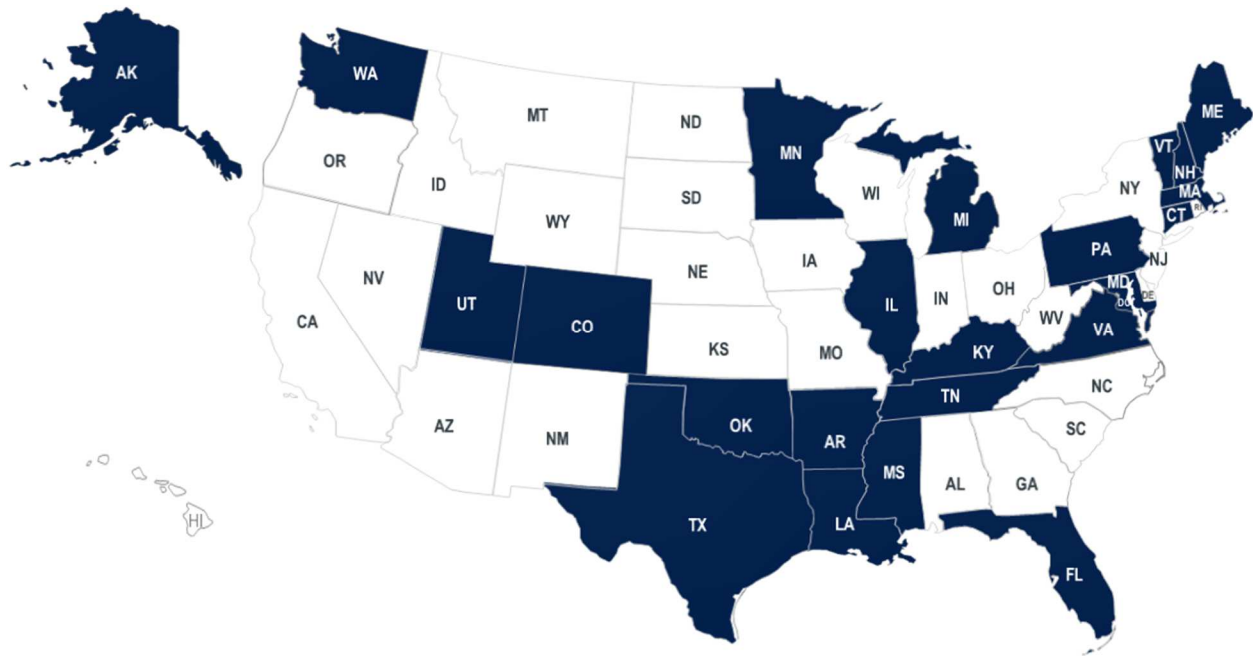


## State-by-State E9-1-1 Legislation and Regulation Summary



Organizations today understand the importance of implementing a reliable E9-1-1 solution for their communications infrastructure. The right E9-1-1 solution can help save lives, reduce liability risk, and allow organizations to meet state and local E9-1-1 laws and regulations. However, it can be difficult to pinpoint the different pieces of legislation that specify what is required to meet these regulations.

This document consolidates all the enacted state E9-1-1 laws and regulations in a single location. It contains excerpts from state E9-1-1 laws and regulations, compiled for convenience, and is intended to provide the reader with an overview of the E9-1-1 requirements for businesses and service providers as enacted by statute. At the beginning of each section, reference links are provided for easy access to the legislative source material.

Additionally, a copy of the NENA model legislation for MLTS systems has been included as an Appendix. This model legislation is often used as a guideline by states when drafting their own E9-1-1 legislation.

The State-by-State E9-1-1 Legislation and Regulation Summary has been compiled by West's Safety Services, and contains text extracted from state E9-1-1 laws and regulations as available online. It is current as of June 13, 2019; this document is not intended to replace your local and state authorities and legal advisors, and West recommends that you work with them to determine how your organization can best comply with the applicable E9-1-1 regulations.

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## Alaska

### Reference Links:

<http://codes.findlaw.com/ak/title-29-municipal-government/ak-st-sect-29-35-134.html>

<http://www.legis.state.ak.us/PDF/30/Bills/SB0215Z.PDF>

### *Alaska Statutes Title 29. Municipal Government § 29.35.134. Multi-line telephone systems -*

A municipality may by ordinance elect to require an enhanced 911 system from a multi-line telephone system. A multi-line telephone system operator must arrange to update the automatic location identification database with an appropriate master street address guide, valid address, and callback number for each multi-line telephone system telephone, so that the location information specifies the emergency response location of the caller. A multi-line telephone system operator is considered to be in compliance with this section when the multi-line telephone system complies with enhanced 911 generally accepted industry standards as defined by the Regulatory Commission of Alaska. For purposes of this section,

1. "callback number" means a number used by the public safety answering point to re-contact the location from which a 911 call is placed; the number may or may not be the number of the station used to originate the 911 call;
2. "emergency response location" means the location to which a 911 emergency response team may be dispatched that is specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it;
3. "master street address guide" means a database of formatted street names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers, that enables the proper routing and response to 911 calls;
4. "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal Communications Commission under Part 68 Requirements, and including systems owned or leased by governmental agencies or nonprofit entities, as well as for profit entities;
5. "multi-line telephone system operator" means an entity that owns, leases, or rents from a third party, and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network.

Effective November 21, 2018, AS 29.35.134 is amended by adding new subsections to read:

(b)The operator of a multi-line telephone system that is required to comply with this section shall ensure that the system

(1) allows a caller to call 911 by dialing 911 directly without an additional code, digit, prefix, postfix, or trunk-access code;

(2) for every 911 call made using the system, provides to the public safety answering point receiving the call verified automated number and location information for the call, including

(A) the street name, valid address, and business name, if applicable;

(B) the direct callback telephone number;

(C) the office, unit, or building number, as applicable;

(D) the room number or equivalent designation;

(E) if the multi-line telephone system operates for a building that has more than one floor, the building floor;

(F) if the multi-line telephone system operates for more than one building, the

(i) building number or equivalent designation; and

(ii) building floor; and

(3) has a location database that stores the information required under (2) of this subsection and that the system is updated

(A) as soon as practicable after the system is installed; and

(B) within one business day after completion of any changes made to the system or the physical characteristics of the facility where the system is used; this subparagraph does not apply to changes incurred during the installation of the system.

## Arkansas

Reference Link:

<http://www.lexisnexis.com/hottopics/rcode/Default.asp>

- Accept Terms and Conditions by clicking "Ok - Close"
- Expand Title 12
- Expand Subtitle 2
- Expand Chapter 10
- Expand Subchapter 3
- Select the appropriate sections.

### *12-10-303. Definitions.*

As used in this subchapter:

- 1) "Automatic location identification" means an enhanced 911 service capability that enables the automatic display of information defining the geographical location of the telephone used to place the 911 call;
- 2) "Automatic number identification" means an enhanced 911 service capability that enables the automatic display of the ten-digit number used to place a 911 call from a wire line, wireless, voice over internet protocol, or any nontraditional phone service;
- 3) "Basic 911 system" means a system by which the various emergency functions provided by public and private safety agencies within each political subdivision may be accessed utilizing the three-digit number 911, but no available options are included in the system;
- 4) "Board" means the Arkansas Emergency Telephone Services Board created by this subchapter;
- 5) "Chief executive" means the Governor, county judges, mayors, city managers, or city administrators of incorporated places, and is synonymous with head of government, dependent on the level and form of government;
- 6) "CMRS connection" means each account or number assigned to a CMRS customer;
- 7)
  - a) "Commercial mobile radio service" or "CMRS" means commercial mobile service under §§ 3(27) and 332(d), Federal Telecommunications Act of 1996, 47 U.S.C. § 151 et seq., Federal Communications Commission rules, and the Omnibus Budget Reconciliation Act of 1993.
  - b)
    - i) "Commercial mobile radio service" or "CMRS" includes any wireless, two-way communication device, including radio-telephone communications used in cellular telephone service, personal communication service, or the functional and competitive or functional or competitive equivalent of a radio-telephone communications line used in cellular telephone service, a personal communication service, or a network radio access line.
    - ii) "Commercial mobile radio service" or "CMRS" does not include services whose customers do not have access to 911 or a 911-like service, a communication channel suitable only for data transmission, a wireless roaming service or other nonlocal radio access line service, or a private telecommunications system;
- 8) "Dispatch center" means a public or private agency that dispatches public or private safety agencies but does not operate a 911 public safety answer point;
- 9) "Enhanced 911 network features" means those features of selective routing that have the capability of automatic number and location identification;
- 10)

- a) "Enhanced 911 system" means enhanced 911 service, which is a telephone exchange communications service consisting of telephone network features and public safety answering points designated by the chief executive that enables users of the public telephone system to access a 911 public safety communications center by dialing the digits "911".
- b) The service directs 911 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated and provides the capability for automatic number identification and automatic location identification;
- 11) "Exchange access facilities" means all lines provided by the service supplier for the provision of local exchange service, as defined in existing general subscriber services tariffs;
- 12) "Governing authority" means county quorum courts and governing bodies of municipalities;
- 13) "911 public safety communications center" means the communications center operated on a twenty-four-hour basis by one (1) of the operating agencies defined by this subchapter and as designated by the chief executive of the political subdivision that includes the public safety answering point and dispatches one (1) or more public safety agencies;
- 14) "Nontraditional phone service" means any service that:
  - a) Enables real-time voice communications from the user's location to customer premise equipment;
  - b) Permits users to receive calls that originate on the public switched telephone network or to terminate calls to the public switched telephone network; and
  - c) Has the capability of placing a 911 call;
- 15) "Nontraditional phone service connection" means each account or number assigned to a nontraditional phone service customer;
- 16)
  - a) "Operating agency" means the public safety agency authorized and designated by the chief executive of the political subdivision to operate a 911 public safety communications center.
  - b) Operating agencies are limited to offices of emergency services, fire departments, and law enforcement agencies of the political subdivisions;
- 17) "Prepaid wireless telecommunications service" means a prepaid wireless calling service as defined in § 26-52-314;
- 18) "Private safety agency" means any entity, except a public safety agency, providing emergency fire, ambulance, or emergency medical services;
- 19) "Public safety agency" means an agency of the State of Arkansas or a functional division of a political subdivision that provides firefighting, rescue, natural, or human-caused disaster or major emergency response, law enforcement, and ambulance or emergency medical services;
- 20) "Public safety answering point" means the location at which 911 calls are initially answered;
- 21) "Public safety officers" means specified personnel of public safety agencies;
- 22) "Readiness costs" means equipment and payroll costs associated with equipment, call takers, and dispatchers on standby waiting for 911 calls;
- 23) "Service supplier" means any person, company, or corporation, public or private, providing exchange telephone service or CMRS service throughout the political subdivision;
- 24) "Selective routing" means the method employed to direct 911 calls to the appropriate public safety answering point based on the geographical location from which the call originated;

