

UC Cloud Voice E911 Configuration User Guide

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Introduction

The UC Cloud Voice Nomadic E911 Self-Service Portal enables users to enter and submit the current address of their Direct Inward Dial (DID) Voice over IP (VoIP) phone(s) or PC soft-phone for dispatching of emergency services appropriately as they move from one location to another.

Secure User Access and E911 Administration

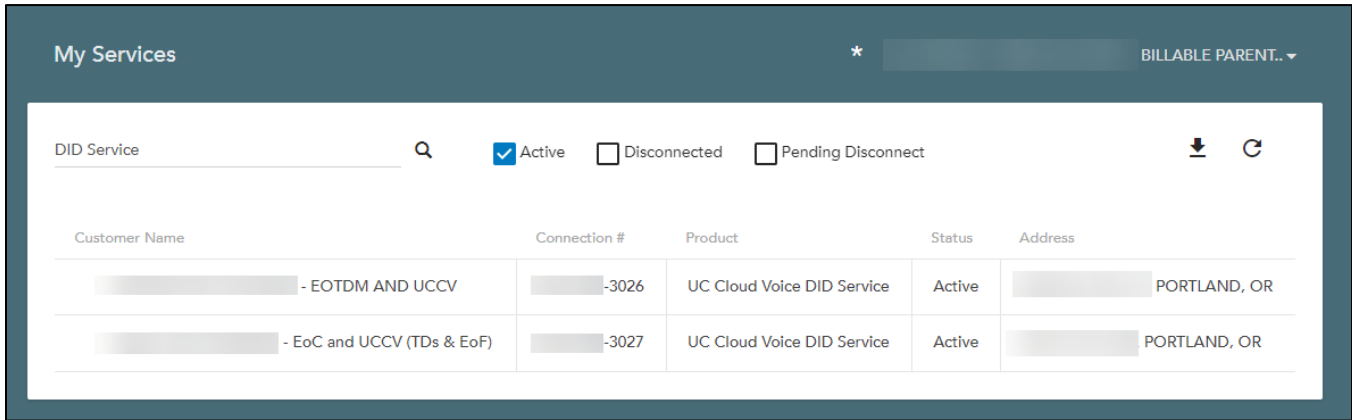
Users must have the following security access in order to update E911 address location information per DID using the Allstream Portal:

- Administrator
- Network Admin

Updating E911 Service Location Information

To update the Emergency Services Location information on your UC Cloud Voice DID Lines:

1. Log in to your account at <https://my.allstream.com>.
The **My Dashboard** page displays.
2. From the **MY ACCOUNT** menu at the top of the portal, select **Services**.
The **My Services** page displays.



My Services Page

3. From the **My Services** page, click on the selected UC Cloud Voice DID service.
The **Service Details** page displays, and the **Emergency Service Location** information displays the current E911 address for the selected DID directly from the Bandwidth.com Master Street Address Guide (MSAG) database.

Note: Bandwidth.com is a third-party provider that stores and validates E911 addresses for UC Cloud Voice customers.

Service Details - BILLABLE PARENT..

← UC Cloud Voice DID Service +

Status Active Term Start 10/24/2016

Connection # [REDACTED]-3026 Term End 10/23/2019

Address [REDACTED] PORTLAND, OR Monthly Charge \$0.00

Service Number [REDACTED] 708

Emergency Service Location

Your Name: Mary Smith Address Line 2: BLDG 1 STE 100

Street Address: 4136 Grey St City: VANCOUVER State: WA Zip Code: 98683

WARNING. The service address you enter into this portal will update the systems that direct emergency responders to your location. If you fail to maintain, or if you provide incorrect emergency response address/location information those omissions or errors will transfer to the E911 database. In the event of a 911 call, these errors in the E911 database will result in emergency personnel being dispatched to the incorrect location.

[RESET](#) [SUBMIT](#)

[RELATED FEATURES](#) [RELATED TICKETS](#)

Description	Quantity	Element	Rate Plan	MRC
NVoIP Caller ID Name & Number	1	Caller ID Name & Number	NVoIP Caller ID Name & Number	0.00
NVoIP Inter LD (\$.025)	1	Interstate	NVoIP Inter LD (\$.025)	
NVoIP Intra LD (\$.035)	1	Intrastate	NVoIP Intra LD (\$.035)	
++NVoIP International Calling - Blocked	1	NVoIP International Calling - Blocked	NVoIP International Calling - Blocked++	0.00
UC Cloud Voice DID	1	UC Cloud Voice DID	UC Cloud Voice DID	0.00

Service Details Page

4. Update the DID address information as needed and click **SUBMIT**.
5. When prompted, click **YES** to confirm your changes with Bandwidth.com.
If the address was validated and accepted, a success message displays at the top of the **Service Details** page.

