

Lumen® Hosted VoIP

Administrator guide – 911 information

September 23, 2022

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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. 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 1-877-453-8353 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 60 hours. 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 60 hours. 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 for details.) 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 Hosted VoIP 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.

How E911 works with Lumen Hosted VoIP

Hosted VoIP service registers numbers with emergency services that are:

- 1) Built to a 911 eligible seat type, or
- 2) Assigned as the **group number** (regardless of the seat type).

Seat types that are **not** eligible for 911 are:

Anywhere	Contact center	Hunt group	
Auto attendant	Group paging	Instant call group	Voice mail only

Tenant and groups

As the portal administrator, you have access to your organizations **tenant** where you can access all the numbers for your organization. Your numbers are “anchored” to a primary place of use (PPU) location. In the tenant, the PPU is translated into a **group**.

Group number and group address

Each group has a primary number assigned as the **group number** and a **base location**. The **group number** is always registered with emergency services regardless of seat type. The **base location** shows the address for all the numbers in that group, which is where emergency services will be dispatched.



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

Permanent vs temporary address change

An address change that will last **less than 180 days** is considered temporary. Follow the instructions in this guide to make temporary 911 address changes in the portal.

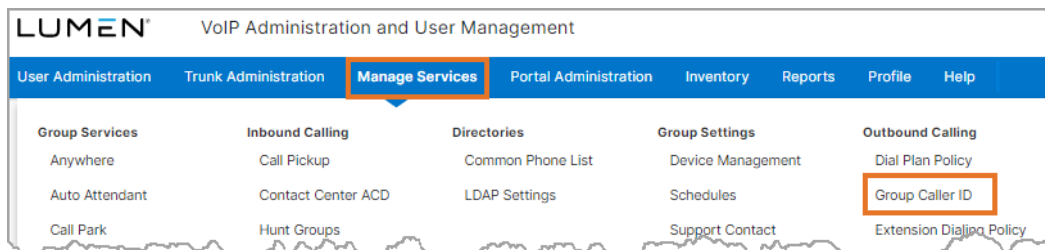
An address change that will last **more than 180 days** is considered permanent and will need updated in Lumen's backend systems. For a permanent change, you will want to:

1. Contact your account rep so they can place a permanent change request which can take up to 30 days to complete.
2. In the interim, follow the instructions in this guide to update your address in the portal. This will ensure it shows correctly to emergency services.

Locating the group number and group address

Every time a new group is added to your tenant, you should verify the **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.
2. Click **group caller ID** from the drop-down menu.



3. Select the group you want to manage from the **select a group drop-down** list.
4. Click the **get** button.
5. The group number is listed in the field next to **calling line ID group number**.
6. The address registered with emergency services appears next to **current 911 location**. This is the address for all numbers in this group.

Note: In this section of the portal, you can also manage whether the **group number** is out pulsed on caller ID for all numbers within this group. For additional information about the **group number**, refer to the [Hosted VoIP Administrator Portal Guide](#).

When to change 911 information

The 911 **address** is not editable and may not show correctly in the portal until:

1. Your numbers have ported, and
2. Associated orders have closed.

Orders may close as quickly as 20 minutes after porting; however, can take up to 72 hours.

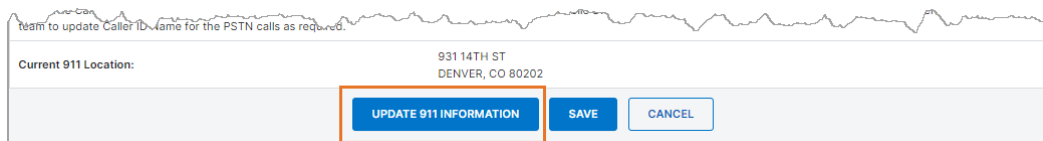
Changing the 911 address for a group or the group number

Use this method to temporarily change the **address** for all numbers within a group. Use this method also if the **group number** is assigned to a user requiring a temporary address change.

Follow the steps in the section [locating the group number and address](#) above then proceed.

Note: Please read [when to change 911 information](#) before proceeding.