- 25) "Service supplier" means any person, company, or corporation, public or private, providing exchange telephone service or CMRS service throughout the political subdivision;
- 26) "Service user" means any person, company, corporation, business, association, or party not exempt from county or municipal taxes or utility franchise assessments who is provided landline telephone service, CMRS service, voice over internet protocol service, or any non-traditional phone service with the capability of placing a 911 call in the political subdivision;
- 27)
- a) "Tariff rate" means the rate or rates billed by a service supplier as stated in the service supplier's tariffs, price lists, customer contracts, or other methods of publishing service offerings that represent the service supplier's recurring charges for exchange access facilities, exclusive of all:
    - i) Taxes;
    - ii) Fees;
    - iii) Licenses; or
    - iv) Similar charges whatsoever.
  - b) The tariff rate per county may include extended service area charges only if an emergency telephone service charge has been levied in a county and a resolution of intent has been passed by a county's quorum court that defines tariff rate as being inclusive of extended service area charges;
- 28) "Voice over internet protocol connection" means each account or number assigned to a voice over internet protocol customer;
- 29) "Voice over internet protocol service" means any service that:
- a) Enables real-time voice communications;
  - b) Requires a broadband connection from the user's location;
  - c) Requires internet protocol compatible customer premise equipment;
  - d) Permits users to receive calls that originate on the public switched telephone network or to terminate calls to the public switched telephone network; and
  - e) Has the capability of placing a 911 call; and
- 30) "Wireless telecommunications service provider" means a provider of commercial mobile radio services:
- a) As defined in 47 U.S.C. § 332(b), as it existed on January 1, 2006, including all broadband personal communications services, wireless radio telephone services, geographic-area-specialized and enhanced-specialized mobile radio services, and incumbent, wide area, specialized mobile radio licensees that offer real-time, two-way voice service interconnected with the public switched telephone network; and
  - b) That either:
    - i) Is doing business in the State of Arkansas; or
    - ii) May connect with a public safety communications center.

HISTORY: Acts 1985, No. 683, § 3; A.S.A. 1947, § 73-1824; Acts 1997, No. 810, § 1; 2003, No. 668, § 1; 2007, No. 582, § 1; 2009, No. 1221, § 1; 2013, No. 623, §§ 1, 2; 2015, No. 919, § 1.

*12-10-317. 911 center -- Operation -- Rights, duties, liabilities, etc., of service providers.*

- a)
- (1) Each service provider shall forward to any public safety answering point equipped for enhanced 911 service the telephone number and street address of any telephone used to place a 911 call.
  - (2) Subscriber information provided in accordance with this subsection shall be used only for the purpose of responding to requests for emergency service from public or private safety agencies, for the investigation of false or intentionally misleading reports of incidents requiring emergency service response, or for other lawful purposes.
  - (3) No service provider, agents of a service provider, political subdivision, or officials or employees of a political subdivision shall be liable to any person who uses the enhanced 911 service established under this subchapter for release of the information specified in this section or for failure of equipment or procedure in connection with enhanced 911 service or basic 911 service.
- b) The 911 public safety communication center shall be notified in advance by an authorized service provider representative of any routine maintenance work to be performed which may affect the 911 system reliability or capacity. Any such work shall be performed during public safety answering point off-peak hours.

HISTORY: Acts 1985, No. 683, § 7; A.S.A. 1947, § 73-1828.



## Colorado

Reference Link:

<http://www.lexisnexis.com/hottopics/Colorado/>

- Accept Terms and Conditions by clicking "I Agree"
- Select Colorado Revised Statutes
- Search 29-11-100.5, 29-11-101, 29-11-106

### 29-11-100.5. Legislative declaration - provision of emergency service to wireless and multi-line telephone service users.

- 1) The general assembly hereby finds and declares that dialing 9-1-1 is the most effective and familiar way the public has of seeking emergency assistance. The amendments to this part 1 made in Senate Bill 97-132, enacted at the first regular session of the sixty-first general assembly, are intended to provide a funding mechanism for 9-1-1 and enhanced 9-1-1 service for wireless service users. Enhanced 9-1-1 permits rapid response in situations where callers are unable to relay their phone number or location. Public safety answering points will need to make extensive changes in, and additions to, existing equipment to provide enhanced 9-1-1 service to wireless service users. To do so, public safety answering points must have the resources to purchase and update equipment, software, and training. A mechanism for recovery of costs reasonably incurred by wireless carriers, service suppliers, and basic emergency service providers in the acquisition and transmission of 9-1-1 information to public safety answering points is necessary to ensure that wireless service users receive the same level of 9-1-1 service as wireline service users.
- 2) The general assembly further finds and declares that public safety agencies increasingly rely on enhanced 9-1-1 to provide dependable and precise information about the 9-1-1 caller's location and an accurate telephone number to reach the caller. Many multi-line telephone systems do not provide precise information about the 9-1-1 caller's location or telephone number. Inadequate location information can be life threatening if the caller is unable to verbalize the correct location. Not knowing an accurate location for a caller can result in a delay in service. In addition, many end-use customers of multi-line telephone systems do not know how to dial a 9-1-1 call from such telephones. Disclosure about 9-1-1 dialing and about the location identification capability of multi-line telephone systems are necessary first steps to ensure that multi-line telephone system service users can obtain emergency assistance by dialing 9-1-1.
- 3) Nothing in this part 1 should be construed to alter the method of regulation or deregulation of providers of telecommunications service as set forth in article 15 of title 40, C.R.S.

Source: L. 97: Entire section added, p. 571, § 1, effective April 30. L. 2001: Entire section amended, p. 64, § 1, effective August 8. L. 2004: (1) and (3) amended, p. 13, § 2, effective February 20.

### 29-11-101. Definitions.

As used in this article, unless the context otherwise requires:

- (1) "Automatic location identification" ("ALI") means the automatic display, on equipment at the PSAP, of the location of the caller's telephone number, the address for the telephone, including nonlisted and nonpublished numbers and addresses, and other information about the caller's precise location.

- (1.1) "Automatic number identification" ("ANI") means the automatic display, on equipment at the PSAP, of the caller's telephone number.
- (1.2) "Basic emergency service provider" ("BESP") means any person authorized by the commission to undertake the aggregation and transportation of 9-1-1 calls to a PSAP.
- (1.3) "Commission" or "public utilities commission" means the public utilities commission of the state of Colorado, created in section 40-2-101, C.R.S.
- (1.5) "Emergency notification service" means an informational service that, upon activation by a public safety agency, uses the 9-1-1 database or a database derived from the 9-1-1 database to rapidly notify all telephone customers within a specified geographic area of hazardous conditions or emergent events that threaten their lives or property, including, without limitation, floods, fires, and hazardous materials incidents.
- (1.6) "Emergency service provider" means a primary provider of emergency fire fighting, law enforcement, ambulance, emergency medical, or other emergency services.
- (1.7) "Emergency telephone charge" means a charge to pay the equipment costs, the installation costs, and the directly-related costs of the continued operation of an emergency telephone service according to the rates and schedules filed with the public utilities commission, if applicable.
- (2) "Emergency telephone service" means a telephone system utilizing the single three-digit number 9-1-1 for reporting police, fire, medical, or other emergency situations.
- (2.5) "Equipment supplier" means any person providing telephone or other equipment necessary for an emergency telephone service to any public agency or governing body in this state, through lease or sale.
- (3) "Exchange access facilities" means the access from a specific customer's premises to the telecommunications network to effect the transfer of information.
- (4) "Governing body" means the board of county commissioners of a county or the city council or other governing body of a city, city and county, or town or the board of directors of a special district.
- (4.3) "Interconnected voice-over-internet-protocol service" means a service that:
  - a) Enables real-time, two-way voice communications;
  - b) Requires a broadband connection from the service user's location;
  - c) Requires internet protocol-compatible customer premises equipment; and
  - d) Permits service users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.
- (4.5) "MLTS operator" means the person that operates an MLTS from which an end-user may place a 9-1-1 call through the public switched network.
- (4.6) "Multi-line telephone system" ("MLTS") means a system comprised of common control units, telephones, and control hardware and software providing local telephone service to multiple end-use customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures. "Multi-line telephone system" includes:
  - a) Network and premises-based systems such as centrex, pbx, and hybrid-key telephone systems; and
  - b) Systems owned or leased by governmental agencies, nonprofit entities, and for-profit businesses.

- (5) "Person" means any individual, firm, partnership, copartnership, joint venture, association, cooperative organization, corporation (municipal or private and whether organized for profit or not), governmental agency, state, county, political subdivision, state department, commission, board, or bureau, fraternal organization, nonprofit organization, estate, trust, business or common law trust, receiver, assignee for the benefit of creditors, trustee, or trustee in bankruptcy or any other service user.
- (5.5) "Prepaid wireless telecommunications service" means wireless telecommunications access that allows a caller to dial 911 to access the 911 system, is paid for in advance, and is sold in predetermined units or dollars, of which the number of units or dollars available to the caller declines with use in a known amount.
- (6) "Public agency" means any city, city and county, town, county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has the authority to provide fire fighting, law enforcement, ambulance, emergency medical, or other emergency services.
- (6.5) "Public safety answering point" ("PSAP") means a facility equipped and staffed on a 24-hour basis to receive and process 9-1-1 calls.
- (6.7) "Rates" means the rates billed by a service supplier pursuant to tariffs, price lists, or contracts, which rates represent the service supplier's recurring charges for exchange access facilities or their equivalent, exclusive of all taxes, fees, licenses, or similar charges.
- (7) "Service supplier" means a person providing exchange telephone services, a person providing telecommunications service via wireless carrier, and a person providing interconnected voice-over-internet-protocol service to any service user in this state, either directly or by resale.
- (8) "Service user" means a person who is provided exchange telephone service, a person who is provided telecommunications service via wireless carrier, and a person who is provided interconnected voice-over-internet-protocol service in this state.
- (9) (Deleted by amendment, L. 97, p. 572, § 2, effective April 30, 1997.)
- (10) "Telecommunications service" has the meaning set forth in section 40-15-102 (29), C.R.S.
- (11) "Wireless automatic location identification" ("wireless ALI") means the automatic display, on equipment at the PSAP, of the location of the wireless service user initiating a 9-1-1 call to the PSAP.
- (12) "Wireless automatic number identification" ("wireless ANI") means the mobile identification number of the wireless service user initiating a 9-1-1 call to the PSAP.
- (13) "Wireless carrier" means a cellular licensee, a personal communications service licensee, and certain specialized mobile radio providers designated as covered carriers by the federal communications commission in 47 CFR 20.18 and any successor to such rule.
- (14) "Wireless communications access" means the radio equipment and assigned mobile identification number used to connect a wireless customer to a wireless carrier for two-way interactive voice or voice-capable services.