In the following example, Bandwidth.com validates the user submitted address and updates with the proper MSAG listed city. Bandwidth.com updates and accepts the MSAG validated address which will be returned via the Allstream Portal.

Emergency Services Location

Kevin Dixon [REDACTED]

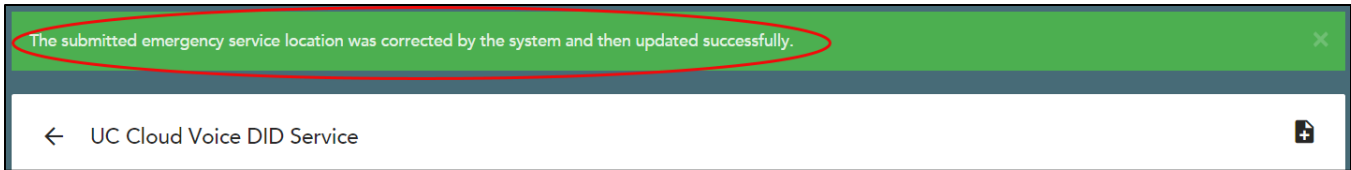
Your Name Address Line 2

18110 SE 34TH ST Camas WA 98683

Street Address City State Zip Code

Correct city is Vancouver

[Reset](#) [Save](#)

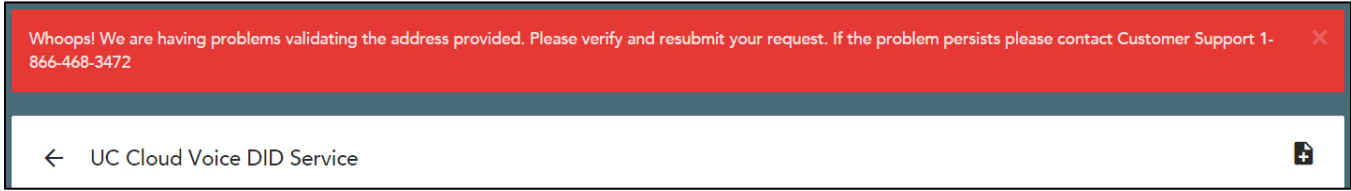


Error Handling

This section discusses the possible errors that may occur when performing E911 address updates using the Allstream Portal.

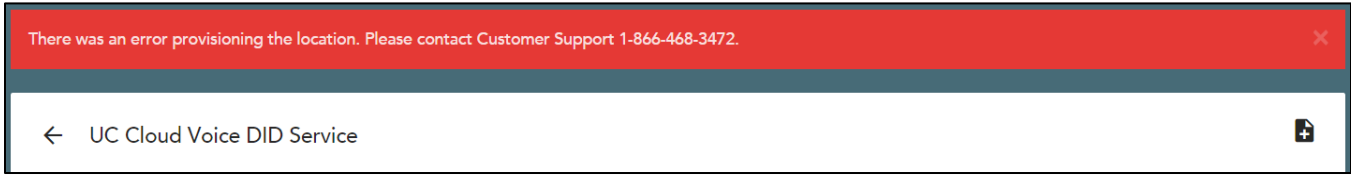
Invalid Address

An invalid address has been submitted and Bandwidth.com is unable to validate the address being submitted via the Allstream Portal. In this instance, the following error message displays:



Additional Possible Errors

- Address Locked – in process with bandwidth.com
- Service Down
- Unable to provision



WARNING! The service address entered in the portal updates the systems that direct emergency responders to your location. For 911 dialing to work properly from your location, the address you enter in this portal must correspond to the physical location of the telephone that could be used to dial 911. Therefore, it is the Customer’s responsibility to maintain accurate address information so that in the event of an emergency 911 call the correct address is provided to emergency responders.

CUSTOMERS INCORRECT LOCATION REGISTRATION OR FAILURE TO UPDATE ITS EMERGENCY RESPONSE SERVICE LOCATION OR ADDRESS INFORMATION: If you fail to maintain and update, or if you provide incorrect emergency response address/location information for phone numbers, DIDs, or market expansion DIDs using this portal, those omissions or errors will transfer to the E911 database. In the event of a 911 call, these errors in the E911 database will result in emergency personnel being dispatched to the incorrect location.