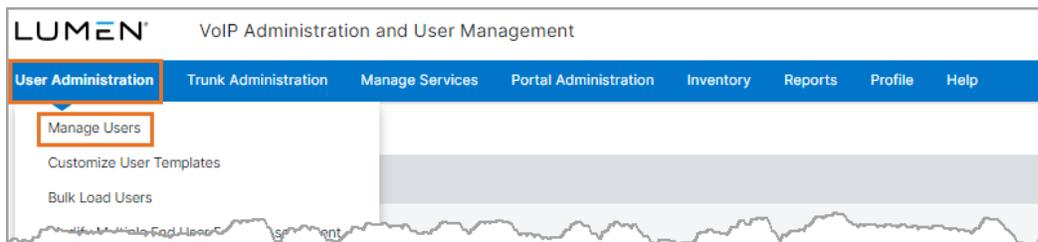
There are a few methods you can use assign the add-on feature and update the address. Which method you chose depends on the quantity of add-on features you're assigning and variations in the address.

Method	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.
Bulk 911 address change		•	Changing the address for many users and many of the addresses are unique.

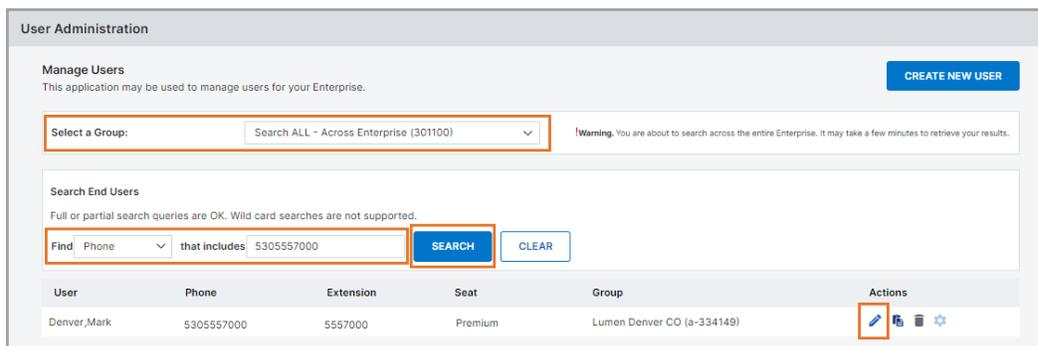
### Telephone number (update feature and address)

This method lets you assign the feature and update the address one telephone number at a time.

1. Hover your cursor over **user administration** on the main menu.
2. Click **manage users** from the drop-down menu.



3. 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 confirm you have **available e911 inventory**.
9. Select the **yes** radio button next to **assign e911 to this user**.
10. Click the **save** button. After the change is saved, you will return to the **manage users** screen.

UPDATE 911 INFORMATION

User Settings | Feature Assignment | Feature Settings | Voice Mail Settings | Alternate Numbers

\* Is a required field.

\* First Name:

\* Last Name:

\* Group: Lumen Denver CO (a-334149)

\* Seat: Premium (0)

Custom User Template: - Select -

Hosted VoIP Number: 5305557000

Extension: 5557000

Title:

Mobile:

Pager:

Enable Directory Privacy:

Portal User ID and Domain:

Email:

Time Zone: (GMT-06:00) (US) Central Time

Available e911 Inventory: 1506

Assign e911 for this User:  Yes  No

Primary Device

11. To update the 911 address for this user, click the **edit** icon again.

User	Phone	Extension	Seat	Group	Actions
Denver, Mark	5305557000	5557000	Premium	Lumen Denver CO (a-334149)	<input type="button" value="edit"/> <input type="button" value="info"/> <input type="button" value="delete"/> <input type="button" value="settings"/>

12. Click the **update 911 information** button.

UPDATE 911 INFORMATION

User Settings | Feature Assignment | Feature Settings | Voice Mail Settings | Alternate Numbers

\* Is a required field.

\* First Name:

\* Last Name:

At this point, you have the option to add a new address or copy and update the current address.

- **Add location**

Select this option if you need to change **address line 1**, **city**, **state** or **zip** information.

For instructions, please refer to the section updating the [how to add a location](#) (page 8).

