

# Cox National E911 Service

### Quick Start Guide

This guide instructs you on how to access and use Cox Business National E911 calling features and update 911 dispatchable location addresses.

The following topics are covered:

- How to manage your primary (fixed) E911 address
- How to manage another user's primary (fixed) E911 address
- How to manage your nomadic E911 address
- How to manage another user's nomadic E911 address
- How to upload a bulk file for lines, seats, and trunks
- How to download a bulk E911 address information file
- How to build a bulk upload file using a standard file template
- Common bulk upload file validation and processing errors
- E911 calling and configuration FAQs

#### Overview

Cox Business provides 911 calling capabilities across voice products that place outbound calls, and which are consistent with federal, state, and local regulations. Our 911 features help you manage your emergency location address details, in accordance with RAY BAUM'S Act, Kari's Law, and other federal and state regulations. Visit coxbusiness.com to learn more about E911 features.



**Note**: When you purchase Cox Business lines, seats, or trunks, please review the 911 *Practice Statement*.

#### Cox Business Voice Products and 911

Voice service customers have multiple methods to dial 911 and update their physical address. The address identifies the caller's exact location for emergency responders.

The table below outlines tasks related to E911 that you may need to perform based on the type of Cox Business voice product you have, such as IP Centrex, VoiceManager, or PRI and SIP trunking. If you need to update the E911 address for a device with Unified Communications (UC) Apps or Webex Teams, download the UC add-on. See the *MyAccount User Guide* for instructions.

If you have this voice product	And this primary endpoint	Or the UC Apps or Webex Teams endpoint	You need to do the following for National Numbers
IP Centrex Seats	IP Phone Requires Teleworker add-on	Desktop and Tablet UC Apps or Webex Teams (requires the UC add-on)	Update physical address and location information



If you have this voice product	And this primary endpoint	Or the UC Apps or Webex Teams endpoint	You need to do the following for National Numbers
VoiceManager Lines	Analog handset	Desktop and Tablet UC Apps or Webex Teams (requires the UC add-on)	Update the physical address and location information
PRI and SIP Trunking	911 Updates for trunk BTN are included. If user needs DID-level 911 updates, PBX Handset Requires National 911 for DID feature added	Not Available	Update the physical address and location information

Phone numbers attached to Unified Communications (UC) Apps or Webex Teams include a second 911 field in MyAccount. Here, you can identify the location of your devices such as your laptop, phone, and tablet.

The table below outlines types of updates you can make based on the voice product you use.

If you have this voice product	And this type of endpoint	Then 911 dialing is included	And you can use these options to update your physical address for 911	So use this portal to update your 911 address
IP Centrex Seats	Fixed endpoint	Yes	Update location information only for IP Handset	MyAccount
IP Centrex Seats	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update location information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
VoiceManager Lines	Fixed endpoint	Yes	Update Location Information only for IP Handset	MyAccount
Voice Manager Lines	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update Location Information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
SIP & PRI Trunks	Fixed endpoint	Yes	Update Location Information only for BTN	MyAccount



If you have this voice product	And this type of endpoint	Then 911 dialing is included	And you can use these options to update your physical address for 911	So use this portal to update your 911 address
IP Centrex Seats	Fixed endpoint	Yes	Update location information only for IP Handset	MyAccount
IP Centrex Seats	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update location information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
SIP & PRI Trunks	National DID or another nomadic endpoint	Yes	Update Entire Physical Location and location information for any DID, including National DIDs (National 911 for DIDs). Must order National 911 for DID feature.	MyAccount



#### How to Manage Your E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints

Use the following steps to view and edit your E911 address for a fixed endpoint.

- 1. Open MyAccount and enter your user ID and password.
- 2. Scroll to the **My Services** section and click the **Manage E911 Address** icon in the **Voice Tools** section.

) My Services	Add: 🛄 Internet	၀၀၀ Networking 🆵 T	V 🔿 Security Solutions
Account Name Raybaum1	Account Alias Atlanta	Account Number 001-894058301	Location Address APT 11, 11 RA
🐁 Voice			
Business Voice		Voice Tools	
P Centrex Complete     Hosted Voice Seat     Full Featured			<b>A</b>
		Voice Tools Call Forwarding	User Manage Feature Phone Settings Numbers
		A A	
		Manage Activate Users Webex	Manage E911 Address
		۵.	
		Manage Call Recording	

Figure 1. <u>Manage E911 Address</u>

Click the Manage My E911 Address tile.
 Result: The Manage E911 screen appears. (See Figure 3.)

#### Figure 2. <u>Manage My E911 Address</u>



#### Figure 3. Select (Default Account) Address



- Click the Primary tab and select the Default Account Address radio button. (Note: You are allowed to change the Location field only for a Default address.)
- Enter a new Location in the corresponding field and click Save. (See Figure 4.) Result: When you update the E911 address location, you will receive a confirmation email (See Figure 5.)



