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Duet for Microsoft Teams: Dynamic E911 for Direct Routing

Protect your users and accelerate your migration to Teams

Moving to Microsoft Teams can be complicated, and many enterprises struggle with a key question: How do we ensure we can provide precise user location for Teams users to public safety to maintain compliance with complicated E911 regulations?

With Bandwidth's Duet for Microsoft Teams, E911 is solved. Be confident your migration is on track with road-tested, highly-reliable 911 call routing to public safety across the U.S. and Canada.

911: Where's Your Emergency?

Modern enterprises are increasingly nomadic, with users moving freely around campuses and buildings to work and collaborate. This creates challenges both for enterprises and public safety, who need a caller's precise location in order to respond quickly and protect their lives.

At the same time, federal regulations like RAY BAUM's Act require enterprises to provide a "dispatchable location" which includes the street address as well as more granular information such as a building, floor, or room number. Solving for 911 is relatively simple and straightforward for desktop phones, but real challenges arise when trying to support users armed with cloud applications like Teams.

This is where Bandwidth's experience and expertise counts.

How E911 for Microsoft Teams Direct Routing works

Bandwidth's advanced E911 for Teams leverages Presence Information Data Format Location Object (PIDF-LO) XML format. Getting started requires provisioning the locations of all your network elements including WiFi access points, subnets, and switches/ports within Teams. Then, when a Teams-connected user attached to a network element makes a 911 call, this information is provided to Bandwidth.

We use this current caller location to quickly route the call and make the address information available to public safety for the fastest possible emergency response.

Bandwidth's Dynamic E911 for Microsoft Teams:

- Provides fast, reliable 911 call routing to public safety in the U.S and Canada
- Leverages native dynamic calling capabilities within Teams
- Integrates seamlessly with the leading Microsoft Teams-certified SBC providers
- Delivers unique "933" testing capabilities to minimize impact on public safety
- Is supported by a seasoned team of 911 and Teams migration experts

Why choose Bandwidth for 911

As the operator of a secure, reliable, nationwide network, Bandwidth is uniquely positioned to help your enterprise protect your users and meet regulatory expectations. From day one, our emphasis on customer experience starts with a dedicated onboarding manager and ongoing white-glove customer support that's earned us a 9.8 customer satisfaction rating. With Bandwidth, you're leveraging a Teams migration partner.

Visit www.bandwidth.com/partners/microsoft-teams-direct-routing to learn more!

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