Hello Mercury Network Customers!

As many of you know recently Michigan Enhanced 911 guidelines have changed. This document will walk you through updating Enhanced 911 at your location, as well as why it is important for your location. Enhanced 911 provides a specific location to first responders. It will allow dispatches and first responders to know the directions, the room and floor for the building you are calling from. Depending on the situation, seconds count and the caller may not even be able to speak, a correct E911 could make the difference of saving a life.

The previous guidelines stated that if your work space exceeds 40,000 square feet on a single floor OR your work space spans multiple floors or buildings. The new guidelines have decreased the square feet by 33,000 feet. The new guidelines state if your work space exceeds 7,000 square feet on a single floor OR your work space spans multiple floors or multiple buildings, Enhanced 911 location information needs to be provided.

How to update Enhanced 911

Requirements:

Direct Dial – an outside line reaching **one** extension.
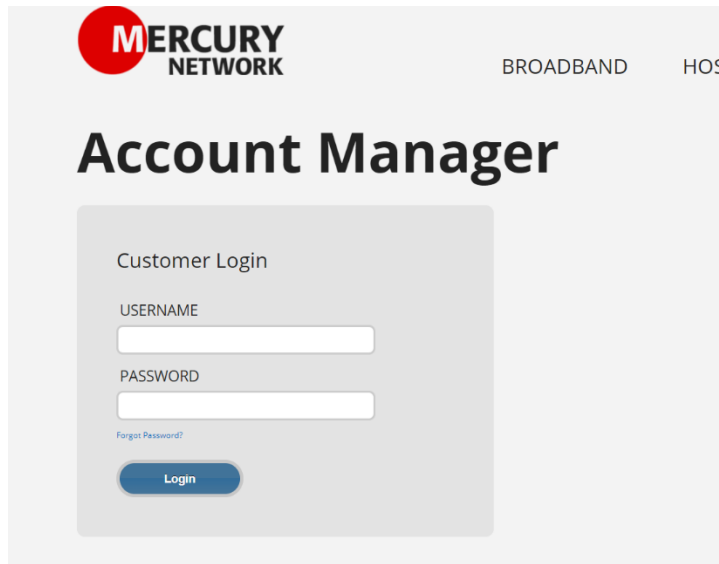**Region** – A designated area such as, a department, a suite, or a floor.

- The number that you update will be tied to 1 or more extensions.
- If your building is less than 7,000 square feet and single floor, Enhanced 911 is not needed for your location.
- If the building is more than 7,000 square feet or multiple floors, and only 1 phone line comes into the location, more phone lines will need to be ordered to facilitate the designated regions.
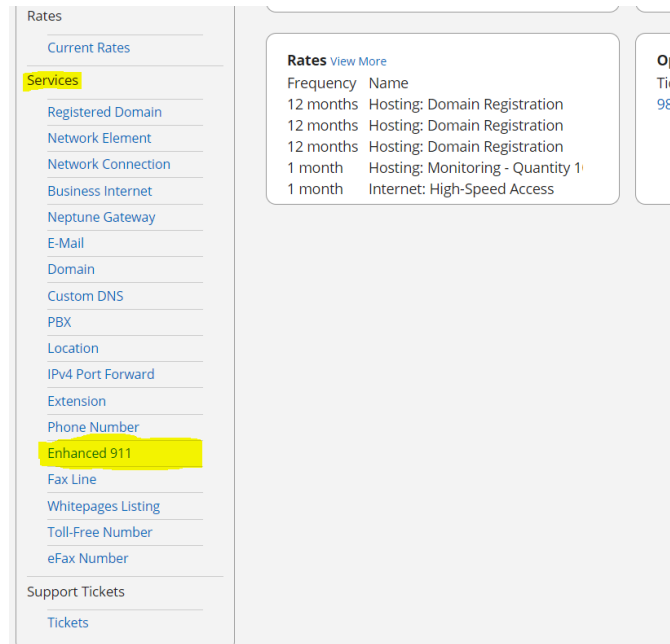
Examples:
- If you only have five phone numbers but 30 phones, you will need to group them together per region for each phone number. You could do one saying front of building, northwest side for one phone number, and back of building, south side for another.
- The same rule goes for a location that has 30 phone numbers but only five phones. You would designate five phone numbers to point to the phones, and add their E911 for only those five phone numbers. If you only have one phone number but four different locations within your building, you will need to order more numbers for E911 to work correctly. If you need more phone numbers for E911, please contact Mercury Network.
- If a user has a direct dial, the E911 info will need to be for where that extension's physical phone is located.

Procedure:
1. Log into Mercury Network Account Manager
   URL: https://accountmanager.mercury.net

2. Once you are logged into Account Manager you will need to go to Services-> Enhanced 911.

3. Click on the number and fill out the Enhanced Location. If you have multiple locations you will need to fill out the correct information for both locations.

Enhanced 911 Services

Service	Active
9203655499 | Mercury Network, 1011 Washington St, Manitowoc, WI 54220	Y
9203655510 | Mercury Network, 1011 Washington St, Manitowoc, WI 54220	Y
9206864800 | Mercury Network, 1011 Washington St, Manitowoc, WI 54220	Y
9207690686 | Mercury Network, 1011 Washington St, Manitowoc, WI 54220	Y
9207690687 | Mercury Network, 1011 Washington St, Manitowoc, WI 54220	Y
9896981637 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y
9897525737 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y
9898373790 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y
9899216964 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y
9899355055 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y
9893740420 | Mercury Network, 2719 Ashman St, Midland, MI 48640	Y

What you put for Enhanced Location should be meaningful to 911 dispatch and first responders. If you put SB for Support Building, they may not know what that means. Room numbers, floor number if multi-level, directions and descriptions are very helpful. It will let them know the floor, what direction and what they are looking for.