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

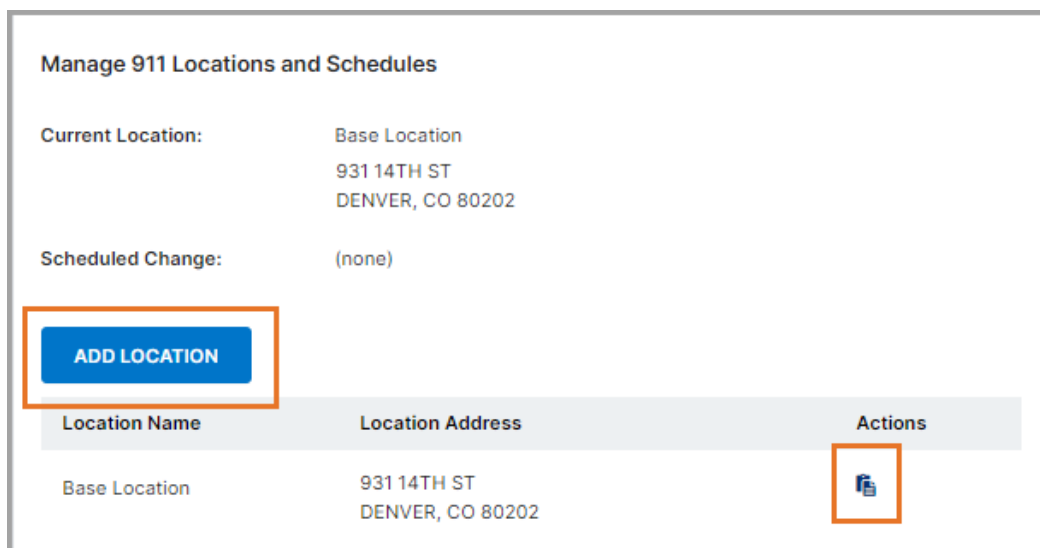
2. Click either the **add location** button or the **copy** icon found under **actions**.

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 (new address)

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](#).

Add Location

Location Name:

Address Line 1:

⑦ 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. 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.

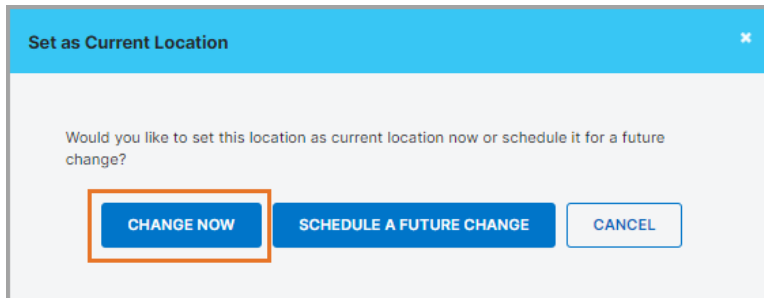
Scheduled Change: (none)

ADD LOCATION

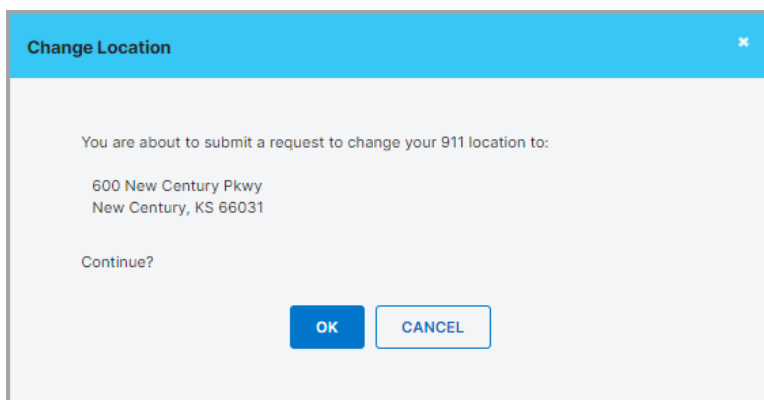
Location Name	Location Address	Actions
Base Location	931 14TH ST DENVER, CO 80202	
Lumen in KS	600 New Century Pkwy New Century, KS 66031	

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

Note: If you opt to **schedule a future change**, you will be prompted to enter the date, time and time zone that the change should occur.



- 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](#).

How to copy a location (update existing 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**.

Copy Location

Please enter any location specific information in the Address 2 field

Location Name: Base Location

Address: 931 14th St

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

City, State, ZIP: Denver, CO 80202

SUBMIT CANCEL

Copy Location

Please enter any location specific information in the Address 2 field

Location Name: Address with suite

Address: 931 14th St

Address 2: Ste 1401

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

City, State, ZIP: Denver, CO 80202

SUBMIT CANCEL

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

Scheduled Change: (none)

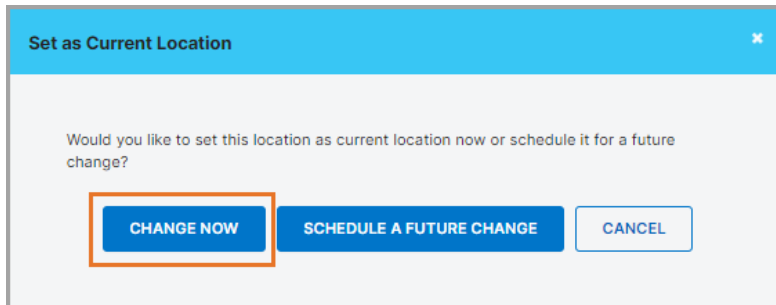
Current location has not changed.

