

# Kari's Law

## Requires Direct Access to 911

**In December 2013, Kari Hunt was killed by her estranged husband in a motel room in Texas.** Her 9-year-old daughter attempted to dial 911, but the motel phone required "9" to be dialed to reach any outside line, including emergency services.

**Kari's Law** requires all organizations or businesses that use a multi-line telephone system (MLTS) to provide direct access to 911.

**The State of Maryland passed HB 1080.** This requires a person that installs or operates a MLTS ensures that the system is connected to the public switched telephone network in such a way that an individual dialing 911 is connected to the public safety answering points without requiring the individual to dial any other number or set of numbers.

**Montgomery County** will take steps to ensure that any multi-line telephone system allows for direct dialing of 911.

### What to Do

- Contact your telephone or network provider and inquire how their services are set up to reach 911. Ask for direct dialing of 911 without having to dial an extension such as "9."
- If a person selects one of the phones on your system to dial 911 and the call does not go through, the Montgomery County Department of Permitting Services (DPS) encourages you to contact your provider to correct the issue and come into compliance with Kari's Law as soon as possible.
- DPS staff from the Fire Code Compliance Section is educating businesses and organizations about Kari's Law and assisting with compliance.
- If you have questions or need additional information, please contact the Montgomery County Department of Permitting Services at 311 or 240-777-0311.