Source: L. 81: Entire article added, p. 1415, § 1, effective May 26. L. 85: (1) amended and (2.5) added, p. 1052, § 1, effective April 17. L. 97: (1), (2), (7), (8), and (9) amended and (1.3), (1.7), (6.5), (6.7), and (10) to (14) added, p. 572, § 2, effective April 30. L. 2001: (1) amended and (1.1), (1.2), (4.5), and (4.6) added, p. 65, § 2, effective April 8. L. 2002: (1.5) added, p. 83, § 1, effective March 22. L. 2004: (1.6) added, p. 1879, § 1, effective July 1; (13) and (14) amended, p. 1202, § 70, effective August 4. L. 2008: (3), (7), and (8)

amended and (4.3) added, p. 683, § 1, effective August 5. L. 2010: (5.5) added, (SB 10-120), ch. 371, p. 1739, § 1, effective January 1, 2011.

29-11-106. Disclosure of 9-1-1 dialing and calling capabilities.

- 1) When the method of dialing a local call from an MLTS telephone requires the dialing of an additional digit to access the public switched network, MLTS operators shall provide written information to their end-users describing the proper method of dialing 9-1-1 from an MLTS telephone in an emergency. MLTS operators that do not give the ANI, the ALI, or both shall disclose such fact in writing to their end-users and instruct them to provide their telephone number and exact location when calling 9-1-1.
- 2)
  - a) For purposes of this section, "end-user" means the person making telephone calls, including 9-1-1 calls, from the MLTS providing telephone service to the person's place of employment or to the person's permanent or temporary residence.
  - b) For purposes of this section, "MLTS operator" means the person who has responsibility to the end-user to coordinate telephone line number and address location assignments.
- 3) The public utilities commission may promulgate rules to implement this section in accordance with article 4 of title 24, C.R.S.
- 4) Nothing in this section shall be construed to alter the method of regulation or deregulation of providers of telecommunications service by the public utilities commission as set forth in article 15 of title 40, C.R.S.

Source: L. 2001: Entire section added, p. 66, § 3, effective August 8.

## Connecticut

Reference Link:

[https://www.cga.ct.gov/current/pub/chap\\_518a.htm#sec\\_28-25b](https://www.cga.ct.gov/current/pub/chap_518a.htm#sec_28-25b)

Sec. 28-25b. Public safety answering points. Automatic alarms or alerting devices. Private safety answering points. Report. Emergency medical dispatch.

- a) Each public safety answering point shall be capable of transmitting requests for law enforcement, fire fighting, medical, ambulance or other emergency services to a public or private safety agency that provides the requested services.
- b) Each public safety answering point shall be equipped with a system approved by the office for the processing of requests for emergency services from the physically disabled.
- c) No person shall connect to a telephone company's network any automatic alarm or other automatic alerting device which causes the number "9-1-1" to be automatically dialed and provides a prerecorded message in order to directly access emergency services, except for a device approved by the office and required by a physically disabled person to access a public safety answering point.
- d) Except as provided in subsection (e) of this section, no person, firm or corporation shall program any telephone or associated equipment with outgoing access to the public switched network of a telephone company so as to prevent a 9-1-1 call from being transmitted from such telephone to a public safety answering point.
- e) A private company, corporation or institution which has full-time law enforcement, fire fighting and emergency medical service personnel, with the approval of the office and the municipality in which it is located, may establish 9-1-1 service to enable users of telephones within their private branch exchange to reach a private safety answering point by dialing the digits "9-1-1". Such 9-1-1 service shall provide the capability to deliver and display automatic number identification and automatic location identification by electronic or manual methods approved by the office to the private safety answering point. Prior to the installation and utilization of such 9-1-1 service, each municipality in which it will function, shall submit a private branch exchange 9-1-1 utilization plan to the office in a format approved by the office. Such plan shall be approved by the chief executive officer of such municipality who shall attest that the dispatch of emergency response services from a private safety answering point is equal to, or better than, the emergency response services dispatched from a public safety answering point.
- f) On and after January 1, 2001, each public safety answering point shall submit to the office, on a quarterly basis, a report of all calls for services received through the 9-1-1 system by the public safety answering point. Such report shall include, but not be limited to, the following information:
  - (1) The number of 9-1-1 calls during the reporting quarter; and
  - (2) for each such call, the elapsed time period from the time the call was received to the time the call was answered, and the elapsed time period from the time the call was answered to the time the call was transferred or terminated, expressed in time ranges or fractile response times. The information required under this subsection may be submitted in any written or electronic form selected by such public safety answering point and approved by the Commissioner of Emergency Services and Public Protection, provided the commissioner shall take into consideration the needs of such public safety answering point in approving such written or electronic form. On a quarterly basis, the office shall make such information available to the public and shall post such information on its web site on the Internet.

g)

- (1) Not later than July 1, 2004, each public safety answering point shall provide emergency medical dispatch, or shall arrange for emergency medical dispatch to be provided by a public safety agency, private safety agency or regional emergency telecommunications center, in connection with all 9-1-1 calls received by such public safety answering point for which emergency medical services are required. Any public safety answering point that arranges for emergency medical dispatch to be provided by a public safety agency, private safety agency or regional emergency telecommunications center shall file with the office such documentation as the office may require to demonstrate that such public safety agency, private safety agency or regional emergency telecommunications center satisfies the requirements of subdivisions (2) and (3) of this subsection.
- (2) Each public safety answering point, public safety agency, private safety agency or regional emergency telecommunications center performing emergency medical dispatch in accordance with subdivision (1) of this subsection shall establish and maintain an emergency medical dispatch program. Such program shall include, but not be limited to, the following elements:
  - A. Medical interrogation, dispatch prioritization and prearrival instructions in connection with 9-1-1 calls requiring emergency medical services shall be provided only by personnel who have been trained in emergency medical dispatch through satisfactory completion of a training course provided or approved by the office under subdivision (3) of this subsection;
  - B. a medically approved emergency medical dispatch priority reference system shall be utilized by such personnel;
  - C. emergency medical dispatch continuing education shall be provided for such personnel;
  - D. a mechanism shall be employed to detect and correct discrepancies between established emergency medical dispatch protocols and actual emergency medical dispatch practice; and
  - E. a quality assurance component shall be implemented to monitor, at a minimum, (i) emergency medical dispatch time intervals, (ii) the utilization of emergency medical dispatch program components, and (iii) the appropriateness of emergency medical dispatch instructions and dispatch protocols. The quality assurance component shall be prepared with the assistance of a physician licensed in this state who is trained in emergency medicine and shall provide for an ongoing review of the effectiveness of the emergency medical dispatch program.
- (3) Not later than July 1, 2001, the office shall provide an emergency medical dispatch training course and an emergency medical dispatch continuing education course, or approve any emergency medical dispatch training course and emergency medical dispatch continuing education course offered by other providers, that meets the requirements of the U.S. Department of Transportation, National Highway Traffic Safety Administration, Emergency Medical Dispatch (EMD): National Standard Curriculum, as from time to time amended.
- (4) The office shall provide each public safety answering point or regional emergency telecommunications center performing emergency medical dispatch in accordance with subdivision (1) of this subsection with initial

training of emergency medical dispatch personnel and an emergency medical dispatch priority reference card set.

(P.A. 84-416, S. 3, 15; P.A. 89-118, S. 1; P.A. 91-360, S. 2, 4; P.A. 93-206, S. 8, 16; P.A. 00-151, S. 8, 14; P.A. 06-195, S. 57; P.A. 11-21, S. 134.)

History: P.A. 89-118 added a new Subsec. (d), prohibiting the programming of any telephone so as to prevent the transmission of a 9-1-1 call to a public safety answering point; P.A. 91-360 added a new Subsec. (e), permitting private companies, corporations or institutions which have full-time security, fire and emergency medical service personnel to establish 9-1-1 service to enable users of telephones within such companies or institutions to reach a private safety answering point, and amended Subsec. (d) to add an exception for provisions of Subsec. (e); P.A. 93-206 amended Subsecs. (b), (c) and (e) to substitute "office" for "bureau", effective July 1, 1993; P.A. 00-151 added new Subsecs. (f) and (g) re information reporting and emergency medical dispatch, effective July 1, 2000; P.A. 06-195 amended Subsec. (f) by requiring public safety answering points to report all calls for services received through 9-1-1 system, by deleting provision re medical emergency in Subdiv. (1), by revising reporting requirements re elapsed time period of calls in Subdiv. (2) and by deleting provision requiring quarterly submission of information to Commissioner of Public Health, effective June 7, 2006; pursuant to P.A. 11-51, "Commissioner of Public Safety" was changed editorially by the Revisors to "Commissioner of Emergency Services and Public Protection" in Subsec. (f), effective July 1, 2011.



## Florida

Reference Link:

[http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App\\_mode=Display\\_Statute&Search\\_String=365.175&URL=0300-0399/0365/Sections/0365.175.html](http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App_mode=Display_Statute&Search_String=365.175&URL=0300-0399/0365/Sections/0365.175.html)

365.175 Emergency telephone number 911 private branch exchange-private switch automatic location identification.

- 1) DEFINITIONS.--As used in this section, the term:
  - a) "Automatic location identification" or "ALI" means the automatic display at the Public Safety Answering Point (PSAP) of the caller's telephone number, the address or location of the telephone, and supplementary emergency services information.
  - b) "Automatic location identification retrieval" or "ALI retrieval" means the process of querying the 911 database for ALI records.
  - c) "Automatic number identification" or "ANI" means the telephone number associated with the access line from which a call originates.
  - d) "Private branch exchange" or "PBX" means a private telephone system that is connected to the Public Switched Telephone Network (PSTN).
  - e) "Private switch ALI" or "PSA" means a service option which provides enhanced 911 features for telephone stations behind private switches, e.g., PBX's.
- 2) REQUIRED ALI CAPABILITY.--Each PBX system installed after January 1, 2004, must be capable of providing automatic location identification to the station level.



## Illinois

### Reference Links:

<http://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=741&ChapterID=11>

<http://ilga.gov/commission/jcar/admincode/083/08300726sections.html>

<http://ilga.gov/commission/jcar/admincode/083/08300727sections.html>

### (50 ILCS 750/15.5) Sec. 15.5. Private residential switch service 9-1-1 service.

- (a) After June 30, 1995, an entity that provides or operates private residential switch service and provides telecommunications facilities or services to residents shall provide to those residential end users the same level of 9-1-1 service as the public agency and the telecommunications carrier are providing to other residential end users of the local 9-1-1 system. This service shall include, but not be limited to, the capability to identify the telephone number, extension number, and the physical location that is the source of the call to the number designated as the emergency telephone number.
- (b) The private residential switch operator is responsible for forwarding end user automatic location identification record information to the 9-1-1 system provider according to the format, frequency, and procedures established by that system provider.
- (c) This Act does not apply to any PBX telephone extension that uses radio transmissions to convey electrical signals directly between the telephone extension and the serving PBX.
- (d) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and not more than \$5,000.
- (e) Nothing in this Section shall be construed to preclude the Attorney General on behalf of the Department or on his or her own initiative, or any other interested person, from seeking judicial relief, by mandamus, injunction, or otherwise, to compel compliance with this Section.