	Manage E911 Address	
routed properly to emergen	ert E911, it is critical that you maintain accurate location information so y call dispatchers and emergency responders can be routed to your l	ocation. If the telephone
andset or Webex app is rele	icated, it is your responsibility to update your E911 address and locati	on information.
Primary Webex app		
The address listed on file t	o receive E911 calls will be shared with emergency dispatchers and en	nergency responders.
Update the default E911 a	ddress, the optional dispatchable location, or click save to proceed.	
Current E911 Address:	3896 RIVERSIDE DR ? APT 101 MACON GA 31210	
Location (optional):	APT 102 2	
	·	
Cancel		Save





6. To manage **Current E911 Address**, click the corresponding radio button.

#### Figure 6. <u>Select Current E911 Address</u>

ited properly to emergency call dispatchers and em	ou maintain accurate location information so emen hergency responders can be routed to your location bility to update your E911 address and location info	. If the telepho
Primary Webex app		
o search, only enter the first word or two of your si eceive an error please remove optional fields to br	treet name. Omit directional wording such as Drive, oaden your search.	Dr, NE, etc. If
elect an address that receives E911 calls. To use an	address not listed click add edit.	
elect an address that receives E911 calls. To use an Default Account Address 3896 RIVERSIDE DR APT 101 MACON GA 31210	address not listed click add edit.  Current E911 Address  11 Rybaumi APT 11 MACON GA 31201	Edit



7. Populate the fields as shown in Figure 7. (Note: Click the question mark icon ? for assistance on how to populate a specific field.)



- Click the Continue button.
   Result: A second window displays the new address. (See Figure 4.)
- Click the Save button. (Important: If the system cannot find the new address entered, refine the information to be more specific. If the refined address can't be located, call Cox Business Support at 1-866-272-5777.)

#### How to Manage Another User's E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints

Use the following steps to view and edit **another user's** E911 address for a fixed endpoint.

- 1. Open MyAccount and enter your user ID and password.
- 2. Scroll to the **My Services** section and click the **Manage E911 Address** icon in the **Voice Tools** section.
- 3. Click the Manage Another User's E911 Address tile to insert address information for a fixed endpoint. (See Figure 8.)

#### Figure 8. <u>Manage Another User's E911 Address</u> (Fixed)



#### Figure 9. <u>Manage E911 Address (for Another</u> <u>User)</u>

	Ma	anage ES	011 Addr	ess	
routed properly to e	mergency call dispate	hers and emergency	tain accurate location responders can be r update your E911 add	outed to your locatio	on. If the telephone
	nd telephone numbe associated phone nu		e selected account th Filter By:	at supports voice se Account (All)	rvices. To modify th
Listing 2 Telephone I	Number(s)				
First Name 🗸	Last Name 🛛 👻	Phone Number	Туре 🗸	Account 🗸	Manage
First Name V	Last Name 🗸	Phone Number	Type		Manage Edit

- Locate the person for whom you want to modify their E911 address and click the Edit link. (See Figure 9.)
- Select the type of address you want to modify (Default or Current E911 Address) and follow steps 4-9 in the How to Manage Your E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints section.



#### How to Manage Your E911 Address Features for Lines, Seats, and Trunks for *Nomadic* Endpoints

Use the following steps to view and edit **your** E911 address for nomadic endpoints (mobile devices).

- 1. Open MyAccount and enter your user ID and password.
- 2. Scroll to the My Services section and click the Manage E911 Address icon in the Voice Tools section.
- 3. Click the Manage My E911 Address tile.
- 4. Click the Webex app or UC App tab. (Note: A user can have one nomadic address at a time, meaning the screen will display the Primary tab and either the Web app tab or the UC app tab. The tab you see is based on the app that was downloaded. In Figure 10, the Webex app tab displays.)

#### Figure 10. <u>Manage E911 Address for Nomadic</u> <u>Endpoint</u>



Click the Add Address button.
 Result: The Manage E911 Address window appears. (See Figure 11.)

#### Figure 11. Add New Nomadic Address

	Manage E	911 Address
routed properly to emergen	cy call dispatchers and emerger	aintain accurate location information so emergency calls are ncy responders can be routed to your location. If the telephone o update your E911 address and location information.
Primary Webex app		
	irst word or two of your street r move optional fields to broader	name. Omit directional wording such as Drive, Dr, NE, etc. If you your search.
Select an address that rec	eives E911 calls. To use an addr	ess not listed click add new.
Default Account A	ddress	Enter New Custom Address
11 Raybaum1 APT 11 MACON GA 3120	1	Add Address
Please enter new address Street Number: Street Number Suffix Field (optional):	details below. 3896	<b>0</b>
Pre-Directional (optional):	Select 🗸	0
Street Name:	Riverside Dr	0
Location (optional):	Apt 101	
City:	Macon	
State:	Georgia-GA 🗸	
Zip:	31210	
Cancel		Continue

6. Populate the fields and click the **Continue** button. (**Note**: Click the **question mark icon** 

If or assistance on how to populate a specific field.)

**Result**: A second window displays the new address. (See Figure 4.)

7.Click the Save button. (Important: If the system cannot find the new address entered, refine the information to be more specific. If the refined address can't be located, call Cox Business Support at 1-866-272-5777.)



# How to Upload a Bulk File for Lines, Seats, and Trunks



**Note**: A voice account must include National 911 licenses to bulk upload changes to trunking DID addresses. Without National 911 licenses, you may only update address entries for the main Billing Telephone Number (BTN) of a SIP or PRI trunk.

