

# University of Massachusetts Lowell

## Emergency 911 Services

This document describes the 911 services provided with the UMass Lowell “Skype for Business” phone system. For the purposes of this document, “911” refers to dialing **911**, **978-934-4911**, or **x44911**.

Skype for Business allows faculty and staff to place phone calls from any location with an internet connection, and the caller ID will be listed as their UMass Lowell phone number. UMass Lowell’s Information Technology team has configured Skype for Business to send location information during 911 calls made from the campus network. However, the availability and accuracy of this information will depend on many factors. As a result, emergency operators who receive a 911 call may not automatically or accurately receive information regarding the caller’s physical location.

**Whenever possible, callers should immediately provide their specific location to the emergency operators.**

Dialing 911 using Skype for Business may be limited in the following ways:

- There may be situations where the emergency operators do not receive location information or that information may only indicate the caller’s general location (i.e. building, floor, suite, etc).
- Skype for Business will only function when the campus network is available. Telephone and 911 services will not be provided and should not be expected to function when the network is unavailable, during power outages, or during other downtimes.
- When Skype for Business is used with a computer and headset:
  - Phone services (including 911) require the caller be signed into the computer, running the Skype for Business software, and have the headset connected.
  - Calls made to 911 while using a remote access or VPN service will provide inaccurate location information to the emergency operators.
  - Calls made to 911 from outside the UMass Lowell network may be routed to a regional 911 center and will provide inaccurate location information to the emergency operators.

If you have any questions, please contact the IT Service Desk at 978-934-4357 or x44357.