(Source: P.A. 99-6, eff. 1-1-16.)

### (50 ILCS 750/15.6) Sec. 15.6. Enhanced 9-1-1 service; business service.

- (a) After June 30, 2000, or within 18 months after enhanced 9-1-1 service becomes available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to businesses shall assure that the system is connected to the public switched network in a manner that calls to 9-1-1 result in automatic number and location identification. For buildings having their own street address and containing workspace of 40,000 square feet or less, location identification shall include the building's street address. For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address and one distinct location identification per 40,000 square feet of workspace. Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a distinct location identification for each building in addition to the street address.
- (b) Exemptions. Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements of subsection (a) if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include, but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building. Health care facilities are presumed to meet the requirements of this paragraph if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the

source of an emergency call exists. Buildings under this exemption must provide 9-1-1 service that provides the building's street address.

Buildings containing workspace of more than 40,000 square feet are exempt from subsection (a) if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and the building is serviced by its own medical, fire and security personnel. Buildings under this exemption are subject to emergency phone system certification by the Administrator.

Buildings in communities not serviced by enhanced 9-1-1 service are exempt from subsection (a).

Correctional institutions and facilities, as defined in subsection (d) of Section 3-1-2 of the Unified Code of Corrections, are exempt from subsection (a).

- (c) This Act does not apply to any PBX telephone extension that uses radio transmissions to convey electrical signals directly between the telephone extension and the serving PBX.
  - (d) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and not more than \$5,000.
  - (e) Nothing in this Section shall be construed to preclude the Attorney General on behalf of the Department or on his or her own initiative, or any other interested person, from seeking judicial relief, by mandamus, injunction, or otherwise, to compel compliance with this Section.
  - (f) The Department may promulgate rules for the administration of this Section.
- (Source: P.A. 99-6, eff. 1-1-16.)

(50 ILCS 750/15.8) Sec. 15.8. 9-1-1 dialing from a business.

- (a) Any entity that installs or operates a private business switch service and provides telecommunications facilities or services to businesses shall ensure that all systems installed on or after July 1, 2015 (the effective date of Public Act 98-875) are connected to the public switched network in a manner such that when a user dials "9-1-1", the emergency call connects to the 9-1-1 system without first dialing any number or set of numbers.
  - (b) The requirements of this Section do not apply to:
    - 1) any entity certified by the Illinois Commerce Commission to operate a Private Emergency Answering Point as defined in 83 Ill. Adm. Code 726.105; or
    - 2) correctional institutions and facilities as defined in subsection (d) of Section 3-1-2 of the Unified Code of Corrections.
  - (c) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and not more than \$5,000.
- (Source: P.A. 98-875, eff. 7-1-15; 99-6, eff. 1-1-16.)

TITLE 83: PUBLIC UTILITIES

CHAPTER I: ILLINOIS COMMERCE COMMISSION

SUBCHAPTER f: TELEPHONE UTILITIES

PART 726 REQUIREMENTS FOR BUSINESSES WITH PRIVATE BUSINESS SWITCH SERVICE TO COMPLY WITH THE EMERGENCY TELEPHONE SYSTEM ACT

*SUBPART A: GENERAL PROVISIONS*

Section 726.100 Application of Part

This Part shall apply to any private business switch operator that is also a business in the State of Illinois, except to the extent of any exemptions conferred by Section 15.6(a) and (b) of the Emergency Telephone System Act [50 ILCS 750/15.6(a) and (b)]. Also see Section 726.205(b) of this Part.

### Section 726.105 Definitions

"Automatic Location Identification" or "ALI" – A feature or function that transmits the 9-1-1 caller's address and, where required, the Distinct Location Identification to the public safety answering point (PSAP) in an Enhanced 9-1-1 system.

"Automatic Number Identification" or "ANI" – Automatic display of the 9-1-1 calling party's telephone number on the PSAP monitor.

"Business" includes every trade, occupation, profession, and other lawful purpose carried on primarily for profit, regardless of whether the business is organized as a corporation, limited liability company, partnership, sole proprietorship, joint venture, or in any other manner whatever

"Call referral" – A 9-1-1 service in which the Private Emergency Answering Point (PEAP) operator provides the calling party with the telephone number of the appropriate public safety agency or other providers of emergency services.

"Call relay" – A 9-1-1 service whereby the PEAP operator takes the pertinent information from the caller and relays that information to the appropriate public safety agency or other emergency responders.

"Call transfer" – A 9-1-1 service in which the PEAP operator receiving a call will transfer the incoming call to the appropriate public safety agency or other emergency responders.

"Centrex-type service" – A telecommunications system that is central office based and has feature characteristics similar to a private branch exchange (PBX). The switching of calls, both intercom and local/long distance, is performed at the local exchange carriers' facilities

"Commission" – The Illinois Commerce Commission.

"Direct dispatch" – A 9-1-1 service that provides for the direct dispatch by a PEAP operator of the appropriate public safety agency or other emergency responders upon receipt of a telephone request for such services and the decision as to the proper action to be taken.

"Direct inward dialing" or "DID" – The ability for an outside caller to be connected to an internal telephone extension without intervention by an operator or attendant.

"Distinct Location Identification" or "DLI" – An additional location identification that provides specific identification of a building, complex or campus. A DLI could include a floor number, wing name/number and building name/number for every 40,000 square feet of workspace.

"Emergency call" – A telephone request for emergency services that requires immediate action to prevent loss of life, reduce bodily injury, and/or prevent or reduce loss of property.

"Emergency responders" – Other providers of emergency services in addition to public safety agencies and private companies. These responders typically provide security protection, fire protection and medical assistance within a particular business that handles its internal emergency calls.

"Enhanced 9-1-1" or "E9-1-1" – An emergency telephone system with specific electronically controlled features such as ALI, ANI, or selective routing, and that uses a Master Street Address Guide (MSAG) geographic file.

"Location identification" – The street address of the workspace.

"Master Street Address Guide" or "MSAG" – The computerized geographical file consisting of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of 9-1-1 systems. The database matches an originating caller to a specific answering point based on the address data. The MSAG may require updating after the initial file is established.

"Private business switch service" – A telecommunications service such as Centrex type service or telecommunications equipment such as a private branch exchange service (PBX) system. The term "private business switch service" does not include key telephone systems or equivalent telephone systems registered with the Federal Communications Commission under 47 CFR 68 when not used in conjunction with Centrex type and PBX systems. In instances where Centrex type service is used in conjunction with key telephone systems not emulating PBX functionality, the responsibility for passing ANI and ALI rests with the carrier providing the Centrex. Private business switch services are typically used by, but are not limited to, private businesses, corporations, not for profit organizations, schools, governmental units and industries where the telecommunications service is primarily for conducting business.

"Private Emergency Answering Point" or "PEAP" – A place within a business where the business operators answer and dispatch emergency calls. A business must obtain certification to handle internal emergency calls from its internal switch.

"Public agency" – The State and any unit of local government or special purpose district located in whole or in part within this State that provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services. [50 ILCS 750/2.01]

"Public area" – An area within a building where the general public and/or the business entity customers have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobbies and waiting rooms.

"Public safety agency" – A functional division of a public agency that provides firefighting, police, medical, or other emergency services. [50 ILCS 750/2.02]

"Public safety answering point" or "PSAP" – The PSAP is the initial answering location of a 9-1-1 call within a municipality or county. The PSAP is also known as a "Center".

"Text telephone" or "TT" – A teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

"Workspace" – The physical building area where work is normally performed. This is a net square footage measurement that includes hallways, conference rooms, restrooms, break rooms, and/or storage rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or other similar areas where employees do not normally have access.

## *SUBPART B: STANDARDS OF SERVICE*

### Section 726.200 General Standards and Requirements

The digits "9-1-1" shall be the primary emergency telephone number within a county or municipality that has received Commission approval of a 9-1-1 system. In areas where Enhanced 9-1-1 is available, a private business switch operator must ensure that its system is capable of meeting the requirements set forth in Section 726.205. Nothing in this Section shall require changes in customary dialing patterns (i.e., using the prefix or access code 9 to obtain an outside line before dialing 9-1-1).

### Section 726.205 Business Compliance

- a) After June 30, 2000, or within 18 months after Enhanced 9-1-1 is made available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to businesses shall assure that such a system in a business is connected to the public switched network in a manner so that calls to 9-1-1 result in automatic number identification (ANI) and automatic location identification (ALI).
  - (1) ANI shall be provided based on the following criteria, which are minimum standards:
    - A. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ANI shall be transmitted to the 9-1-1 system;
    - B. For buildings having their own street address and containing workspace of more than 40,000 square feet, one ANI per 40,000 square feet of workspace shall be transmitted to the 9-1-1 system;
    - C. For private business switch operators/owners providing service in multi-floor buildings and sharing space with other non-related entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system per 40,000 square feet of workspace; and
    - D. For private business switch operators/owners providing service in multi-building locations and sharing space with other non-related entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system.
  - (2) The ALI information shall follow the database format defined by the National Emergency Number Association Recommended Formats for Data Exchange Version 1 or 2.1, "NENA Recommended Formats & Protocols For Data Exchange" (May 1999, published by the National Emergency Number Association, 4789 Papermill Road, Coshocton OH 43812). This incorporation does not include any later amendments or editions. ALI requirements are based on the following criteria when a 9-1-1 call is placed:

- A. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ALI shall be transmitted to the 9-1-1 system and will include the building's street address.
  - B. For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address (ALI) and one DLI per 40,000 square feet of workspace. ALI and DLI information shall be transmitted to the 9-1-1 system. The DLI shall, as accurately as possible, specify the location from which the 9-1-1 call is being placed. For example, if the area contains multiple floors, the DLI shall specify all floor numbers included in the 40,000 square feet of workspace. The DLI must be able to identify the entire 40,000 square feet of workspace.
  - C. For private business switch operators/providers providing service in multi-floor buildings and sharing space with other non-related entities, a DLI for each entity shall be transmitted to the appropriate 9-1-1 system.
  - D. For private business switch operators/providers providing service in multi-building locations and sharing space with other non-related entities, a DLI for each entity shall be transmitted to the appropriate 9-1-1 system.
  - E. Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a DLI for each building in addition to the street address. [50 ILCS 750/15.6(a)]
- (3) In cases where clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the database provider to implement a usable DLI.
- b) Exemptions to subsection (a) of this Section.
- (1) Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements in subsections (a)(2)(B) and (a)(2)(E) of this Section if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include, but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building.
    - A. Businesses that qualify for this exemption must have staff available to meet the public safety agency responding to the 9-1-1 call at the designated address. This staff must be able to direct the public safety agency to the site of the emergency.
    - B. Businesses that qualify for this exemption must not intercept the 9-1-1 call. All 9-1-1 calls under this exemption will be directly selectively routed to the appropriate 9-1-1 system.
    - C. Buildings under this exemption must, however, ensure that the appropriate building street address where the call originated is being provided to the 9-1-1 system.
    - D. A business seeking exemption under this subsection (b)(1) shall provide notice that it seeks such exemption to the public safety agency with jurisdiction over the physical location of the building for which exemption is sought, and to the Commission. Nothing in this subsection shall be construed to limit the Commission's authority to investigate and revoke or impose conditions upon such exemptions if it determines, after notice