#### Before you begin:

Create\* and/or save a comma-delimited data file (.CSV file) that contains lines, seats, and trunks on your computer.

\*To create a bulk file, see **Appendix A: Using the Standard File Template to Build an Upload File** for details.

#### Figure 12. <u>Standard File Template</u>



Use the following steps to upload a bulk file of lines, seats, and trunks.

- 1. Open MyAccount and enter your user ID and password.
- Scroll to the My Services section and click Manage E911 Address icon in the Voice Tools section. (See Figure 1.)
- 3. Click the Address Upload & Download tab.

#### Figure 13. Address Upload and Download



4. Click the **Choose File** button to select the .CSV file stored on your computer; and then click the **Open** button.

#### Figure 14. Address Upload & Download screen

Address Upload & Download
Upload Download
Address Upload
You may upload E911 addresses for your profile here. Files may have multiple addresses. File types are restricted to .csv only and must be no larger than 1,000 records.
Download a template
Upload files using the Choose File button below.
Choose File C:\fakepath\E911 Addresses.csv
Cancel Upload

- 5. Click the **Upload** button to upload the file.
- When the bulk file is uploaded and it fails MyAccount validation, the Bulk file is rejected and does not continue processing.
   **Result**: The below screen displays error messages that describe the reason for the file rejection.

#### Figure 15. <u>Bulk File Upload Failure Screen</u>

Velcome, <mark>Na</mark>	te <b>r</b>		
Permissions: Profile Adm	ninistrator		
	Address Up	load & Dov	vnload
Upload Download			
Address Upload			
		les may have multiple ad	dresses. File types are restricted to .csv only
and must be no larger th	an 1,000 records.		
Download a template			
Jpload files using the C	hoose File button below.		
Choose File No file	e chosen		
a sulta Comercia			
	<b>y</b> to the error(s) found within you	r uploaded file and re-up	load.
Please make corrections		r uploaded file and re-up	load. Filter By: Status (All) V Clea
earch:	to the error(s) found within you	r uploaded file and re-up	
Please make corrections	to the error(s) found within you		
Please make corrections iearch: isting 1-10 of 24	to the error(s) found within you		Filter By: Status (All) V Clea
Please make corrections earch: isting 1-10 of 24 Phone Number	Clear  Account Number	End Point	Filter By:     Status (All)     V     Clean       V     Errors     V       • All columns in a single row must have a value.     All
Please make corrections earch: isting 1-10 of 24 Phone Number	Clear  Account Number	End Point	Filter By: Status (All) V Clea
Please make corrections Gearch: isting 1-10 of 24 Phone Number	Clear  Account Number	End Point	Filter By:     Status (All)     V     Cleater       V     Errors     V       •     All columns in a single row must have a value.     •       •     Invalid phone number format.
Please make corrections earch: isting 1-10 of 24 Phone Number	Clear  Account Number	End Point	Filter By:     Status (All)     V     Clean       V     Errors     V       •     All columns in a single row must have a value.     All columns in a single row must have a value.       •     Invalid phone number uploaded does not belong to this profile.       •     The phone number uploaded
lease make corrections earch: isting 1-10 of 24 Phone Number 404-225-1234 404-225-1235	Clear     Clear     Account Number     186074683501     186074687503	End Point Primary Primary	Filter By:     Status (All)     V     Clean       V     Errors     V       •     All columns in a single row must have a value.     All columns in a single row must have a value.       •     Invalid phone number uploaded does not belong to this profile.       •     The phone number uploaded does not belong to this profile.
lease make corrections earch: using 1-10 of 24 Phone Number 404-225-1234	Co the errorts) found within you Clear Cl	End Point Primary	Filter By:     Status (All)     V     Clean       V     Errors     V       •     All columns in a single row must have a value.     All columns in a single row must have a value.       •     Invalid phone number uploaded does not belong to this profile.       •     The phone number uploaded
lease make corrections earch: isting 1-10 of 24 Phone Number 404-225-1234 404-225-1235	Clear     Clear     Account Number     186074683501     186074687503	End Point Primary Primary	Filter By:     Status (Ali)     V     Clean       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)
Hease make corrections           earch:           isting 1-10 of 24           Phone Number           404-225-1234           404-225-1235           404-225-1236	co the errorts) found within you           Clear           ✓           Account Number           18607468501           18607468503           18607468503           18607468804	End Point     Primary     Primary     UC App	Filter By:     Status (All)     ✓     Clean <ul> <li>Errors</li> <li>All columns in a single row must have a value.</li> <li>Invaid johne number rupbaded does not belong to this profile.</li> <li>The phone number upbaded does not belong to this profile.</li> <li>Invaid endpoint format - does not belong to this profile.</li> <li>Invaid endpoint format - endpoint not recognized.</li> <li>All columns in a single row must have a value.</li> <li>All columns in a single row</li> <li>All columns in a s</li></ul>
earch:	co the errorts) found within you           Clear           ✓           Account Number           18607468501           18607468503           18607468503           18607468804	End Point     Primary     Primary     UC App	Filter By:     Status (Ali)     V     Clean       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)     Image: Status (Ali)       Image: Status (Ali)



7. When the Bulk file is uploaded and it passes MyAccount validations, the bulk file is routed to the downstream systems for further processing. (Note: The screen displays the number of records processed when the file has not processed completely.)

