aura

hello@weareaura.com

Aura Connect Teams Emergency Calling Guide

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Overview

This guide provides information for administering Teams Admin Center for dynamic emergency calling.

Microsoft Teams Calling services provides support for dynamic emergency services for subscribers located in the United States and Canada, ensuring delivery of emergency services calls to the appropriate Public Safety Answering Point (PSAP) with accurate location information of the originating caller.

Please note that where Aura provide carriage and/or SBCaaS to customers, the required PIDF-LO data provided by Microsoft shall always be honoured and passed through by Aura's SBC's.

Emergency Calling with Aura Carriage

For customers consuming Aura Carriage for United States and Canada, address registration is managed by the Aura Connect portal. Each number must be registered against an address in order to successfully place calls to 911 services.

Addresses are maintained within the portal for registration with the Emergency Providers E911 Service Portal. Addresses registered shall be consumed from the portal in the following order:

1. Address assigned to the number

2. Default company address

This process is automated by Aura Connect, however it remains the customers responsibility to maintain address management where appropriate.

However, registration does not provide location information from Teams to the PSAP. This requires Teams Admin configuration as detailed in this article.

Emergency address classification and routing

The following table shows the types of emergency addresses and associated routing methods for each type: whether the call is automatically routed to the serving PSAP or screened for accuracy before transferring to the serving PSAP. This routing behavior is supported in the United States for all Calling Plan users, Operator Connect, and Direct Routing certified emergency calling services.

Type of emergency address	**Emergency routing method**
Dynamically acquired emergency address defined by administrator.	**Direct to PSAP.**
Emergency address obtained from the operating system **without confirmation for accuracy** by the user.	**Screened and Transferred to PSAP.**

Emergency address obtained from the operating system **with confirmation for accuracy** by the user.	**Direct to PSAP.**
Emergency address obtained from the operating system and edited through address autosuggest.	**Direct to PSAP.**
Emergency address obtained from the operating system and manually edited and confirmed by the user.	**Screened and Transferred to PSAP.**
Emergency address entered manually and confirmed by the user.	**Screened and Transferred to PSAP.**
Emergency address entered through address autosuggest and confirmed by the user.	**Direct to PSAP.**
Emergency address statically assigned to a Common Area Phone or Microsoft Teams Room.	**Direct to PSAP.**
Emergency address statically assigned to the user/number.	**Screened and Transferred to PSAP.**
Null	**Screened and Transferred to PSAP.**

Teams Admin Center

Within Teams Admin Center, to ensure dynamic delivery of location information when utilizing emergency services, the customer must configure Teams with the necessary network, location and policy settings described below.