- and hearing, that such revocation or imposition of conditions is reasonably necessary to insure the public safety.
- (2) Health care facilities are presumed to meet the requirements of subsection (b)(1) if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the source of an emergency call exists. Buildings under this exemption must provide 9-1-1 service that provides the building address.
  - (3) Buildings containing workspace of more than 40,000 square feet or sites that contain multiple buildings sharing the same address or businesses that occupy multiple buildings in close proximity with different addresses that maintain, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and that are serviced by their own medical, fire and security personnel, may qualify for an exemption pending Commission approval of the business' emergency phone system. Certification by the Commission is necessary prior to a business answering and dispatching its own internal emergency calls. Entities that qualify for this exemption must comply with Subparts C, D, and E of this Part.
    - A. A business seeking to obtain an exemption under this subsection (b)(3) must file a petition with the Commission pursuant to 83 Ill. Adm. Code 200 requesting such exemption. Such petition shall contain a showing that the business seeking exemption is in compliance with Subparts C, D, and E of this Part, and shall further make a showing that the business seeking exemption provides emergency medical response equal in quality to that provided by the public safety agency with jurisdiction over the physical location of the building for which exemption is sought.
    - B. The Commission Staff shall review all such petitions for exemption and shall make a recommendation to the Commission that the Commission grant the exemption, with such conditions as are reasonably necessary to ensure the public safety, or deny the exemption. The Commission shall, after notice and hearing, grant the exemption with such conditions as are reasonably necessary to ensure the public safety, or deny the exemption.
  - (4) Buildings in communities that are not serviced by Enhanced 9-1-1 service are exempt. [50 ILCS 750/15.6(b)]

### *SUBPART C: AUTHORIZATION TO OPERATE*

#### Section 726.300 Order of Authority/Application Process

- a) Any business that qualifies for exemption under Section 726.205(b)(3) to operate an emergency answering point within its own facility must comply with Subparts C, D and E of this Part. In addition, the business shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as described in its final plan pursuant to Section 726.305. The final plan shall be attached to the petition and filed with the Commission in accordance with the Commission's Rules of Practice, 83 Ill. Adm. Code 200.
- b) The original and three copies of a cover letter to the Chief Clerk, the petition, the verified statement, and the final plan must be filed with the Chief Clerk. In

addition, a copy of all items must be submitted simultaneously to the 9-1-1 Program Director of the Commission.

- c) The petitioner must also notify the appropriate 9-1-1 system of its plans to answer its internal emergency calls. In addition, a copy of the petitioner's application must be provided to 9-1-1 system management.
- d) The Commission shall have the authority to audit 9-1-1 systems to verify compliance with the Act and this Part.
- e) Modification to an approved application or system shall be submitted to the Commission in writing no later than 10 days after the change.

#### Section 726.305 Tentative/Final Plans

- a) Each business shall submit a tentative plan (draft) with Commission Staff for review, prior to filing its final plan with the Chief Clerk. Staff has 90 days to review and provide written comments back to the applicant.
- b) Tentative and final plans shall consist of a narrative that provides an explanation of the proposed system's operation and a completed application to Illinois Commerce Commission for the provision of 9-1-1 service, consisting of the following exhibits
  - (1) Exhibit 1: A thorough explanation regarding the make-up of the facility's security, fire and medical departments. The explanation shall include emergency responders' responsibilities and how they are better able to respond to an incident internally than an outside agency. In addition, this exhibit shall indicate how each emergency responder will be dispatched within the facility.
  - (2) Exhibit 2: Call handling agreements with the internal emergency responders, including, but not limited to, the internal security services, internal fire services, and internal medical services. These agreements shall include a commitment from the parties that appropriate action shall be taken in response to emergency calls and subsequent dispatches and that top priority shall be given to such emergency calls by the parties.
  - (3) Exhibit 3: Call handling agreements with the existing Enhanced 9-1-1 system for additional back-up police, fire and medical assistance pursuant to Section 726.510(c).
  - (4) Exhibit 4: Back-up PEAP agreement pursuant to Section 726.400(d).
  - (5) Exhibit 5: Standard Operating Procedures and Disaster Procedures specified in Section 726.505.
  - (6) Exhibit 6: Network Diagram – a chart showing the trunking configuration from the applicant's switch to the back-up PEAP pursuant to Section 726.400.

#### *SUBPART D: ENGINEERING*

#### Section 726.400 Private Emergency Answering Point

A business that has been certified by the Commission to operate a PEAP and to handle its internal emergency calls must meet the following minimum standards:

- a) The business applying to be a PEAP may have as its primary emergency telephone number a dialing code other than 9-1-1. At such time that its current telephone switching system is replaced, the business shall program its system to respond to 9-1-1 in addition to its current dialing code.
- b) The PEAP shall be operational 24 hours a day, 7 days a week, except in cases where the entity is closed or shut down and no employees are or could be present in any part of the facility.



- c) Each PEAP shall have an operational TT if the business employs hearing or speech impaired persons or if there is a public area in the building where the public has access to a telephone to dial 9-1-1 or other emergency code.
- d) There must be at least one back-up location remote from the primary answering point that will be promptly staffed by trained personnel should the primary location experience equipment failure or become unstaffed due to fire or other emergency. Instead of an on-site remote back-up location, a written agreement may be established with the existing 9-1-1 system to be the remote back-up/overflow answering point. The phone switch must be configured to automatically transfer calls to the remote answering point if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated.
- e) Personnel answering the emergency phone must be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance for an emergency situation. Eight hours minimum training is required based on competency and experience.
- f) The PEAP shall be equipped with an emergency back-up power source capable of supplying electrical power to serve the basic power requirements of the PEAP for a minimum of 4 hours.
- g) Critical areas of the PEAP must have adequate physical security to prevent the intentional disruption of service. In the absence of a high level of security, either of the following options may be substituted to ensure the answering and dispatch of the emergency call:
  - (1) A secondary back-up location remotely located from the primary answering point that is staffed 24 hours a day with trained personnel; or
  - (2) An alternative method of communication available that will transmit an emergency request and result in the dispatch of emergency services.
- h) Access to phone switch equipment will be restricted to those who have need to service the equipment.
- i) No emergency calls shall be placed on hold.
- j) 90% of all emergency calls must be answered within 10 seconds.
- k) Emergency calls shall be identified by the telecommunications equipment in such a manner that indicates that the call is an emergency so the operator can give priority to the call. Where possible, the telephone switching systems shall provide top priority to all emergency calls if a blocking condition occurs in the phone system.

### *SUBPART E: OPERATIONS*

#### Section 726.500 System Review and Reporting

Each business certified by the Commission to handle its internal emergency calls shall provide an annual update to the Commission's 9-1-1 Emergency Telephone Section by January 1 of each year. The business shall provide the following information:

- a) The business' name and street address;
- b) The name and telephone number of a contact person;
- c) The recertification of all agreements.

#### Section 726.505 Written Operating Procedures

Each certified business shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its emergency operations and for the use by its personnel who will be handling the emergency calls. Copies of these procedures must also be included in the application when petitioning the Commission for approval.

Section 726.510 Call Handling Procedures

- a) Each business shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. Thus, the agreements must specify the method of dispatch that will be used in contacting these responders.
- b) Each business shall enter into call handling agreements with the 9-1-1 system for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. Thus, there must also be a method available for the entity to request additional assistance from the existing 9-1-1 system to provide back-up services in the event that an incident occurs that would require additional emergency resources.
- c) Each business shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the business shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the business will be dispatched in the event that additional assistance is needed. In addition, copies of these agreements must be included with the application to the Commission.
- d) Each business may choose from the following methods of dispatch:
  - (1) Direct Dispatch;
  - (2) Call Relay;
  - (3) Call Referral; or
  - (4) Call Transfer.
- e) Each business shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.
- f) Each business shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with the 9-1-1 system or other public safety agencies.

TITLE 83: PUBLIC UTILITIES

CHAPTER I: ILLINOIS COMMERCE COMMISSION

SUBCHAPTER f: TELEPHONE UTILITIES

PART 727 REQUIREMENTS FOR NON-BUSINESS ENTITIES WITH PRIVATE BUSINESS SWITCH SERVICE TO COMPLY WITH THE EMERGENCY TELEPHONE SYSTEM ACT

*SUBPART A: GENERAL PROVISIONS*

Section 727.100 Application of Part

This Part shall apply to any private business switch operator that is also a non-business entity in the State of Illinois, except to the extent of any exemptions conferred by Section 15.6(a) and (b) of the Emergency Telephone System Act [50 ILCS 750/15.6(a) and (b)]. Also see Section 727.205(b) of this Part.

Section 727.105 Definitions

"Automatic Location Identification" or "ALI" – A feature or function that transmits the 9-1-1 caller's address and, where required, the Distinct Location Identification to the public safety answering point (PSAP) in an Enhanced 9-1-1 system.

"Automatic Number Identification" or "ANI" – Automatic display of the 9-1-1 calling party's telephone number on the PSAP monitor.

"Call referral" – A 9-1-1 service in which the Private Emergency Answering Point (PEAP) operator provides the calling party with the telephone number of the appropriate public safety agency or other providers of emergency services.

"Call relay" – A 9-1-1 service whereby the PEAP operator takes the pertinent information from the caller and relays that information to the appropriate public safety agency or other emergency responders.

"Call transfer" – A 9-1-1 service in which the PEAP operator receiving a call will transfer the incoming call to the appropriate public safety agency or other emergency responders.

"Centrex-type service" – A telecommunications system that is central office based and has feature characteristics similar to a private branch exchange (PBX). The switching of calls, both intercom and local/long distance, is performed at the local exchange carrier's facilities.

"Commission" – The Illinois Commerce Commission.

"Direct dispatch" – A 9-1-1 service that provides for the direct dispatch by a PEAP operator of the appropriate public safety agency or other emergency responders upon receipt of a telephone request for such services and the decision as to the proper action to be taken.