#### Figure 16. Bulk File Still Processing Screen

	Address Upload & Download
Upload	Download
Addres	ss Upload
	upload E911 addresses for your profile here. Files may have multiple addresses. File types are restricted to .csv only be no larger than 1,000 records.
Download	l a template
Upload fi	les using the Choose File button below.
Choose	: File The file you uploaded is currently processing.
Results	s Summary
displayed the refrest	om the most recently uploaded file will be displayed below. However, if the file upload is in progress, results will be once complete. Once processing is complete, please update information for records that require attention. Click or hotom to see the results below as the file nears completion. Records that have Action code "NA" or blank, will not sed and will not appear in the Result Summary section.
6 of 24 I	Processed Refresh
Results:	✓ 3 Success 0 2 Action Required 🔺 1 Validation Failed
Phone I	Number V Account Number V End Point V Status
	Results will be displayed here once the uploaded file has been processed.

8. When the file is **successfully processed**, the complete status of the bulk file appears.

## Figure 17. <u>Bulk File Successfully Processed</u>

	Address Uploa	ad & Downloa	d									
Upload Download												
Address Upload												
You may upload E911 addresses for your profile here. Files may have multiple addresses. File types are restricted to .csv only and must be no larger than 1,000 records.												
Download a template	Download a templace											
Upload files using the Cho	ose File button below.											
Choose File No file ch	iosen											
Results Summary												
displayed once complete. Or the refresh button to see the	tly uploaded file will be displayed to ne processing is complete, please results below as the file nears cor pare in the Result Summary section Refresh	update information for records mpletion. Records that have Act	that require a	ttention. Click on								
Search:	Clear	Filter By:	Status (AII)	👻 Clear								
isting 1-10 of 24												
Phone Number	Account Number	Y End Point	❤ Statu	s •								
Phone Number 404-225-1234	Account Number     186074688501	End Point     Primary	Statu									
				55								
404-225-1234	186074688501	Primary	Succe	55								
404-225-1234 404-225-1234	186074688501 186074688501	Primary UC App	Succe Succe Action	55								
404-225-1234 404-225-1234 404-225-1235	186074688501 186074688501 186074687503	Primary UC App Primary	Succe Succe Action	ss ss n Required stion Failed								

<sup>2</sup>https://www.techopedia.com/definition/2925/automaticlocation-identification-ali The records processed can have the following status:

- a) **Success** : Records in the bulk file are successfully processed
- b) Validation failed with hyperlink: Record in the bulk file are not processed however these records can be fixed. User can click on the hyperlink to update the ALI address
- c) Validation failed without hyperlink: Records in the bulk file are not processed and cannot be fixed by the user. The tooltip displays the reason for the failure
- d) **Action required**: Multiple addresses are found for the address entered in the Bulk file .User action is required to save correct address.

#### How to Bulk Download 911 Address Information

Use the following steps to bulk download 911 addresses.

- 1. Open MyAccount and enter your user ID and password.
- Scroll to the My Services section and click Manage E911 Address icon in the Voice Tools section. (See Figure 1.)
- 3. Click the **Address Upload & Download** tile to download a bulk file. (See Figure 7.)
- 4. Click the Download tab and select the type of report you want to see: Current ALI Records or ALI Record History. (Note: "Automatic Location Identification (ALI) is an enhanced electronic location system that automatically relays a caller's address when they call an emergency responder service such as 911, whether they call from a mobile phone or a land line."<sup>2</sup>)

#### Figure 18. Address Download screen



 Click the Download Current ALI Records link. Result: The Current ALI record screen appears. (See Figure 19.)



6. Click the box to choose one or more records you want to see and click the PDF or CSV link to select the format in which you want to view the report. (Note: Click Select All if you want a report on all DIDs shown. If you deselect DID one (1) or more DIDs, the report will not generate.)

Figure 19.	Current ALI Records
------------	---------------------

earch:			Filter	By: Account (All)	V Clear
1	10 of 13				Download PDF   CSV
	Phone Number 👻	First Name 👻	Last Name 🗸 🗸	Account Number 🗸	Account Name 😽
	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile
	2252685824	End user	EU	182095002201	Pazhani Mu Prrofile
	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile
	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile
	2252685822	End 5 User 5	EU 5	182095002301	Pazhani No Profile
	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile
	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile
	2252685820	Profile 4	Admin 4	182095002301	Pazhani No Profile
	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile
	2252685811	Profile 2	Admin 2	182095002301	Pazhani No Profile

- 7. If you click the **Download ALI Record History** link, the **ALI Record History** screen appears.
- 8. Click the box to choose one or more records you want to see and click the **PDF** or **CSV** link to select the format in which you want to view the report.

**Result**: The **Current ALI Record** report downloads the selected format and contains the latest ALI record associated with the endpoint.

#### Figure 20. ALI Record History

ears.	no ALI records are displi	ayed, confirm the date	record history can be range entered below	e downloaded from this sci ALI record history is only	available for the past 2
earch:		Filter By: Account	t (All) 🗸		d Date nm/dd/yyyy Clear
sting 1 -	10 of 13				Download PDF   CSV
	Phone Number 😽	First Name 🗸	Last Name	✓ Account Number ✓	Account Name 🐱
	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile
	2252685824	End user	EU	182095002201	Pazhani Mu Prrofile
	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile
	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile
	2252685822	End 5 User 5	EU 5	182095002301	Pazhani No Profile
	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile
	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile
0	2252685820	Profile 4	Admin 4	182095002301	Pazhani No Profile

See the next pages for samples of reports in PDF and CSV format.