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.

Note: If you opt to **schedule a future change**, you will be prompted to enter the date, time and time zone that the change should occur



- 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](#).

Change 911 address for individual numbers

There are a few methods available to change the address for a number that is **not** assigned as the **group number** and has a different address than that of the group address. Which method you chose depends on the quantity of numbers you need to update and variations in the address.

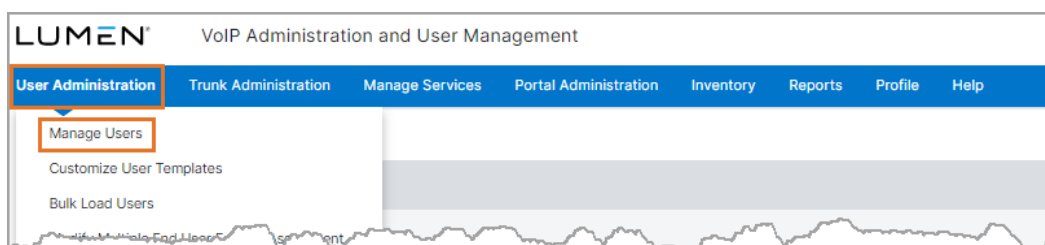
Method	When to use
End user portal	Changing the address for one or a few users.
Bulk 911 registration	Changing the address for many users; only address line 2 is unique.
Bulk 911 address change	Changing the address for many users; many of the addresses are unique.

End user portal (change address – one number)

Using this method, you will locate a number in the administrator portal then access the end user portal to update the address.

Note: Please read [when to change 911 information](#) before proceeding.

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



3. Select the appropriate group from the **select a group drop-down** list.
4. Select **phone** from the **find** drop-down list.
5. Enter the number you're searching for in the **that includes** field.
6. Click the **search** button.
7. Click the **configure** icon to the right of that number to access the end user portal.

8. Click **911 conditions, information, or to change your current location**.

9. 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 7).

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 a location](#) (page 9).

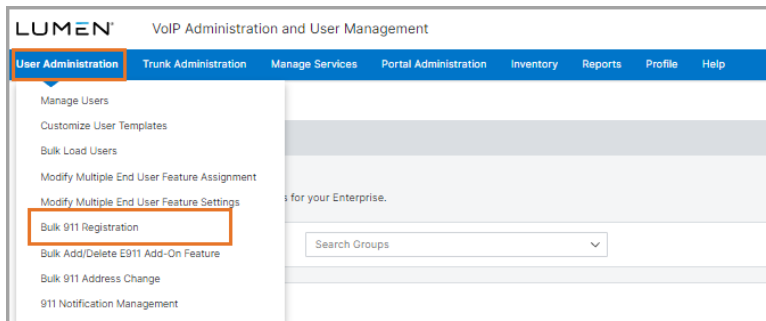
10. Click the **back to user selection** icon to return to the administrator portal.

Bulk 911 registration (change address – group level)

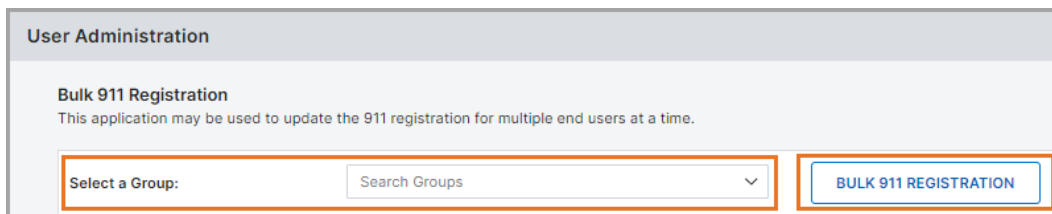
This method allows you to update addresses on a group basis. It is useful when many numbers in a group have the same address. You can, however, customize address line 2 for each number.

Note: Please read [when to change 911 information](#) before proceeding.

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, city, state** and **zip**.
4. Click the **next** button.

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

5. Only numbers that are built to a 911 eligible seat type and have no open orders will be available in the **search results and end user's** field.
6. Use arrows between the fields or drag and drop the numbers to the **add users to** field.
7. Click the **next** button.

8. If applicable, enter **address line 2** and click **apply this address line 2 for all selected users** button.
9. If applicable, enter customized information in the **address line 2** field next to each number.
10. Click the **submit** button.

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.

User Administration

Bulk 911 Registration - Submission

Group:

Lumen Denver CO (a-334149)

Change Now or Schedule Future Change?

