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MSGID/NAVADMIN/CNO WASHINGTON DC/N4/JUN//

SUBJ/DISCUourage USE OF VOICE OVER INTERNET PROTOCOL (VOIP) FOR EMERGENCY 911  
CALLS IN THE UNITED STATES/ENCOURAGE USE OF FLANK SPEED TEAMS TELEPHONY FOR  
INTERNATIONAL AND LONG-DISTANCE CALLING//

REF/A/DOC/47 U.S.C. 623 KARI'S LAW ACT OF 2017/PUBLIC LAW 115-127/  
16FEB2018//  
REF/B/DOC/47 U.S.C. 615 RAY BAUM'S ACT OF 2018/PUBLIC LAW 115-141/  
06MAR2018//

NARR/REF A is Kari's Law Act of 2017, public law no. 115-127 (2018).  
REF B is Ray Baum's Act of 2018, public law no. 115-141 (2018)//

RMKS/1. Purpose. To provide guidance regarding recommended uses of Flank Speed (FS) Voice over Internet Protocol (VoIP) Microsoft Teams Telephony to Navy installations. This is a coordinated Office of Chief of Naval Operations and Commander, Navy Installations Command message regarding the use of a VoIP application, such as Microsoft Teams Telephony, for making voice and video calls using a computer or a mobile device. The FS Teams Telephony service is being deployed to FS users incrementally across Navy Regions. The use of FS VoIP, Teams Telephony, is encouraged for international, long distance, and non-emergency voice and video calling. The use of FS VoIP, Teams Telephony, is not recommended for 911 or other emergency calls.

2. Background. References (a) and (b) define federal requirements for 911 emergency calls in the United States, including the ability to automatically determine the location of the call and have direct dialing without prefix numbers. Since FS Teams Telephony can be used from any location where FS is accessed, it does not guarantee automatic precise location information to emergency responders without additional configuration. These requirements ensure rapid and effective response to emergency incidents.

3. Action. A traditional landline or other phone type is preferred to dial 911 or the installation's emergency number instead of FS Teams Telephony. This recommendation applies to Navy installations within and outside of the United States. Upon availability of Teams Telephony in their respective regions and installations, Navy region and installation Public Affairs Offices will widely publicize the recommendation to first use landlines or other phone types to dial 911 and other installation emergency numbers until Teams Telephony location services are universally available.

4. Cancellation. The guidance in this message remains in effect until changes are incorporated into an official change transmittal.

5. Points of Contact

a. Primary: Dr. Carrie Williamson, OPNAV N4I3, (703) 695-5518 or via email at [carrie.e.williamson.civ\(AT\)us.navy.mil](mailto:carrie.e.williamson.civ(AT)us.navy.mil).

b. Alternate: Mr. Garth Kaliczak, CNIC N37, (202) 433-4735 or via email at [garth.m.kaliczak.civ\(AT\)us.navy.mil](mailto:garth.m.kaliczak.civ(AT)us.navy.mil).

6. Released by RDML T. A. Brown, SC, Acting Deputy Chief of Naval Operations for Installations and Logistics (DCNO N4).//

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