#### **Report Types and Layouts**

Figure 21.	Current ALI Records in PDF Format (samp	le)
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	Current ALI Records														
Action	Phone Number	First Name	Last Name	Account Number	Account Name	Endpoint	Street Number	Street Number suffix	Pre-directional	Street name	Location	City	State	Zip	
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	7060	
N/A	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	7080	
N/A	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7080	
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	3033	
N/A	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile	Primary	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	7080	
N/A	2252685811	Profile 2	Admin 2	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	7080	
N/A	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	3033	
NA	2252685798	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809			Ray Baum	APT 2	BATON ROUGE	LA	7080	
N/A	2252685799	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809			Ray Baum	APT 2	BATON ROUGE	LA	7080	
N/A	2252685800	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809	1		Ray Baum	APT 2	BATON ROUGE	LA	7080	
N/A	2252685824	End user	EU	182095002201	Pazhani Mu Prrofile	Primary	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	3033	
N/A	2252685820	Profile 4	Admin 4	182095002301	Pazhani No Profile	Primary	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7080	
N/A	2252685822	End 5 User 5	EU 5	182095002301	Pazhani No Profile	Primary	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	3033	

#### Figure 22. Current ALI Records in CSV Format (sample)

A	В	C	D	E	F	G	н	1	1	K	L	M	N	0	Р	Q	
Action	Phone Nu	First Nam	Last Name	Account N	Account N	Endpoint	Street Nu	Street Nu	Pre-direct	Street nar	Location	City	State	Zip			
N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON RO	LA	70809			
N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addre	Ray Baum	APT 2	BATON RO	LA	70809			
N/A	2.25E+09	End 3 Use	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addre	Ray Baum	APT 3	BATON RO	LA	70809			
N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani N	Primary	10809	No Addres	No Addre	Ray Baum	APT 2	BATON RO	LA	70809			
N/A	2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON RO	LA	70809			
N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 2	BATON RO	LA	70809			
N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 2	BATON RO	LA	70809			
N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 2	BATON RO	LA	70809			
N/A	2.25E+09	End user	EU	1.82E+11	Pazhani N	Primary	2210	No Addres	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
N/A	2.25E+09	Profile 4	Admin 4	1.82E+11	Pazhani N	Primary	10809	No Addres	No Addre	Ray Baum	APT 3	BATON RO	LA	70809			
N/A	2.25E+09	End 5 Use	EU 5	1.82E+11	Pazhani N	Primary	2210	No Addres	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			

The ALI Record History Report will contain the historical log of ALI records associated with the endpoint.

Figure 23. ALI Record History in PDF Format (sample)

								ALI Reco	rd Histor	у						
Actio	Phone Number	First Name	Last Name	Account Number	Account Name	Endpoi nt	Street Number	Street Number suffix	Pre-directional	Street name	Locatio n	City	Stat e	Zip	Timestamp	User ID
-1	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	7080 9	09/29/2020 01:30:00 AM EDT	COX REP
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	7090 9	10/07/2020 08:00:15 AM EDT	COX REP
1	2252685825	UNASSIGNED	UNASSIGN	182095002201	Pazhani Mu Prrofile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	7080 9	09/29/2020 04:15:02 AM EDT	COX REP
N/A	2252685825	UNASSIGNED	UNASSIGN ED	182095002201	Pazhani Mu Prrofile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	7080 9	09/29/2020 04:30:16 AM EDT	COX REP
1	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7080 9	09/25/2020 12:01:04 PM EDT	COX REP
N/A	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7080 9	09/25/2020 12:30:58 PM EDT	COX REP
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	3033 8	10/12/2020 10:08:35 AM EDT	Kanika.Gulati@cox.com
1	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7080 9	09/29/2020 01:45:55 AM EDT	COX REP
1	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	7090 9	09/29/2020 02:15:04 AM EDT	COX REP
U	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	NA	DUNWOODY	GA	3033 8	09/29/2020 08:35:24 AM EDT	095002201@mailinator.com
U	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES	NA	DUNWOODY	GA	3033 8	09/29/2020 08:42:13 AM EDT	095002201_pa@mailinator. com