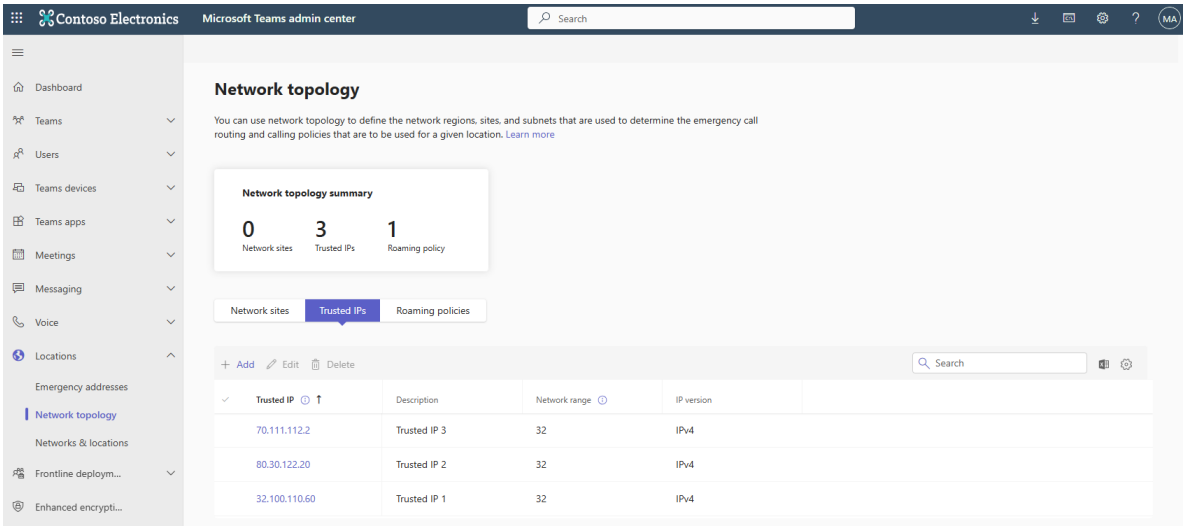
Locations

Network Topology

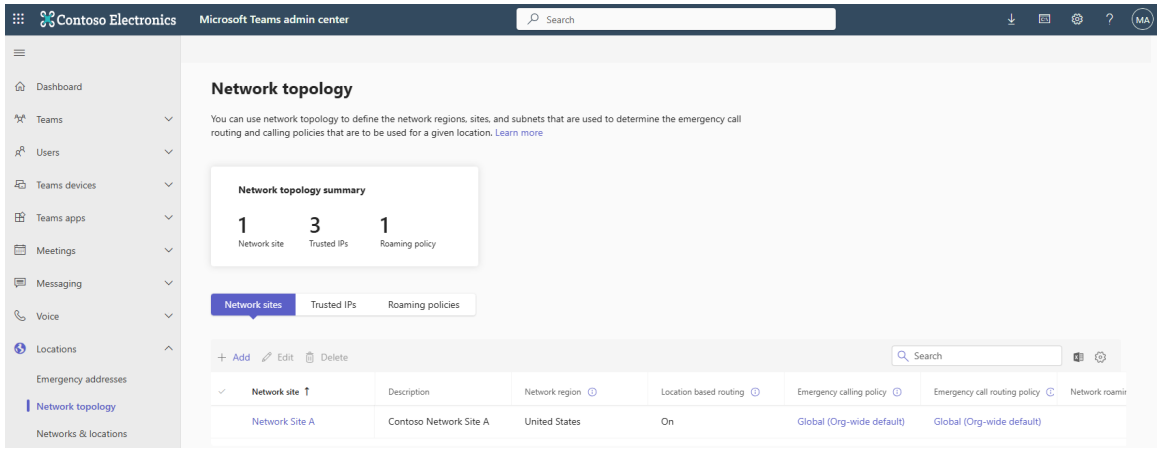
Link for more detail: https://learn.microsoft.com/en-us/microsoftteams/manage-your-network-topology

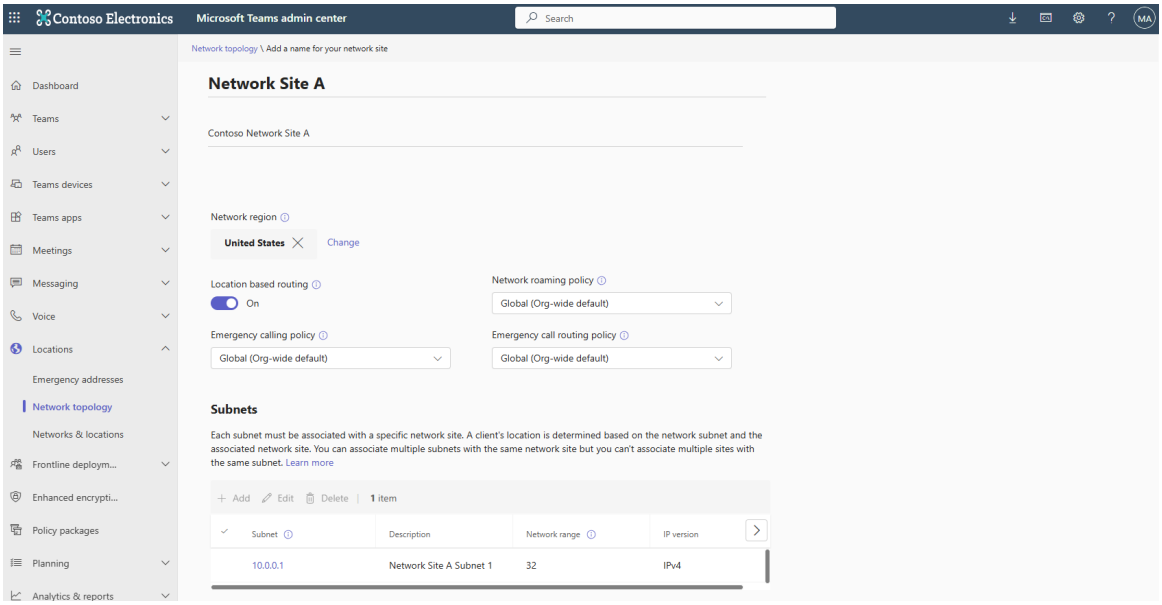
The Network Topology settings are used to validate that a Teams client is connected to the corporate network and dynamically assign emergency calling policies to users.