- **Copy**

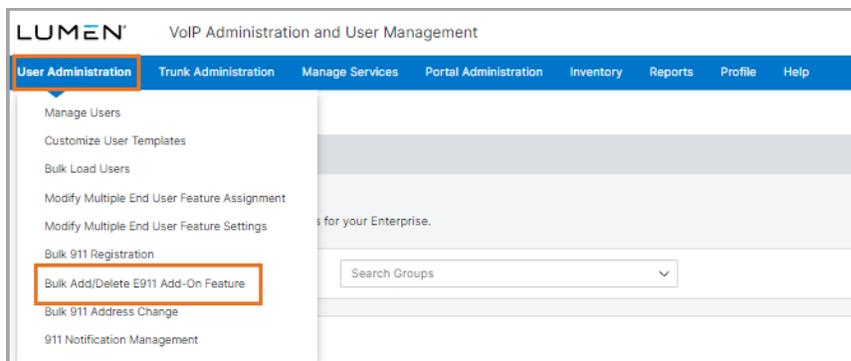
Select this option if the address is correct, however, you would like to update **address line 2** with more specific location information such as suite #, cube #, etc.

For instructions, please refer to the section [how to copy an address](#) (page 10).

## Bulk add/delete E911 add-on feature (update feature – tenant level)

This method lets you assign the **E911 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.



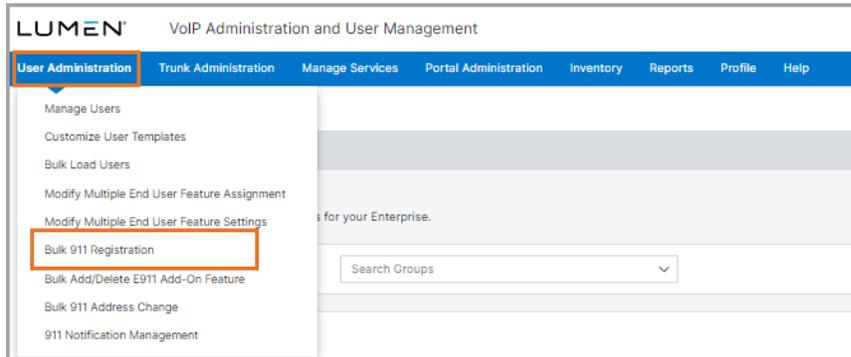
2. Click on **template file (Excel)** to download a template.
3. Enter the **10-digit phone number** into the template for each number you're adding this feature to. Do not include punctuation or spaces.
4. Click the **add** radio button.
5. Enter your email address in the **email ID** field.
6. Click the **choose file** 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.

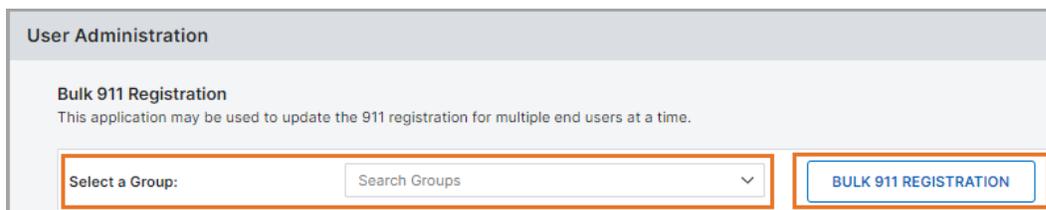
## Bulk 911 registration (update address – group level)

This method allows you to update addresses on a group basis. It is useful when many numbers in a group have the same address. You can, however, customize address line 2 for each number.

1. Navigate to **bulk 911 registration** under the **user administration** menu.



2. Select the group you want to manage from the **select a group** drop-down menu and click the **bulk 911 registration** button.



3. Enter a **location name, address, state and zip.**
4. Click the **next** button.

The screenshot shows the 'Bulk 911 Registration - Add Location' form. The form includes a warning message: 'LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. (... Show Less)'. Below the warning, there are input fields for 'Location Name', 'Address', 'City', 'State', and 'ZIP'. The 'NEXT' button is highlighted with an orange box. A note on the right side of the form states: 'Note: You will have an opportunity to enter Address Line 2 on a subsequent screen.'

- Only numbers that have the **E911 add-on feature** assigned to them will be available in the **search results and end user's** field.
- Use arrows between the fields or drag and drop the numbers to the **add users to** field.
- Click the **next** button.

**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
<ul style="list-style-type: none"> <li>5304377348, 5304377348 (LumenTech@voip.centurylink.com)</li> <li>5304377348, 5304377348 (LumenTech@voip.centurylink.com)</li> <li>Byers, Mark (Mark.Lee@voip.centurylink.com)</li> <li>Byers, Mark (Mark.Lee@voip.centurylink.com)</li> <li>5304377348, 5304377348 (LumenTech@voip.centurylink.com)</li> <li>5304377348, 5304377348 (LumenTech@voip.centurylink.com)</li> <li>Byers, Mark (Mark.Lee@voip.centurylink.com)</li> </ul>	<ul style="list-style-type: none"> <li>5304377348, 5304377348 (LumenTech@voip.centurylink.com)</li> </ul>

- Enter **address line 2** if applicable.
- Click the **apply this address line 2 for all selected users'** button if applicable.
- Click the **submit** button.

