**VoIP, Softphones, and E911**

Upon the initial installation of a VoIP phone or softphone\*, UIT registers the location of the phone with the Public Safety Automatic Location Identification (PSALI) database. Utah Senate Bill 14 requires businesses to keep and update a location database for their phone system to ensure emergency services automatically receive the exact location from which the call was made.   
  
Because VoIP phones and softphones are easily moved without our PSALI database getting updated, correct location information on file with E911 could be outdated/incorrect. To assist us in maintaining the most up-to-date possible database, please notify us immediately by calling 801-581-4000, option 2 if you learn that a phone’s physical location has changed from the date it was most recently logged into our database (usually the date of installation, unless you know it was updated more recently). You may also update location information via ServiceNow by submitting the webform [Update Location for E911](https://uofu.service-now.com/it?id=uu_catalog_item&sys_id=f46cb28a1b54bb00074d33f8cd4bcbcd) (authentication is required).

To better ensure that emergency responders are able to quickly identify the location of an emergency, in the event that you need to call 911, your first choice should be to call from a wired-line phone set or cellular phone, as the PSALI information for those phones is likely to be current. If you do choose to call 911 from a softphone, please note that the 911 operator will need extra information from someone on the line who can share exact location information. Otherwise, 911 calls may be directed to the wrong emergency authority and/or may transmit the wrong address.

It is important that this information be shared with everyone in your area of operations, so that individuals understand how to help first responders in case of emergency. Please add this information to your new employee onboarding process, and inform all current employees. Even if someone does not use a softphone during their day-to-day work, they may be called upon to dial 911 in case of an emergency, so they need to understand the information shared here. Please sign and date this form, confirming that you have read the information and that you agree to take responsibility for sharing this information with individuals in your area of operations. Return your completed form to UIT via email: [uitservicecoordinator@utah.edu](mailto:uitservicecoordinator@utah.edu).

Name:

Title:

Department:

Phone Number:

Date:  
  
If you have any questions, please contact the UIT Service Coordinators at 801-581-4000, option 2.

\*Using software on computers or mobile devices to place/receive phone calls is known as using a “softphone.”