#### Figure 24. ALI Record History in CVS Format (sample)

4	4	В	С	D	E	F	G	Н	- E	J	К	L	м	N	0	Р	Q	R	S	Т	U	V	W	
Actio	n	Phone Nu	First Name	Last Name	Account N	Account N	Endpoint	Street Nu	Street Nu	Pre-dire	ct Street na	r Location	City	State	Zip	Timesta	m User ID							
1		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baun	n APT 3	BATON R	CLA	708	809 09/29/20	2 COX REP							
N/A		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baun	n APT 3	BATON R	CLA	708	809 10/07/20	2 COX REP							
1		2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	UC App	10809	No Addres	No Addr	e: Ray Baun	n APT 2	BATON R	CLA	708	809 09/29/20	2 COX REP							
N/A		2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	UC App	10809	No Addres	No Addr	e: Ray Baun	n APT 2	BATON R	CLA	708	809 09/29/20	2 COX REP							
1		2.25E+09	End 3 Use	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addr	e: Ray Baun	n APT 3	BATON R	CLA	708	809 09/25/20	2 COX REP							
N/A		2.25E+09	End 3 Use	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addr	e: Ray Baun	APT 3	BATON R	CLA	708	809 09/25/20	2 COX REP							
N/A		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e DUNWOO	O APT 700	DUNWO	GA	303	338 10/12/20	2 Kanika.Gu	ulati@cox.	com					
1		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addr	e: Ray Baun	n APT 3	BATON R	CLA	708	809 09/29/20	2 COX REP							
1		2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	10809	No Addres	No Addr	e: Ray Baun	n APT 3	BATON R	CLA	708	809 09/29/20	2 COX REP							
U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e: DUNWOO	D NA	DUNWO	O GA	303	338 09/29/20	2 09500220	1@mailina	ator.com					
2 U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e DUNWOO	D NA	DUNWO	GA	303	338 09/29/20	2 095002203	1_pa@mai	ilinator.con	1				
U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e: DUNWOO	BLDG A	DUNWO	O GA	303	338 09/30/20	2 pazhani.n	noorthy@	cox.com					
U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e: DUNWOO	BLDG A	DUNWO	GA	303	338 09/30/20	2 09500220	1@mailina	ator.com					
5 U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e: DUNWOO	D NA	DUNWO	GA	303	338 10/12/20	2 Kanika.Gu	ulati@cox.	com					
5 U		2.25E+09	Pazhani Ra	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addres	No Addr	e DUNWOO	O APT 601	DUNWO	GA	303	338 10/06/20	2 pazhani.n	noorthy@	cox.com					
7 1		2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	Primary	10809	No Addres	No Addr	e: Ray Baun	n APT 2	BATON R	CLA	708	809 09/29/20	2 COX REP							
B N/A		2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	Primary	10809	No Addres	No Addr	e: Ray Baun	n APT 2	BATON R	C LA	708	809 09/29/20	2 COX REP							
9 1		2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baun	n APT 3	BATON R	C LA	708	809 09/25/20	2 COX REP							
N/A		2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baun	n APT 3	BATON R	CLA	708	809 10/07/20	2 COX REP							
N/A		2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	UC App	2210	No Addres	No Addr	e DUNWOO	O APT 700	DUNWO	GA	303	338 10/12/20	2 Kanika.Gu	lati@cox.	com					
				Admin 5		Pazhani M	UC Ann	10809	No Addres	No Addr	Ray Baun	APT 2	RATON R	CI A	702	809 09/29/20	COX REP	1						
4. 3	P.	ALI Rec	ord Histo	ry_10_14_20	20_5	$( \cdot )$									1									Þ
ady																				<b>#</b>	四 -		+	100



#### Appendix A: Using the Standard File Template to Build an Upload File

#### Figure 25. Standard File Upload Template

A       404-222-1212       Sam       Simpson       186074688501       Cogsworth Cogs       Primary       4040       B         Image: Superstand Structure       Image: Superstand Structure<	Action 🖕	Phone Num 🚽	First Name 🖕	Last Name 🚽	Account Number 🖕	Account Name 🚽	End Point 🖕	Street Number 🍷	Street Numb Suffix
The blank template .csv file must have the following contents only: Action*, Phone Number*, First Name, Last Name, Account Number, Account Name, End Point, Street Number, Street	Α	404-222-1212	Sam	Simpson	186074688501	Cogsworth Cogs	Primary	4040	В
The blank template .csv file must have the following contents only: Action*, Phone Number*, First Name, Last Name, Account Number, Account Name, End Point, Street Number, Street									
The blank template .csv file must have the following contents only: Action*, Phone Number*, First Name, Last Name, Account Number, Account Name, End Point, Street Number, Street									
The blank template .csv file must have the following contents only: Action*, Phone Number*, First Name, Last Name, Account Number, Account Name, End Point, Street Number, Street									
The blank template .csv file must have the following contents only: Action*, Phone Number*, First Name, Last Name, Account Number, Account Name, End Point, Street Number, Street									
0 0									

- 1. Download and then edit the comma-delimited file (extension .CSV) from MyAccount
- 2. Use the following Action Values to add, change, or delete a 911 address value:

•

- A or a (add an ALI entry) •
- **C** or **c** (**U** or **u**) or (**M** or **m**) (**c**hange/**u**pdate/**m**odify an ALI entry)
- D or d •
- Blank action values will be ignored... •
- Note: if a transaction file has duplicate records, based on TN/endpoint combination, then only the • last transaction record in the file will be processed.

End Point (Primary (or

primary); or UC App or Webex

- **U** or **u**... **W** or **w** (mandatory)

endpoint defaults to Primary.)

(Note: blank value for the

- 3. Enter the following required data fields to process each record:
  - Action (mandatory) •
  - Phone Number (mandatory)
  - First Name
  - Last Name .

.