Example of Enhanced Location with Direct Dials:

Caller ID Name: MERCURY NETWORK
Listed Name: SUPPORT BUILDING (for locations that have more than one building)
Address: 2719 ASHMAN STREET, MIDLAND, MI
Enhanced Location: 4TH FLR, CONFERENCE ROOM, SOUTHEAST CORNER (this is what you enter into Enhanced Location field).

Example of Enhanced Location by Area:

Caller ID Name: MERCURY NETWORK
Address: 2719 ASHMAN STREET, MIDLAND, MI
Enhanced Location: LEFT STAIRCASE, UPSTAIRS HALLWAY, NORTHEAST SIDE (this is what you enter into Enhanced Location field).

4. Once you have filled it in, you will need to click Update Service to apply the change.

Edit Enhanced 911 Service

> Please complete the following info. Fields denoted with an (*) are mandatory.

Edit Enhanced 911 Service

Active Status	Yes
Display	9896981637	Mercury Net
Phone Number	9896981637
Name	Mercury Network
Address	2719 Ashman St
Enhanced Location	
City	Midland
State	MI
Zip Code	48640

Update Service

5. Next you will need to go to Extension to update the Emergency Caller ID. By updating the Emergency Caller ID it will add the Enhanced 911 location to the extension.

My Account
Balance: $0.00

Account Info
- Home
- Address
- Phone
- Billing Info

Billing
- Make a Payment
- Invoices
- Payments
- Referrals

Rates
- Current Rates

Services
- Registered Domain
- Network Element
- Network Connection
- Business Internet
- Neptune Gateway
- E-Mail
- Domain
- Custom DNS
- PBX
- Location
- IPv4 Port Forward
- Extension

Account Info

MDLDMI-1
David Sovereen
2719 Ashman St Ste 1
Midland, MI 48640 US
989-837-3790

Status: Active
Username: mercury.net
Password: ********** Edit
Email: dave@tm.net Edit

Invoices View More

Date	Invoice #	Due
October 8, 2019	1688025	$0.00
October 8, 2019	1688024	$0.00
October 8, 2019	1688023	$0.00
October 8, 2019	1688022	$0.00
October 8, 2019	1688021	$0.00

Payments View More

Date	Type	Total
October 8, 2019	VOID	$0.00
October 8, 2019	VOID	$0.00
October 8, 2019	VOID	$0.00
October 8, 2019	VOID	$0.00
October 8, 2019	VOID	$0.00

Rates View More

Frequency	Name
12 months	Hosting: Domain Registration
12 months	Hosting: Domain Registration
12 months	Hosting: Domain Registration
1 month	Hosting: Monitoring - Quantity 1
1 month	Internet: High-Speed Access

Open Tickets View More

Ticket	Problem
986966	Non-Active Rental Inventory: ID 160

6. You will need to click on one of the extensions in the Extension Services.

My Account

Balance: $0.00

Account Info

   Home

   Address

   Phone

   Billing Info

Billing

   Make a Payment

   Invoices

   Payments

   Referrals

Rates

   Current Rates

Extension Services

Service	Active
9898373790101	Y
9898373790102	Y
9898373790103	Y
9898373790104	Y
9898373790105	Y
9898373790106	Y
9898373790110	Y
9898373790111	Y
9898373790123	Y
9898373790124	Y
9898373790151	Y
9898373790153	Y
9898373790155	Y
9898373790180	Y

7. Last you will need to select the Emergency Caller ID from the drop down. Please make sure to select the number with the Enhanced 911 that correlates with the extension's phone location. Click Update Service to apply the change

Edit Extension Service

Please complete the following info. Fields denoted with an (*) are mandatory.

Active Status	Yes
Extension	9898373790101
Flat-Rate Calling	Enabled
Metered Calling	Blocked
Emergency Caller ID	

For Official Michigan Guidelines

https://www.michigan.gov/documents/msp/6bRevisions_MLTS_Guidelines_for_SNC_with_Karis_Law_FINAL_DRAFT_666216_7.pdf

Generally speaking, if your work space exceeds 7,000 square feet on a single floor OR your work space spans multiple floors or multiple buildings, Enhanced 911 Location information needs to be provided.

Why is location information so important?

There are many reasons a person calling 911 might not be able to communicate his or her specific location to the 911 dispatcher. Here are a few examples:

- Someone is choking, having a heart attack, or some other physical injury which prevents them from speaking.
- The caller is unable to talk or is fearful of speaking, for instance during a bank robbery at a branch location of a banking network.
- A person is disabled in some way that makes telephone communication difficult or impossible, such as being deaf or mute.
- The caller is a child or a visitor and doesn't know their address/location.
- The caller cannot speak English.

    These are all real – and common – situations. By automatically providing specific location information through the 911 system, the 911 dispatcher is able to immediately dispatch fire, police, or EMS responders to the caller's location, even when the person is unable to communicate information.

How E911 Works

To better understand the purpose of new law governing MLTS operators, here is an outline of how 911 calling works in general.

To begin with an example*:* Fred Smith calls 911 from his desk phone in his office. The 911 dispatcher receiving the call sees the location of the caller's phone on a special computerized 911 phone screen (the 911 community calls that location information "ALI" for Automatic Location Identification). The 911 dispatcher sees something like this:

<div align="center">

(989)-837-8790 12:23 09/17/19
Mercury Network
Support Building
2719 Ashman Street
Midland, MI 48640
Conference Room 138, Southeast Corner

</div>

When Fred called 911 it showed the dispatcher the number for call back, date and time of the call, the company he is located at, the building since there is more then one, the address and a more specific description of where he is at in the building. With this information they will be able to locate him quickly and easily.