The Trusted IP (https://learn.microsoft.com/en-us/microsoftteams/manage-your-network-topology) List must be populated with the Internet routable IP addresses used by the enterprise when Teams clients register to Microsoft's cloud hosted Teams services.



If dynamic assignment of an emergency calling policy for security notifications is required, tenant administrators must configure Network Sites. (https://learn.microsoft.com/en-us/microsoftteams/manage-your-network-topology#add-and-configure-a-network-site)



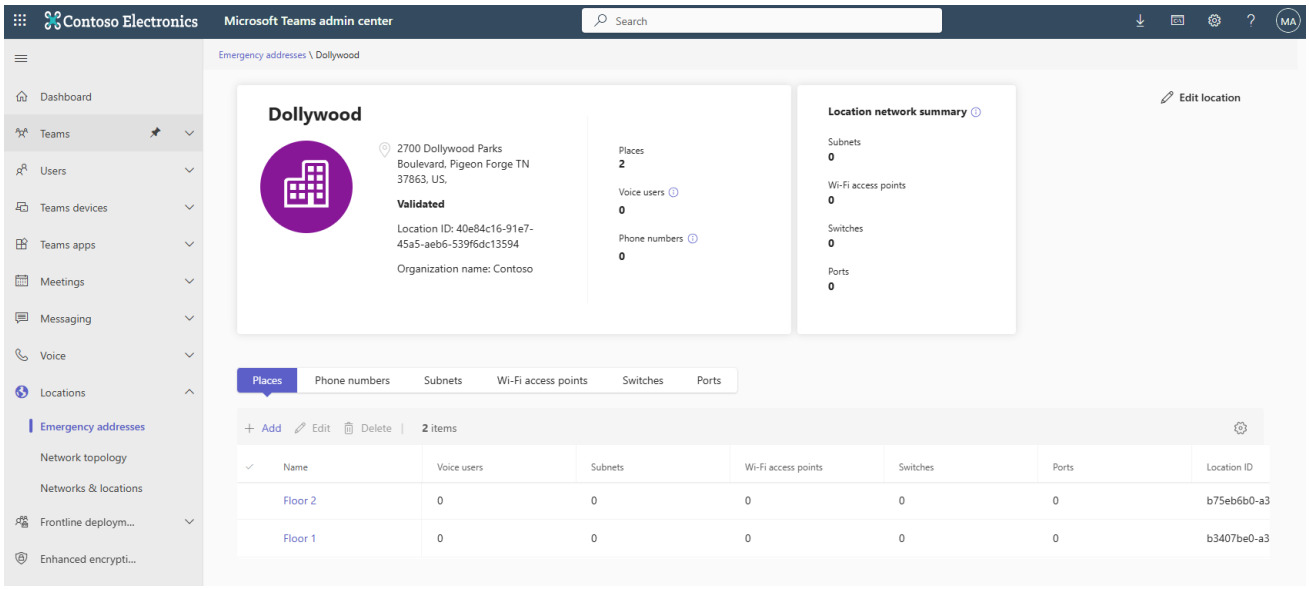


Emergency Addresses

Link for more detail: https://learn.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization)

An administrator populates a list of all emergency addresses containing a validated civic address of each physical location. The addresses must be validated and contain latitude/longitude coordinates to ensure proper routing of emergency services calls.

Validated addresses requiring more precise location information can be updated to include Places. Using *places* allows an organization to include buildings, floors and suite numbers in the location information sent to emergency dispatchers.