- Street Number
- Account Number •
- - Street Number Suffix

- **Pre-Directional** •
- Street Name
- City •
- State •
- Zip Code

- 4. Double-check the formatting and proper spelling.
- 5. Save the .CSV file to your computer.
- 6. Log into MyAccount and perform a bulk upload for 911 address updates. (Refer to How to Upload a Bulk File for Lines, Seats, and Trunks for assistance.)



#### Appendix B: Common Bulk Upload File Validation and Processing Errors

When you try to upload a file that contains errors, the Address Upload and Download screen displays a description of the error associated to the specific Phone Number, Account Number, and End Point.

Figure 26. MyAccount Address Upload & Download Sample Error Screen

/ MyAccount Home / Voice To	ols / User & System Mgmt / Manag	e E911 Address			
A Upload failure. One See below for more	or more entries require modific information.	ation. Errors must l	oe corrected	and the file must be re-uploa	ded.
Welcome, Nat	e <b>'</b>				
Permissions: Profile Admin	nistrator				
	Address Upl	oad & Do	ownlo	ad	
Upload Download					
Address Upload					
You may upload E911 addi and must be no larger tha	resses for your profile here. File n 1,000 records.	s may have multiple	e addresses.	File types are restricted to .cs	/ only
Download a template					
Upload files using the Ch	aase File button below				
opious mes using the ch	loose the batton below.				
Choose File No file	chosen				
Results Summary					
Please make corrections to	o the error(s) found within your	uploaded (abcd.csv	) file and re-	upload.	
Search:	Clear		Filter	Bv: Status (All)	~
search:	Clear		Filter	by. Status (hit)	~
Listing 1-10 of 24					
Phone Number	← Account Number	<ul> <li>End Point</li> </ul>	Y Err	rors	~
404-225-1234	186074688501	Primary		All columns in a single row must have a value.	4
			•	Invalid phone number format	
				The phone number uploaded does not belong to this profile	
404-225-1235	186074687503	Primary		The phone number uploaded does not belong to this profile	
404-225-1236	186074688804	UC App		Invalid endpoint format – endpoint not recognized.	A

The table below contains validation failure messages that display in MyAccount and troubleshooting steps to resolve.

If you see this error message	Make sure
Upload failure. File type must be CSV.	The address file is in .CSV format when you try to upload.
Upload failure. The uploaded file exceeds the limit of 1,000 records.	The file contains no more than 1000 records (under the header row). Move rows greater than 1000 to an additional file and load separately.
Upload failure. The column names in the header must match the provided template.	The first row on the file contains the comma- separated column header. Ensure no updates have been made to the column header. Download a new file to ensure you use the most accurate file available.



If you see this error message	Make sure	
Missing values in one or more columns.	The file has exactly 15 comma-separated columns on each row. Ensure all rows have a valid input.	
Invalid phone number format.	All rows have a valid telephone number. Validate there are 10 digits in each row.	
Phone number uploaded does not belong to your account.	The telephone numbers (TNs) in all rows must belong to one of the user's accounts within the profile.	
Invalid Endpoint value.	The endpoint columns contain the following (in upper or lowercase):	
	a. <b>Primary</b> or starting with <b>P</b> or <b>p</b>	
	b. Webex Teams or UC App or starting with ${f U}$ or ${f u}$	
	c. Blank (will be interpreted as Primary)	
Invalid Action Code value.	The Action column contains the following codes only (in upper or lowercase):	
	a. <b>A</b> (Add)	
	b. <b>M</b> or <b>C</b> or <b>U</b> (Modify)	
	c. <b>D</b> (Delete)	
	d. <b>N/A</b> or blank (*row will be ignored)	
<tn> is not a primary endpoint or</tn>	That the endpoint(s) in all rows are valid for that TN.	
<tn> is not a Webex Teams or UC App endpoint</tn>		
Upload failure. MyAccount validation fails at the time of uploading a file.	One or more entries require modification. Error must be corrected, and the file must be re-uploaded.	
No Address Found.	The address data is not missing from any of the applicable columns.	
Validation failed. Deletion of ALI record for a fixed endpoint is NOT allowed. You may only delete ALI record for a DID.	The row contains an Action code <b>D</b> only for DID(s).	
Validation failed. ALI record has NOT yet been created for this fixed endpoint.	The row contains Action code <b>A</b> , <b>M</b> , <b>C</b> , <b>U</b> only for a Fixed endpoint that has an existing ALI record.	



If you see this error message	Make sure
Validation failed. The number of purchased licenses is equal to the total number of ALI records that exist in the system.	The row contains DID with in-use license is less than MBQ.
ALI record for this TN cannot be edited since it exists on the legacy database.	The endpoint is provisioned on Broadsoft and is not part of the Legacy PS/ALI service.
No ALI record found. ( <b>Note</b> : If the telephone number has no initial record, typically during a new install, this message appears.)	You wait 24-48 hours after a new install before you upload updated dispatchable location details.
File contains no data.	The file contains all data and re-uploaded.

#### Terms to Know: MSAG/MSAG ADDRESS

#### What is MSAG?

MSAG (Master Street Address Guide) is a database of street names and house number ranges within their associated communities that define Emergency Service Zones (ESZs), and their associated Emergency Service Numbers (ESNs) to enable proper routing of 911 calls.

