



## E911 and Emergency calling

Santiago Garcia - 2024-12-10 - e911

### **E911 and Emergency calling**

To enable E911 services, 2talk requires an address associated with your account, linked to a phone number on your account. We then publish these emergency address details to our upstream providers. When dialing from any number on your account, your organization's emergency address details will be displayed.

Please note that calling E911 numbers without the provided emergency details below will incur **substantial call costs to your account**.

#### How to add E911

1. Go to E911.
2. Enter your complete address information.
3. A dialog may appear asking you to confirm the address. This is because our upstream providers have rigorous formatting requirements for addresses used for emergency calling.

If you're experiencing difficulties to add an address to your account (i.e., it's not being accepted and no relevant suggestions appear), please use the [Address Lookup Tool](#) provided by US Postal Service (USPS). Abbreviations and general formatting used by USPS more clearly reflect what our upstream providers expect to see in the addresses you submit. If you still experience difficulties, please contact Support.

### New Address

Full name / Business:

Street name:

Street number:

Unit Type (Optional):

Unit Number (Optional):

Direction (Optional):

City:

State:

Zip code:

Country:

Apply to:

Account

Group

Number

Number:

[SAVE](#)

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[Bulk Update](#)

When choosing "apply to", keep in mind this.

- **Account:** When selecting this option, the saved address will be applied to all numbers associated with the account.

- **Group:**

- **Number:** When selecting this option, the saved address will be applied only to the selected number.

Once you save the changes, your **e911** settings should appear as shown below.

PILOT	NUMBERS	ADDRESS	ACTIONS
142546480	5	215 Pearl St, New York, NY 10038	
1424317	2	337 59th St, Des Moines, IA 50312	

Displaying 1-2 of 2 records

### Testing E911 - #933

To test whether E911 is working, dial 933 from any desk phone. You will hear an automated message stating the phone number you are calling from and the 911 address registered to that phone number.

### CDR records

All E911 calls can be found as normal call records in the Billing Records.

Manage Billing | Charges and Credits | Summary of Calls | **Billing Records** | Billing History

Calls made between: 30/01/2024 - 30/01/2024 | Type of call: Select call type

For billing period: Select period | Calls longer than: seconds

Billing Group: Billing Group | Only show recorded calls:

Calls made from: Search for A Party | Calls made to: Search for B Party

EXPORT TO | SEARCH

#	ORIGIN	DESTINATION	BILLED PARTY	DESCRIPTION	STATUS	CALL DATE	CALL TIME	TYPE	DURATION	CHARGE		
420392871	13106341786	933	13106341786	e911, Fixed	⊗	30/01/2024	10:38:35	Domestic	00:00:00	0.00		
420392598	13106341786	19733102547	13106341786	USA, New Jersey	✓	30/01/2024	10:22:58	Domestic	00:15:00	0.27		
420383799	19733102547	13106341786	13106341786	USA, California	⊗	30/01/2024	09:56:32	Inbound	00:00:00	0.00		
420373159	13106341786	14243011078	13106341786	USA, California	⊗	30/01/2024	08:58:47	Domestic	00:00:00	0.00		