Frontier Communications is playing a pivotal role in Texas to implement Kari’s Law, which requires direct access to 9-1-1 service without the user having to first dial an initial number, digit, prefix or other access number or code before dialing 9-1-1.

The law, signed in May by Texas Governor Greg Abbott, is named for Kari Hunt, whose 9-year-old daughter tried to call 9-1-1 for help four times from a motel room phone. The call never went through because she did not know to first dial “9” for an outbound line before dialing “9-1-1.”

For a multi-line telephone system that provides outbound dialing, Kari’s Law requires direct access to 9-1-1 service without the user having to first dial an initial number, digit, prefix or other access number or code before dialing 9-1-1. The law does not require the removal of the leading digit for calls other than 9-1-1.

The Frontier Network Translations team is working diligently to implement Kari’s Law in all its Texas switches by the end of this year. No further action is required by Resellers in Texas to implement the switch change. As other states begin to adopt Kari’s Law, the Frontier Network Translations team will proactively implement Kari’s Law in a manner and timeline consistent with state legislation.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.