#### What is a MSAG Address?

A MSAG address is recognized by Public Safety for the dispatch of emergency first responders. It is an absolute and unique address in that variants for directions, street spelling, street suffixes, and community names are not allowed. It is preferred that MSAG Addresses be in Civic Address format. The community name associated with this address format is assigned by the Addressing Authority in cooperation with the 911 Administrator and may or may not be the same as the community name assigned by the USPS. MSAG addresses are used to route 911 calls and for ALI display.



**Note**: The MSAG address data format is not standardized throughout the country. This is generally attributed to legacy system limitations that have continued as operational practices on the part of 911 administrative entities. As a result, two sub-tending MSAG definitions are needed.



#### Appendix C: E911 Calling and Configuration FAQs

#### What is Kari's Law?

H.R. 582, commonly known as *Kari's Law Act of 2017*, "amends the Communications Act of 1934 to prohibit businesses from manufacturing or importing for use in the United States, or selling or leasing in the United States, a multi-line telephone system unless it is pre-configured to allow users to directly initiate a call to 9-1-1 (without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit '9') from any station equipped with dialing facilities.

Businesses are prohibited from installing, managing, or operating multi-line telephone systems without such a direct 9-1-1 call configuration."<sup>1</sup>

#### What does the legislation require in support of Kari's Law?

The legislation required to support Kari's Law states no dialing prefix or access code is allowed when dialing 911.

New Multi-Line Telephone Systems (MLTS), such as Unified Communications (UC) or Webex applications, must allow users to dial 911 without requiring any prefix, post-fix or trunk access code. For IP Centrex and VoiceManager, the prefix, post-fix or trunk access codes are not required.

SIP Trunking and PRI are dependent on the customer's PBX rather than the product provided by Cox, so Cox is restricted to change how the systems function. All Cox Business voice customers are notified about the requirements of Kari's Law.

# How does a user configure the method of emergency messaging notification they will receive when 911 is dialed?

The customer must access MyAccount and update the 911 Notifications section.

How many emails and telephone numbers can be set up in MyAccount to receive notifications?

The customer can enter up to three (3) different email addresses or mobile phone numbers for each phone number/seat. One (1) email/mobile phone number will be selected as the primary notification contact. Only one notification is available per seat.

#### What are the notification methods?

Email, text/SMS messages, and phone calls can be used for notification methods when a 911 call is placed from an account.

#### What is the SMS notification content?

SMS notification content includes:

- call time
- call date
- originating phone number from the device type used with the E911 address
- street number, street number suffix, pre-directional, street name
- location: city, state, zip
- Account Number
- Account Service Address



#### Can a customer turn OFF 911 notifications?

Yes. Both, email and text messages can be turned OFF and ON in MyAccount.

Text messages can also be turned off by replying to the 911 notification text with "stop". Replying with "stop" will turn off all notifications to that particular mobile phone number and not just 911 notifications.

After sending "STOP," the message, "You have unsubscribed for all Cox SMS notifications. Manage notification settings using MyAccount at www.coxbusiness.com/myaccount" appears.

If you stop SMS two (2) times via text, you must wait 30 days before you can enable SMS messages again and the following message appears in MyAccount: "After sending a STOP message, re-enable SMS notification can only occur once every 30 days. Please try again later or use a different number."

If the same mobile phone number is used for multiple individuals, turning it off for one user will impact all users. No one will receive notifications when it is turned off for one user.

#### What if a user responds to a notification with "Help"?

If a user responds to a notification with "Help," they receive the message, "Manage notification settings using MyAccount at www.coxbusiness.com/myaccount."

#### Who receives the 911 call notifications?

The preferred contact will receive a generic message alerting of the 911 call.

All email notifications are based on the customer calling group that the business sets up. Select users' preferred contact information is set up to receive 911 notifications. When a customer within the calling group dials 911, *all* email addresses and/or mobile phone numbers receive a notification.

#### What do the 911 email and SMS notification include?

The emergency address—as delivered to the PSAP (public-safety answering point)—and the customer's account service address are included in the notification.

911 Call	Information		$\otimes$
			x
		BUSIN	ESS
A call	to 911 was made.		
	911 Call Informatic	n	
	Date:	2019-08-02	
	Time:	13:10:42.147-04:00	
	Phone Number:	(456) 234-5667	
	UC App E911 Address:	123 Main St. Suite 101	
		Macon, GA 31201	
	Primary E911 Address:	435 Lincoln Dr.	
		Suite 800 Macon, GA.	
		31230	
	Account Number:	001112233446	
	Account Service	435 Lincoln Dr.	
	Address:	Suite 800 Macon, GA	
		31230	
	Notification Settin		
	notification settin	84	
			Close

Figure 27. <u>E911 Email (sample)</u>

#### Figure 28. E911 SMS (sample)

911 Call Information	$\bigotimes$
SMS Message Delivered.	
A call to 911 was made. The details of the call are as follows:	
Call Date: 03/19/19	
Call Time: 05:15 pm	
Phone Number: 456-234-5667	
UC App E911 Address: 123 Main St. Suite 101 Macon, GA. 31201	
Pimary E911 Address: 435 Lincoln Dr. Suite 800 Macon, GA. 31230	
Account Number: 001112233446	
Account Service Address: 435 Lincoln Dr. Suite 800 Macon, GA. 31230	
	Close

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