"Direct inward dialing" or "DID" – The ability for an outside caller to be connected to an internal telephone extension without intervention by an operator or attendant.

"Distinct Location Identification" or "DLI" – An additional location identification that provides specific identification of a building, complex or campus. A DLI could include a floor number, wing name/number and building name/number for every 40,000 square feet of workspace.

"Emergency call" – A telephone request for emergency services which requires immediate action to prevent loss of life, reduce bodily injury, and/or prevent or reduce loss of property.

"Emergency responders" – Other providers of emergency services in addition to public safety agencies and private companies. These responders typically provide security protection, fire protection and medical assistance within a particular non-business entity that handles its internal 9-1-1 calls.

"Enhanced 9-1-1" or "E9-1-1" – An emergency telephone system with specific electronically controlled features such as ALI, ANI, or selective routing, and that uses a Master Street Address Guide (MSAG) geographic file.

"Location identification" – The street address of the workspace.

"Master Street Address Guide" or "MSAG" – The computerized geographical file consisting of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of 9-1-1 systems. The database matches an originating caller to a specific answering point based on the address data. The MSAG may require updating after the initial file is established.

"Non-business entity" means any entity not a business, as "business" is defined in 83 Ill. Adm. Code 726.105. "Non-business entity" shall include, but not necessarily be limited to, any municipality or unit of local government as defined in Article 7, Section 1 of the Illinois Constitution of 1970; any entity that is also a school operated by authority of the School Code [105 ILCS 5]; or any entity that is a not for profit organization that qualifies for tax exempt status under Section 501(c)(3) or 501(c)(4) of the Internal Revenue Code of 1986 (26 USC 501).

"Private business switch service" – A telecommunications service such as Centrex type service or telecommunications equipment such as a private branch exchange service (PBX) system. The term "private business switch service" does not include key telephone systems or equivalent telephone systems registered with the Federal Communications Commission under 47 CFR 68 when not used in conjunction with Centrex type and PBX systems. In instances where Centrex type service is used in conjunction with key telephone systems not emulating PBX functionality, the responsibility for passing ANI and ALI rests with the carrier providing the Centrex. Private business switch services are typically used by, but are not limited to, private businesses, corporations, not for profit organizations, schools, governmental units and industries where the telecommunications service is primarily for conducting business.

"Private Emergency Answering Point" or "PEAP" – A place within a non-business entity where the operators answer and dispatch 9-1-1 calls from within the facility. A non-business entity must obtain certification to handle internal 9-1-1 calls from its internal switch.

"Public agency" – The State and any unit of local government or special purpose district located in whole or in part within this State that provides or has authority to provide fire fighting, police, ambulance, medical, or other emergency services. [50 ILCS 750/2.01]

"Public area" – An area within a building where the general public and/or the non-business entity patrons have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobbies, and waiting rooms.

"Public safety agency" – A functional division of a public agency that provides firefighting, police, medical, or other emergency services. [50 ILCS 750/2.02]

"Public safety answering point" or "PSAP" – The PSAP is the initial answering location of a 9-1-1 call within a municipality or county. The PSAP is also know as a "Center."

"Text telephone" or "TT" – A teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

"Workspace" – The physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, restrooms, break rooms, and/or storage rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or other similar areas where employees do not normally have access..

*SUBPART B: STANDARDS OF SERVICE*Section 727.200 General Standards and Requirements

The digits "9-1-1" shall be the primary emergency telephone number within a county or municipality that has received Commission approval of a 9-1-1 system. In areas where Enhanced 9-1-1 is available, a private business switch operator must ensure that its system is capable of meeting the requirements set forth in Section 727.205. Nothing in this Section shall require changes in customary dialing patterns (i.e., using the prefix or access code 9 to obtain an outside line before dialing 9-1-1).

Section 727.205 Non-business Entity Compliance

a) After June 30, 2000, or within 18 months after Enhanced 9-1-1 is made available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to non-business entities shall assure that such a system in the non-business entity is connected to the public switched network in a manner so that calls to 9-1-1 result in automatic number identification (ANI) and automatic location identification (ALI). [50 ILCS 750/15.6(a)]

(1) ANI shall be provided based on the following criteria, which are minimum standards:

- A. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ANI shall be transmitted to the 9-1-1 system;
- B. For buildings having their own street address and containing workspace of more than 40,000 square feet, one ANI per 40,000 square feet of workspace shall be transmitted to the 9-1-1 system;
- C. For private business switch operators/owners providing service in multi-floor buildings and sharing space with other non-related entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system per 40,000 square feet of workspace; and
- D. For private business switch operators/owners providing service in multi-building locations and sharing space with other non-related entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system.

(2) The ALI information shall follow the database format defined by the National Emergency Number Association Recommended Formats for Data Exchange Version 1 or 2.1, "NENA Recommended Formats & Protocols For Data Exchange" (May 1999, published by the National Emergency Number Association, 4789 Papermill Road, Coshocton, OH 43812). This incorporation does not include any later amendments or editions. ALI requirements are based on the following criteria when a 9-1-1 call is placed:

- A. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ALI shall be transmitted to the 9-1-1 system and will include the building's street address.
- B. For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address (ALI) and one DLI per 40,000 square feet of workspace. ALI and DLI information shall be transmitted to the 9-1-1 system. The DLI shall, as accurately as possible, specify the location from which

- the 9-1-1 call is being placed. For example, if the area contains multiple floors, the DLI shall specify all floor numbers included in the 40,000 square feet of workspace. The DLI must be able to identify the entire 40,000 square feet of workspace.
- C. For private business switch operators/providers providing service in multi-floor buildings and sharing space with other non-related entities, a DLI for each entity shall be transmitted to the appropriate 9-1-1 system.
  - D. For private business switch operators/providers providing service in multi-building locations and sharing space with other non-related entities, a DLI for each entity shall be transmitted to the appropriate 9-1-1 system.
  - E. Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a DLI for each building in addition to the street address. [50 ILCS 750/15.6(a)]
- (3) In cases where clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the database provider to implement a usable DLI.
- b) Exemptions to subsection (a) of this Section.
- (1) Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements in subsections(a)(2)(B) and (E) of this Section if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include, but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building.
    - A. Non-business entities that qualify for this exemption must have staff available to meet the public safety agency responding to the 9-1-1 call at the designated address. This staff must be able to direct the public safety agency to the site of the emergency.
    - B. Non-business entities that qualify for this exemption must not intercept the 9-1-1 call. All 9-1-1 calls under this exemption will be directly selectively routed to the appropriate 9-1-1 system.
    - C. Buildings under this exemption must, however, ensure that the appropriate building street address where the call originated is being provided to the 9-1-1 system.
    - D. A non-business entity seeking exemption under this subsection (b)(1) shall provide notice that it seeks such exemption to the public safety agency with jurisdiction over the physical location of the building for which exemption is sought, and to the Commission. Nothing in this subsection shall be construed to limit the Commission's authority to investigate and revoke or impose conditions upon such exemptions if it determines, after notice and hearing, that such revocation or imposition of conditions is reasonably necessary to insure the public safety.
  - (2) Health care facilities are presumed to meet the requirements of subsection (b)(1) if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the source of an emergency call exists. Buildings under this exemption must provide 9-1-1 service that provides the building's address.
  - (3) Buildings containing workspace of more than 40,000 square feet or sites that contain multiple buildings sharing the same address or non-business entities that occupy multiple buildings in close proximity with different addresses



that maintain, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and that are serviced by their own medical, fire and security personnel, may qualify for an exemption pending Commission approval of the non-business entity's emergency phone system. Certification by the Commission is necessary prior to a non-business entity answering and dispatching its own internal 9-1-1 calls. Non-business entities that qualify for this exemption must comply with Subparts C, D, and E of this Part.

- A. A non-business entity seeking to obtain an exemption under this subsection (b)(3) must file with the Commission a petition pursuant to 83 Ill. Adm. Code 200 requesting such exemption. Such petition shall contain a showing that the non-business entity seeking exemption is in compliance with Subparts C, D, and E of this Part, and shall further make a showing that the non-business entity seeking exemption provides emergency medical response equal in quality to that provided by the public safety agency with jurisdiction over the physical location of the building for which exemption is sought.
  - B. The Commission Staff shall review all such petitions for exemption and shall make a recommendation to the Commission that the Commission grant the exemption, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption. The Commission shall, after notice and hearing, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption.
- (4) Buildings in communities that are not serviced by Enhanced 9-1-1 service are exempt. [50 ILCS 750/15.6(b)]

#### Section 727.300 Order of Authority/Application Process

- a) Any non-business entity that qualifies for exemption under Section 727.205(c)(3) to operate a 9-1-1 answering point within its own facility must comply with Subparts C, D and E of this Part. In addition, the non-business entity shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as described in its final plan pursuant to Section 727.305. The final plan shall be attached to the petition and filed with the Commission in accordance with the Commission's Rules of Practice, 83 Ill. Adm. Code 200.
- b) The original and three copies of a cover letter to the Chief Clerk, the petition, the verified statement, and the final plan must be filed with the Chief Clerk. In addition, a copy of all items must be submitted simultaneously to the 9-1-1 Program Director of the Commission.
- c) The petitioner must also notify the appropriate 9-1-1 system of its plans to answer its internal 9-1-1 calls. In addition, a copy of the petitioner's application must be provided to 9-1-1 system management.
- d) The Commission shall have the authority to audit 9-1-1 systems to verify compliance with the Act and this Part.
- e) Modification to an approved application or system should be submitted to the Commission in writing no later than 10 days after the change.

Section 727.305 Tentative/Final Plans

- a) Each non-business entity shall submit a tentative plan (draft) with Commission Staff for review, prior to filing its final plan with the Chief Clerk. Staff has 90 days to review and provide written comments back to the applicant.
- b) Tentative and final plans shall consist of a narrative which provides an explanation of the proposed system's operation and a completed application to Illinois Commerce Commission for the provision of 9-1-1 service, consisting of the following exhibits:
  - (1) Exhibit 1: A thorough explanation regarding the make-up of the facility's security, fire and medical departments. Explain what these emergency responders' responsibilities are and how they are better able to respond to an incident internally than an outside agency. In addition, this exhibit shall indicate how each emergency responder will be dispatched within the facility.
  - (2) Exhibit 2: Call handling agreements with the internal emergency responders, including, but not limited to, the internal security services, internal fire services, and internal medical services. These agreements shall include a commitment from the parties that appropriate actions shall be taken in response to emergency calls and subsequent dispatches and that top priority shall be given to such emergency calls by the parties.
  - (3) Exhibit 3: Call handling agreements with the existing Enhanced 9-1-1 system for additional back-up police, fire and medical assistance pursuant to Section 727.510(c).
  - (4) Exhibit 4: Back-up PEAP agreement pursuant to Section 727.400(d).
  - (5) Exhibit 5: Standard Operating Procedures and Disaster Procedures specified in Section 727.505.
  - (6) Exhibit 6: Network Diagram – a chart showing the trunking configuration from the applicant's switch to the back-up PEAP pursuant to Section 727.400.

