

Sent: Friday, December 17, 2021

Subject: FCC Emergency Service Update

Dear Valued Customer,

We want to share some very important and time-sensitive information regarding the recent federal regulation's emergency calling mandate and the delivery of reliable location information when a user places an emergency call while using your Mitel [Multiline Telephone System](#) (MLTS).

On January 6, 2022, recent FCC regulations will require any MLTS installed or upgraded after February 16, 2020 to provide automated dispatchable location to the appropriate PSAP when technically feasible; otherwise, they must provide either dispatchable location based on end-user manual update, or alternative location information that meets the requirements below.

- Mitel MLTS can be configured to automatically detect the location of current\* desktop phones and, with the addition of E911 services from one of our solutions partners, RedSky, softphones when used in a campus/office environment. Automatic location detection may require a network/zone map.
- Mitel MLTS can be configured to detect movement of current\* Mitel hard phones and softphones when used off-premises and prompt the user to update their current address. Certain MLTS require the addition of E911 services from one of our solutions partners, RedSky to detect softphone movement.

Additional information can be found at [fcc.gov/mlts-911-requirements](https://fcc.gov/mlts-911-requirements) and [FCC FAQ](#).

*Neither this notice, nor the additional information, constitute legal advice. We encourage you to reach out to experienced telecom counsel regarding the upcoming 911 calling changes relevant to your Mitel MLTS solution and any responsibilities you may have in respect of your Mitel MLTS. Please be alert to updates and notifications.*

BSB thanks you for your understanding and for being a valued customer.

*\*Please contact your BSB account team for more details.*

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