Change Now

Schedule Future Change

Address:

600 New Century Pkwy
New Century, KS 66031

Address Line 2:

APPLY THIS ADDRESS LINE 2 FOR ALL SELECTED USERS

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

Note: Numbers at the top of the list in red font are assigned to a temporary address. If you do not wish to change them please delete them from the list.

TN	User (Last Name, First Name)	Address Line 2	Action
530627042	DOUGLAS, DANIEL		

PREVIOUS

CANCEL

SUBMIT

Bulk 911 address change (change address – tenant level)

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

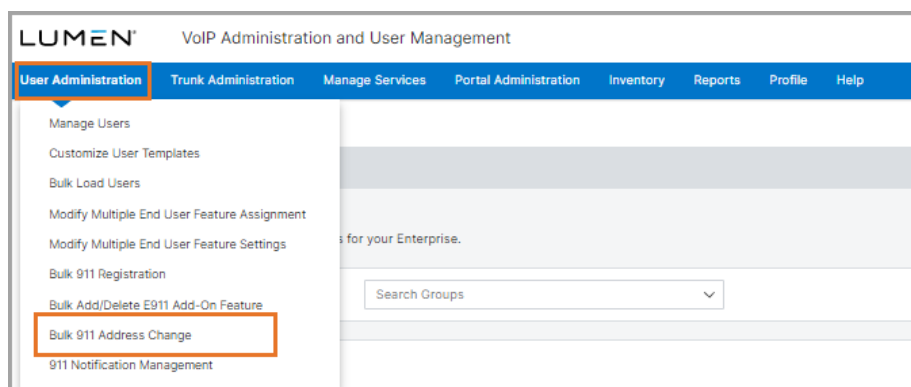
Note: Please read [when to change 911 information](#) before proceeding.



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 attachment to confirm all 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.

Call 933 to confirm your 911 information

As part of your Hosted VoIP service, you have access to the 933 service. This is a non-mandated service that allows you to dial 933 to confirm your information is accurate with emergency services without dialing 911.

There are many benefits of using the 933 service vs. making a test call by dialing 911.

- Using the 933 service will keep 911 lines available for emergencies.
- There is no concern that emergency services will be dispatched to your location when calling 933.
- You can proactively confirm the correct phone number and address will display on future 911 calls.
- You can avoid potential charges for misrouted 911 calls.
 - If your phone number/address are not properly registered with emergency service, a 911 call may be routed to the ECRC (Emergency Call Relay Center). For each 911 call sent to the ECRC, you will incur a \$75 charge.
 - You can avoid these potential charges by using the 933 service to confirm your information.
- The 933 service is offered at no additional cost.

Note: The 933 service is included with your service as a courtesy of Lumen. There may be programming considerations for it to work properly.

When to call 933

Before you can call 933, all of the following criteria must be met.

1. The phone number is built to a 911-eligible seat type. (Refer to the [Emergency Call Notification Management Guide](#) for seat types that are not eligible.)
2. The phone number has ported to Lumen.
3. Associated porting orders are closed.

Note: Orders may close as quickly as 20 minutes after porting; however, can take up to 72 hours.

4. You have confirmed the address shows correctly in the portal.



Important: There are a limited quantity of lines available for the 933 service. It is possible for you to receive a **busy signal**, especially if you are testing during peak hours (Mon–Fri, 8 a.m. to 5 p.m. Eastern Time).

If you receive a busy signal, please hang up and try again. Consider testing outside of the peak hours listed above.

What to expect

When you call 933, an automated recording will play your telephone number and address. For example:

“911 test system.

Your telephone number is **555 555 1234**.

Your address is **1 Quincy Lane, Suite 200, Crystal Lake, Utah, 60014.**”

The call will automatically disconnect at this point.

You will want to confirm the phone number and address provided are correct and match what is in the portal.

Contact repair if:

- The recording says, “subscriber not found.”
- The phone number and/or address do not match what is in the portal, and therefore are not correct.

Documenting 933 call results

When making calls to 933, there are specific details you should document. In the event a 933 call results in inaccuracies, this is the information the Lumen repair team will need to troubleshoot. Repair can be reached at 877.453.8353, option 1, option 2, option 2, option 1.

Template to document 933 test call results

- Calling date
- Calling time
- Time zone
- Number that called 933
- Number that should display to 933
- Address
- Number provided by the automated recording
- Is this the correct number (yes/no)
- Address provided by the automated recording
- Is this the correct address (yes/no)

Additional 911 products and 911 limitations

This guide provides a high-level overview of how E911 works on the product to which you have subscribed. For customers using supplemental or third-party products 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](#) guide for limitation specific information.