**User Administration**

**Bulk 911 Registration - Submission**

Group:

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

Address:

Address Line 2:

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

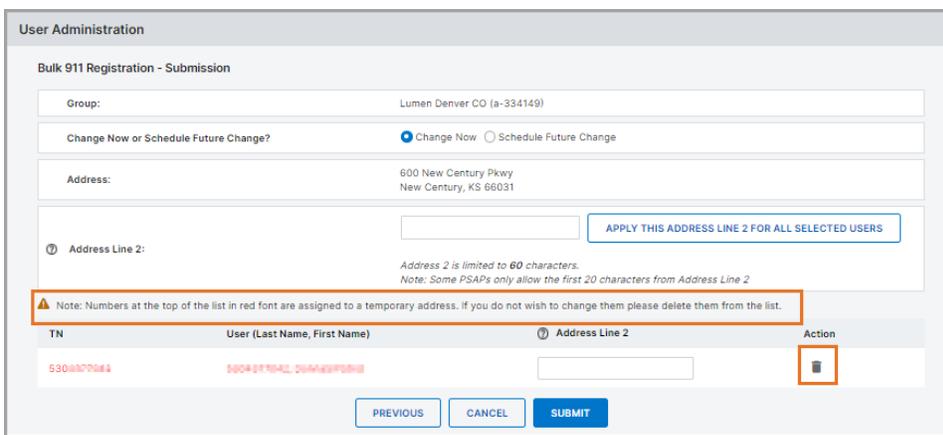
TN	User (Last Name, First Name)	Address Line 2	Action
5304377348	5304377348, 5304377348	<input type="text" value="Ste 200"/>	

11. You'll see a **success** message at the top of the page confirming 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.



## Bulk 911 address change (update address – tenant level)

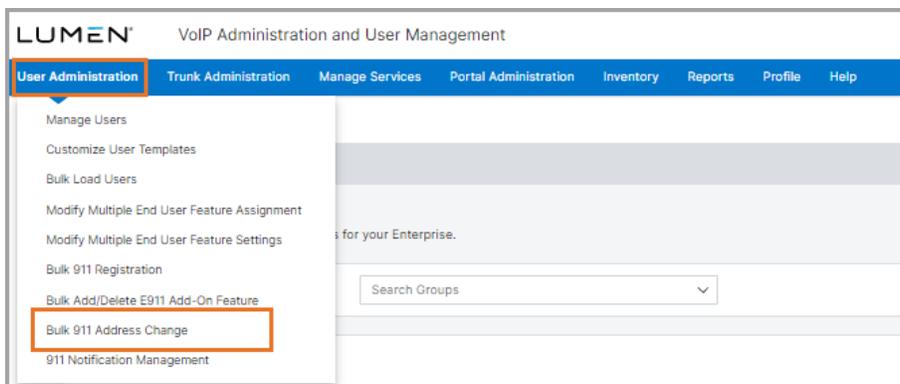
This method is useful when you are updating many users with a variety of addresses.



**Important:** Limit bulk loads to 200 or less telephone numbers. Allow a bulk load to complete before submitting another bulk load.

Not following these guidelines may result in addresses failing to update properly.

1. Navigate to **bulk 911 address change** under the **user administration** menu.



2. Click on **template file (Excel)** to download a copy of the template.
3. Follow the directions in the template to create a bulk load with your information.
4. Enter your email address in **email ID**.
5. Click **choose file** to find and select the file you created.
6. Click the **submit** button.

7. You will receive an automated email with your bulk load results attached.  
It is **critical** that you open the attached results to see if all the requests were submitted. If any fail, you will see a message explaining why it failed.
8. For each address that is successfully submitted, you will receive 2 automated emails.
  - The first email will acknowledge the address change has been requested.
  - The second email will confirm the address change has completed.

## Alien TNs (telephone numbers)

An Alien TN is a telephone number (TN) that has not been ported/registered with Lumen SIP TRUNKING. 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 Lumen's repair team will need to troubleshoot the issue. Repair can be reached at 877.453.8353, option 1, 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

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## 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 Lumen. Access the [Advisory Regarding Access to Emergency Response Services](#) guide for limitation specific information.