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Training Calendar

For the latest trainings, please reference the updated calendar [here](#).

Training Newsletter

Kari's Law

On February 16th, 2018 Kari's Law was signed into Federal law. The law requires service providers to notify their Business Services Voice customers of the 911 calls made from their business.

For all new Advanced Voice customers, as of February 16th when a 911 call is placed, Comcast started sending an email to the customer's designated site-level email address that includes information such as the fact that a 911 call has been made and the caller's telephone number. SMB Customers are currently slated to have a similar feature in place by mid to late April.

FAQ about Kari's Law:

- ✓ When customers need to make changes to their notification preference or site-level email address, they must contact Enterprise Customer Care at 1-800-741-4141 to do so. These changes and updates cannot be made online through the customers online portal and will require full Customer Proprietary Network Information (CPNI) Account Verification.
- ✓ While this is required for Comcast to obtain the information and send the notification, it is not required for the customer to opt-in for this service. Customers can opt-out for the notifications, but they must contact Enterprise Customer Care to do so as it will be automatically provisioned during the post-sale implementation call.
- ✓ Existing Customers were not automatically be opted into the email notifications but if they wish to change their notification preferences, they will need to contact Enterprise Customer Care to do so.

Named for Kari Hunt Dunn, the law was championed by her family after she was killed and her 9 year old daughter was unable to reach emergency services because she didn't know that she had to dial a "9" to reach an outside line even when calling 911 from the hotel where they were staying.

If you have any questions, please contact your PSM or your Master Agent.