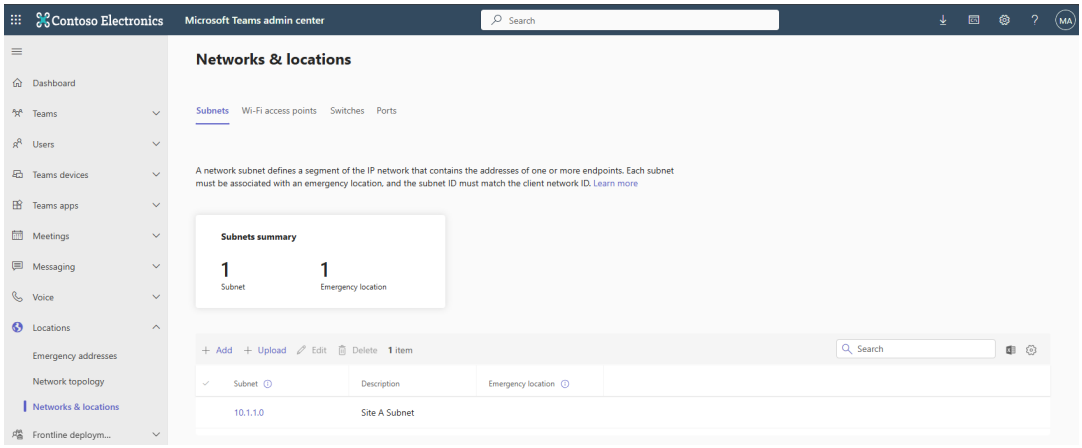
Location Information Services

Link for more detail: https://learn.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling#configure-location-information-service

Network elements (subnets, WAPs, switches and ports) are used to associate connected clients to locations with emergency addresses.

Administrators can configure any combination of the four network elements when using LIS to match clients to locations. Microsoft uses the first match result using the following order when a client could match against multiple elements:

- WAP
- Ethernet port
- Ethernet switch
- Subnet

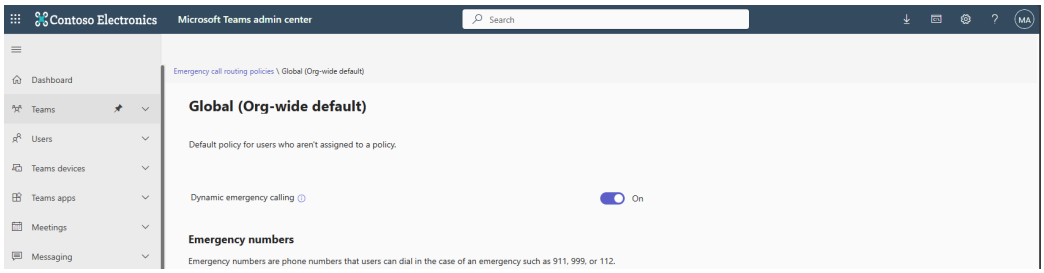


Voice Policies

Emergency Call Routing Policy

Link for more detail: https://learn.microsoft.com/en-us/microsoftteams/manage-emergency-call-routing-policies

Tenant administrators must validate the toggle button for Dynamic Emergency calling is turned on for any default or custom policy a user could be assigned to. This setting ensures the location information of the caller is included when placing calls to emergency service numbers.



Emergency Call Policy

Link for more details: https://learn.microsoft.com/en-us/MicrosoftTeams/manage-emergency-calling-policies

Emergency call policies define the notification settings when a user or users defined by network sites place emergency calls. These policies will dictate whether security personnel are conferenced into the call and/or notified through a Teams message.

By default, all users are defined by the global policy. Custom policies created by tenant administrators can be applied direct to users or network sites. In situations where a user with a policy directly assigned is also located at a network site with a defined policy, the policy assigned to the network site will override the user assigned policy.

In addition to notification settings, the emergency calling policy defines a user's ability to define their address when working from a location outside of the LIS-defined corporate environment. Administrators must enable External location lookup mode in the emergency call policy if allowing remote users to configure an emergency location.

Non-Dynamic Address Assignment

Users and clients registering to Teams services not meeting defined criteria in LIS for dynamic location identification are classified as not detected. Administrators can employ the following practices to assign a registered address or permit users to edit their location for emergency service calls:

Static Assignment

Link for more details: https://learn.microsoft.com/en-us/MicrosoftTeams/assign-change-emergency-location-user

Microsoft Teams administrators can elect to statically assign an emergency location. Telephone numbers provisioned to the address must already exist and be validated as an emergency address in the Locations database of Team Admin Center prior to assignment.

This type of assignment will receive the lowest priority when alternate methods of location assignment are configured and match a policy or feature assigned to the user.