*SUBPART D: ENGINEERING*Section 727.400 Private Emergency Answering Point

A non-business entity that has been certified by the Commission to operate a PEAP and to handle its internal emergency calls must meet the following minimum standards:

- a) The non-business entity applying to be a PEAP may have as its primary emergency telephone number a dialing code other than 9-1-1. At such time that its current telephone switching system is replaced, the non-business entity shall program its system to respond to 9-1-1 in addition to its current dialing code.
- b) The PEAP shall be operational 24 hours a day, 7 days a week, except in cases where the entity is closed or shut down and no employees are or could be present in any part of the facility.
- c) Each PEAP shall have an operational TT if the business employs hearing or speech impaired persons or if there is a public area in the building where the public has access to a telephone to dial 9-1-1 or other emergency code.
- d) There must be at least one backup location remote from the primary answering point that will be promptly staffed by trained personnel should the primary location experience equipment failure or become unstaffed due to fire or other emergency. Instead of an on-site remote backup location, a written agreement may be established with the existing 9-1-1 system to be



the remote backup/overflow answering point. The phone switch must be configured to automatically transfer calls to the remote answering point if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated.

- e) Personnel answering the emergency phone must be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance for an emergency situation. Eight hours minimum training is required based on competency and experience.
- f) The PEAP shall be equipped with an emergency back-up power source capable of supplying electrical power to serve the basic power requirements of the PEAP for a minimum of 4 hours.
- g) Critical areas of the PEAP must have adequate physical security to prevent the intentional disruption of service. In the absence of a high level of security, either of the following options may be substituted to ensure the answering and dispatch of the emergency call:
  - (1) A secondary back-up location remotely located from the primary answering point which is staffed 24 hours a day with trained personnel; or
  - (2) An alternative method of communication available which will transmit an emergency request and result in the dispatch of emergency services.
- h) Access to phone switch equipment will be restricted to those who have need to service the equipment.
- i) No emergency calls shall be placed on hold.
- j) 90% of all emergency calls must be answered within 10 seconds.
- k) Emergency calls shall be identified by the telecommunications equipment in such a manner that indicates that the call is an emergency so the operator can give priority to the call. Where possible, the telephone switching systems shall provide top priority to all emergency calls if a blocking condition occurs in the phone system.

## *SUBPART E: OPERATIONS*

### Section 727.500 System Review and Reporting

Each non-business entity certified by the Commission to handle its internal 9-1-1 calls shall provide an annual update to the ICC 9-1-1 Emergency Telephone Section by January 1 of each year. The non-business entity shall provide the following information:

- a) The non-business entity's name and street address;
- b) The name and telephone number of a contact person;
- c) The recertification of all agreements.

### Section 727.505 Written Operating Procedures

Each certified non-business entity shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its emergency operations and for the use by its personnel who will be handling the emergency calls. Copies of these procedures must also be included in the application when petitioning the Commission for approval.

### Section 727.510 Call Handling Procedures

- a) Each non-business entity shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. Thus, the agreements must specify the method of dispatch that will be used in contacting these responders.

- b) Each non-business entity shall enter into call handling agreements with the 9-1-1 system for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. Thus, there must also be a method available for the non-business entity to request additional assistance from the existing 9-1-1 system to provide back-up services in the event that an incident occurs which would require additional emergency resources.
- c) Each non-business entity shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the non-business entity shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the non-business entity will be dispatched in the event that additional assistance is needed. In addition, copies of these agreements must be included with the application to the Commission.
- d) Each non-business entity may choose from the following methods of dispatch:
  - (1) Direct Dispatch;
  - (2) Call Relay;
  - (3) Call Referral; or
  - (4) Call Transfer.
- e) Each non-business entity shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.
- f) Each non-business entity shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with the 9-1-1 system or other public safety agencies.

## Kentucky

Reference Link:

<http://www.lrc.ky.gov/Statutes/chapter.aspx?id=37327>

### 65.750 Definitions for KRS 65.750 to 65.760.

As used in this section to KRS 65.760:

- 1) "911 emergency service" means a system that provides the end user of a service connection with emergency services by dialing 9-1-1, directs 911 calls to the appropriate public safety answering points based on the geographic location from which the call originated, and provides the capability for automatic number identification and automatic location identification features in accordance with the FCC order. As used in KRS 65.760, the term "911 emergency service" includes the terms "wireless enhanced 911 system," "wireless enhanced 911 service," and "wireless E911 service" as used in KRS 65.7621 to 65.7643;
- 2) "Automatic call distribution" or "ACD" means a system that automatically distributes incoming calls to PSAP attendants in the order the calls are received;
- 3) "Automatic number identification" or "ANI" means a feature that allows for the automatic display of the 911 caller's ten (10) digit number, or equivalent, in accordance with applicable FCC rules and regulations;
- 4) "Automatic location identification" or "ALI" means a feature by which the location or estimated location of the calling party is made available to a PSAP in accordance with applicable FCC rules and regulations;
- 5) "Automatic location identification data management system" or "ALI/DBS" means a system of manual procedures and computer programs used to create, store, and update the data required for ALI in support of enhanced 911;
- 6) "Automatic vehicle location" or "AVL" means a system used to track emergency responder vehicles;
- 7) "Dispersed private telephone system" or "DPTS" means a multiline, shared tenant system or PBX used for the purpose of reselling telephone service to residential customers and whose connection to a telephone network is capable of carrying emergency calls from more than one (1) specific location within a structure or structures but does not mean a multiline, shared tenant system or PBX owned and operated by a state agency or used in providing service within a hotel or motel;
- 8) "FCC order" means the Order of the Federal Communications Commission, FCC Docket No. 94-102, adopted effective October 1, 1996, including any subsequent amendments or modifications thereof;
- 9) "Fully enhanced 911 emergency telephone service" means a telephone network feature that selectively routes calls placed to the national 911 emergency number to the proper public service answering points (PSAPs) and provides the PSAP with a voice connection and ANI and ALI information;
- 10) "Geographic information systems" or "GIS" means a system for capturing, storing, displaying, analyzing, and managing data, and associated attributes which are spatially referenced;
- 11) "Law Enforcement Information Network of Kentucky and the National Crime Information Center" or "LINK/NCIC" means two (2) systems used by law enforcement and emergency communications personnel for short messaging between agencies and to request vehicle, driver, and criminal history checks;

- 12) "Local government" means any city, county, urban-county government, consolidated local government, unified local government, or charter county government;
- 13) "Master street address guide" or "MSAG" means a database of street names and house number ranges within their associated communities defining emergency services zones and their associated emergency service numbers used by PSAPs to enable proper routing of 911 calls;
- 14) "Private branch exchange" or "PBX" means a privately owned switch system that connects calls to a telephone company;
- 15) "Public safety answering point" or "PSAP" means a communications facility that is assigned the responsibility to receive 911 calls originating in a given area and, as appropriate, to dispatch public safety services or to extend, transfer, or relay 911 calls to appropriate public safety agencies;
- 16) "Service connection" means the transmission, conveyance, or routing of voice, data, video, text, or any other information signal of the purchaser's choosing by any medium or method now in existence or later devised with the ability to directly connect the user to 911 emergency services;
- 17) "Service supplier" means a person or entity that administers, maintains, and operates the ALI/DBS and may include telephone companies that provide local exchange telephone service to a telephone subscriber;
- 18) "Station identification number" or "SIN" means a number that a DPTS uses to identify a specific station on the switch; and
- 19) "Interconnected Voice over Internet Protocol" or "VoIP" means a service that:
  - a) Enables real-time, two-way voice communications;
  - b) Requires a broadband connection from the user's location;
  - c) Requires Internet protocol-compatible customer premises equipment; and
  - d) Permits users generally to receive calls that originate on the public switched telephone network and terminate calls to the public switched telephone network.

Effective: July 15, 2016

History: Amended 2016 Ky. Acts ch. 111, sec. 2, effective July 15, 2016. -- Amended 1998 Ky. Acts ch. 521, sec. 1, effective July 15, 1998; and ch. 535, sec. 13, effective July 15, 1998. -- Created 1984 Ky. Acts ch. 154, sec. 1, effective July 13, 1984.

#### 65.751 Legislative findings and declarations regarding 911 emergency services.

The General Assembly hereby finds and declares that:

- 1) The general welfare and safety of the citizens of the Commonwealth of Kentucky in emergency situations depend in large measure upon a fully functional 911 emergency services system;
- 2) It is in the best interests of the Commonwealth to provide adequate resources to local governments for the effective delivery of life-saving 911 emergency services;
- 3) The authority granted and the purposes to be accomplished by KRS 65.750 to 65.760 and 65.7621 to 65.7643 are proper governmental and public purposes necessary for the provision of 911 emergency services to the citizens of the Commonwealth; and
- 4) The CMRS service charges, as defined in KRS 65.7621(10), are vital to the provision of 911 emergency services to the citizens of the Commonwealth and are intended to apply to each CMRS connection regardless of whether that connection is prepaid, postpaid, or uses free minutes.

Effective: July 15, 2016

History: Created 2016 Ky. Acts ch. 111, sec. 1, effective July 15, 2016.

65.752 Requirements for enhanced 911 emergency service -- Privacy of information.

- 1) Any DPTS located in an area that has adopted enhanced 911 emergency service shall within three (3) years of the date of its adoption, or if already adopted within three (3) years after July 15, 1998, be able to:
  - a) Operate effectively within an enhanced 911 system;
  - b) Transmit a SIN for the station that directly dials the emergency number 911 to the service supplier; and
  - c) Provide the service supplier with the following system information that shall be updated within five (5) business days if changes occur within the system:
    1. Number of incoming trunk connections to the enhanced 911 system; and
    2. SIN, sublocation, such as floor or apartment number, if applicable, and street address of each station that may originate an emergency call.
- 2) In areas where fully enhanced 911 service has been implemented, the service supplier shall, at a minimum, make the verified ANI and ALI provided by the DPTS available to a PSAP for a fully enhanced 911 call.
- 3) In areas where fully enhanced 911 service has been implemented, the service supplier shall maintain the confidentiality and privacy of all information contained in the ALI/DBS, including any information that identifies telephone calls made from extensions on DPTS, except when the release of the information is ordered by a court of competent jurisdiction.
- 4) In areas where enhanced 911 service has been implemented, an employee of a PSAP shall not retrieve or disclose ALI information except in response to a 911 call or for the purpose of maintaining the ALI database, unless ordered by a court of competent jurisdiction.