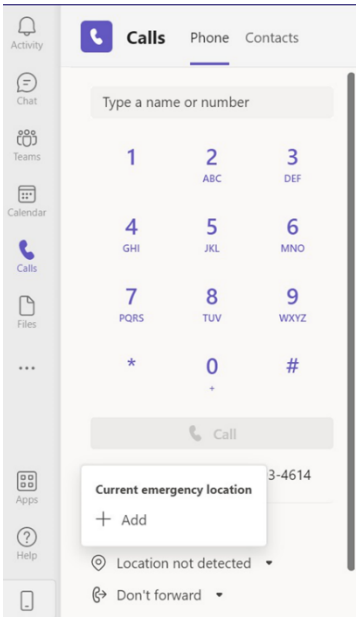
End User Assigned

Link for more details: https://learn.microsoft.com/en-us/microsoftteams/emergency-calling-dispatchable-location#enable-end-users-to-configure-their-emergency-address

When defined and permitted by an emergency call policy, supported Teams clients (see note below) will allow end user input when an emergency location is not discovered. Users can add or edit addresses within the client which is then presented to dispatchers when placing a call to emergency services numbers.

In cases where devices supporting Location Services are deployed and enabled, users can confirm the address suggested by the Operating System (OS).

- ***Important:*** *User defined locations are only supported on Teams Desktop client for Windows and MAC. Teams Phone and Teams Mobile client will not allow users to define emergency location.*



User Experience

In the event a user places a call to emergency services, the calling experience of the user can differ based on several factors detailed in this section. The resulting call will be handled in one of two ways:

1. Direct to the PSAP servicing the dynamically identified location of the calling.
2. Screened through the national call center of the Emergency Services Provider and then transferred to local PSAP upon confirming the caller's location.

Note: All emergency service calls placed by subscribers in Canada will be screened regardless of whether the address was dynamically or statically assigned.

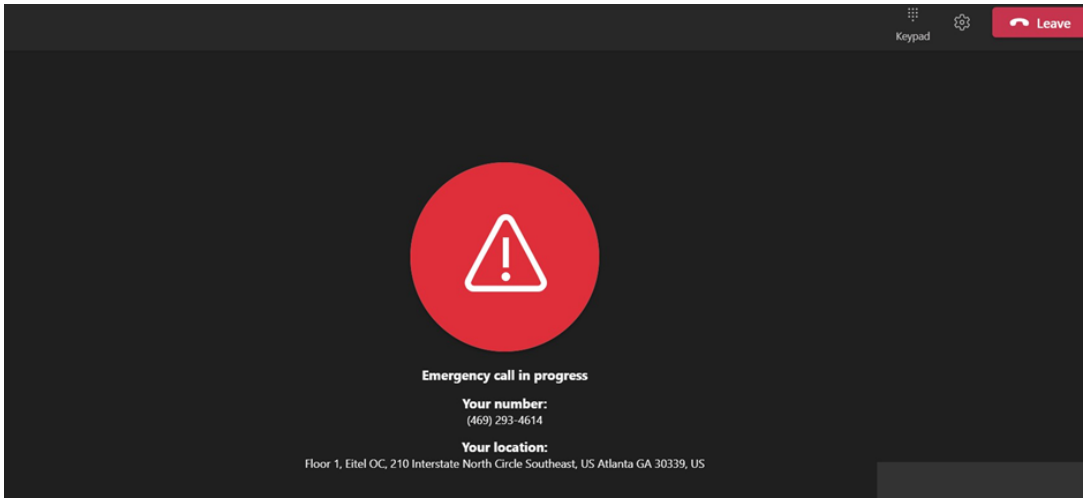
Location Selection

When an emergency services number is dialed, an emergency address will be selected using the following order:

1. Dynamically acquired addresses defined in Location Information Calls will be routed direct to the geographic PSAP of the caller's location.
2. User defined Calls will be screened by the Emergency Services Provider's Enterprise Command Center (ECC) and transferred to geographic PSAP upon confirming the address of the caller.
3. Addresses retrieved from the operating system that are confirmed by the user are routed directly to the geographic PSAP. Addresses that are not confirmed, or are edited by the user, are first screened by the ECC before being transferred to the PSAP.
4. Static addresses defined by Teams Calls will be screened by ECC before transfer to PSAP.

Testing

To avoid disruption to normal operations, dialing **933** allows organizations to place simulated calls to a service operated by the emergency service provider. Calls placed to 933 will reach an automated service prepared to read back the location information presented by the Teams client. The service provided feedback will include the user's telephone number and provisioned address information which can be used to match the information present in the Teams client interface.


Keypad
Leave
Emergency call in progress
Your number:
(469) 293-4614
Your location:
Floor 1, Eitel OC, 210 Interstate North Circle Southeast, US Atlanta GA 30339, US