Effective: July 15, 1998

History: Created 1998 Ky. Acts ch. 521, sec. 2, effective July 15, 1998.

65.754 Penalties for violations of KRS 65.752.

- 1) Any owner, employee, or agent of a DPTS that knowingly or wantonly violates the provisions of KRS 65.752(2) shall be fined not less than twenty-five dollars (\$25) nor more than two hundred dollars (\$200) or imprisoned in the county jail for not more than ninety (90) days, or both. Each day the violation continues shall be considered a separate offense.
- 2) Any owner, employee, or agent of a DPTS or a service supplier that violates the provisions of KRS 65.752(3) shall be subject to the following penalties:
  - a) For a first offense, a Class A misdemeanor; and
  - b) For a second and subsequent offense, a Class D felony.

Effective: July 15, 1998

History: Created 1998 Ky. Acts ch. 521, sec. 3, effective July 15, 1998.

65.755 Digits reserved for emergency telephone number.

Every telephone company within the Commonwealth shall reserve the initial digits 9-1-1 for use as an emergency telephone number. The company shall assign this number within an exchange only to a public body or other applicant for the establishment of 911 emergency service.

Effective: July 15, 2016

History: Amended 2016 Ky. Acts ch. 111, sec. 25, effective July 15, 2016. --Created 1984 Ky. Acts ch. 154, sec. 2, effective July 13, 1984.

## Louisiana

Reference Link:

<http://legis.la.gov/Legis/Law.aspx?d=286146>

### RS 33:9110 Multi-line telephone systems

- A) As used in this Section, the following words and terms shall have the following meanings:
- (1) "Automatic location identification" or "ALI" means the automatic display at the Public Safety Answering Point (PSAP) of the caller's telephone number, the address or location of the telephone, and the supplementary emergency services information.
  - (2) "Automatic location identification retrieval" or "ALI retrieval" means the process of querying the 9-1-1 database for all ALI records.
  - (3) "Automatic number identification" or "ANI" means the telephone number associated with the access line from which a call originates.
  - (4) "District" means a communication district created pursuant to R.S. 33:9101 or pursuant to or by any local or special act except a district that is governed by the provisions of Part II of this Chapter unless otherwise provided by law.
  - (5) "Private branch exchange" or "PBX" means a private telephone system that is connected to the Public Switched Telephone Network (PSTN).
  - (6) "Private switch ALI" or "PSA" means a service option that provides enhanced 9-1-1 features for telephone stations behind private branch exchanges.
- B) Each private branch exchange (PBX) system installed after January 1, 2005, must be capable of providing automatic location identification (ALI) to the station level.

Acts 2004, No. 737, §1.

## Maine

### Reference Links:

<http://legislature.maine.gov/statutes/25/title25sec2934.html>

<http://www.mainelegislature.org/legis/bills/getPDF.asp?paper=SP0271&item=2&num=128>

[http://www.maine911.com/laws\\_rules/rules.htm](http://www.maine911.com/laws_rules/rules.htm)

Title 25

Part 8

Chapter 352 §2934

### **§2934. Multiline telephone systems**

**1. Requirements.** The bureau may by rule establish requirements for locating emergency calls, and initiating emergency responses to such calls, made from within multiline telephone systems, including network-based or premises-based systems, whether owned or leased by a public or private entity, such as private branch exchanges or Centrex systems. Rules adopted pursuant to this section:

- A. May not require any local unit of government to expand or modify its activities so as to necessitate additional expenditures from local revenues;
- B. Apply only to multiline telephone systems installed, introduced, established or replaced after the effective date of the rules;
- C. Must provide for appropriate standards, exemptions and waivers that balance the benefits of improved methods of locating emergency calls, and initiating emergency responses to such calls, made from within multiline telephone systems and the cost of achieving those improvements. The rules must allow, in appropriate circumstances, for methods that do not utilize automatic location identification and automatic number identification standards used in processing enhanced 9-1-1 calls; and
- D. May establish appropriate technical, procedural or any other standards relating to multiline telephone systems, telecommunications carrier interconnectivity, databases, dialing instructions, signaling or other matters necessary or appropriate to carry out the purposes of this section.

**2. Rules.** Rules adopted pursuant to this section are major substantive rules as defined in Title 5, chapter 375, subchapter 2-A. The bureau may not provisionally adopt any rule under this section that has not been approved by the Public Utilities Commission.

### **RULES BELOW TO BE EFFECTIVE AROUND SEPTEMBER 17, 2017**

#### **25MRSA §2934 (Note: Amendment to §2934, sub-§1 and §2934-A anticipated to be effective around September 17, 2017.)**

#### An Act To Ensure Direct Dialing of 911 from Multiline Telephone Systems

Be it enacted by the People of the State of Maine as follows:

Sec. 1. 25 MRSA §2934, sub-§1, as enacted by PL 2003, c. 478, §1, is amended to read:

1. Requirements. The bureau may by rule establish requirements for locating emergency calls, and initiating emergency responses to such calls, made from within multiline telephone systems, including network-based or premises-based systems and voice over



Internet protocol systems, whether owned or leased by a public or private entity, such as private branch exchanges or Centrex systems. Rules adopted pursuant to this section:

- A. May not require any local unit of government to expand or modify its activities so as to necessitate additional expenditures from local revenues;
- B. Apply only to multiline telephone systems installed, introduced, established or replaced after the effective date of the rules;
- C. Must provide for appropriate standards, exemptions and waivers that balance the benefits of improved methods of locating emergency calls, and initiating emergency responses to such calls, made from within multiline telephone systems and the cost of achieving those improvements. The rules must allow, in appropriate circumstances, for methods that do not utilize automatic location identification and automatic number identification standards used in processing enhanced 9-1-1 calls; and
- D. May establish appropriate technical, procedural or any other standards relating to multiline telephone systems, telecommunications carrier interconnectivity, databases, dialing instructions, signaling or other matters necessary or appropriate to carry out the purposes of this section.

**Sec. 2. 25 MRSA §2934-A is enacted to read:**

§2934-A. Emergency calling from multiline telephone systems

1. Direct dialing of 911. A public or private entity that installs or operates a multiline telephone system shall ensure that the system is connected to the public switched telephone network in such a way that when an individual using the system dials 911, the call connects to the public safety answering point without requiring the user to first dial any other number or set of numbers. This subsection does not apply to any local unit of government if complying would necessitate additional expenditures from local revenues.
2. Compliance period. A public or private entity shall comply with subsection 1 within one year after the effective date of this section or, if the public or private entity does not have a multiline telephone system capable of complying with subsection 1, by the date that the multiline telephone system is next upgraded to a system capable of complying with subsection 1.

**PUC Rules**

65-625 Emergency Services Communications Bureau

Chapter 11: PBX/MULTILINE TELEPHONE SYSTEM (MLTS) REQUIREMENTS

*Section 1. Applicability*

The provisions of this Chapter shall apply to multiline telephone systems introduced or installed on or after the effective date of this Chapter, and to multiline telephone systems which are substantially upgraded on or after the effective date of this Chapter.

*Section 2. Definitions*

1. "Alternative Methods of Notification" means a method of locating an emergency caller and initiating an emergency response for users of Multiline Telephone

- Service other than the use of Automatic Location Identification and Automatic Number Identification standards used in processing enhanced 9-1-1 calls.
2. "Alternative Methods to Support Enhanced 9-1-1" means any method used by a MLTS Operator to give emergency response teams a reasonable opportunity to quickly locate a caller as an alternative to the MLTS signaling needed to produce the automatic display of caller location information on the video terminal of the call-taker.
  3. "Automatic Location Identification (ALI)" means the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.
  4. "Automatic Number Identification (ANI)" means the automatic display at the PSAP of the telephone number associated with the access line from which a 9-1-1 call originates.
  5. "Building Unit Identifier (BUI)" means a room number or equivalent designation of a portion of a structure and/or building that uses a multiline telephone system.
  6. "Centrex" means a business telephone service offered by some Local Exchange Carriers that provides PBX type features over access lines.
  7. "Emergency Location Identification Number (ELIN)" means a valid North American Numbering Plan format telephone number (assigned to the MLTS Operator by the appropriate authority), which is used to route the call to a PSAP and used to retrieve the ALI for the PSAP. The ELIN may be the same number as the ANI. In some cases, the number may not be a dialable number.
  8. "Emergency Response Location (ERL)" means a location to which a 9-1-1 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it.
  9. "Emergency Services Communication Bureau (the Bureau)" means the Emergency Services Communication Bureau created pursuant to 25 M.R.S.A. §2934.
  10. "9-1-1 Service Provider" means an entity providing one or more of the following 9-1-1 elements: Network, Customer Premise Equipment, or database service.
  11. "Master Street Address Guide (MSAG)" means a database of street names and house number ranges within their associated communities defining emergency service zones (ESZs) and their associated emergency service numbers (ESNs) to enable proper routing of 9-1-1 calls.
  12. "Multiline Telephone System (MLTS)" means a system comprised of common control unit(s), telephone sets, and control hardware and software. This includes, but is not limited to, network and premises based systems (e.g., Centrex and PBX, Hybrid, and Key Telephone Systems) that are owned or leased by municipal or government entities, non-profit entities, and for-profit businesses.
  13. "MLTS operator" means the entity that either owns, or leases/rents from a third party, and operates a MLTS through which a caller/person may place a 9-1-1 call through the public switched network.
  14. "Private Emergency Answering Point (PEAP)" means an answering point operated by non-public safety entities with alternative and adequate means of signaling and directing a response to emergencies.
  15. "Private Branch Exchange (PBX)" means a private telephone switch that is connected to the Public Switched Telephone Network.
  16. "Public Switched Telephone Network (PSTN)" means the network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.
  17. "Public Safety Answering Point (PSAP)" means a facility equipped and staffed to receive 9-1-1 calls.

18. "Residence or residence facility" means multi-family facilities including apartments, townhouses, condominiums, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures.
19. "Shared Residential MLTS Service" means the use of a MLTS to provide service to residential facilities even if the service is not so delineated for purposes of billing.
20. "Substantially Upgraded" means having increased the capacity of a multiline telephone system by more than 75% of its previous capacity.

*Section 3. Shared Residential Multiline Telephone System Service.*

Operators of Shared MLTS service with residential customers are required to ensure that the telecommunications system is connected to the Public Switched Telephone Network in a manner that calls to 9-1-1 result in one distinct ANI and one distinct ALI for each living unit, unless the facility at all times maintains Alternative Methods of Notification that have been approved by the Bureau.

*Section 4. Business Multiline Telephone System*

1. Any entity that is responsible for operation of a private business switch service shall ensure that such a system is connected to the Public Switched Telephone Network in a manner such that dialing "9-1-1" will result in the display of the ANI and ALI at the appropriate PSAP.
2. The ANI shall meet at least the following minimum standards:
  - a. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ANI shall be transmitted to the appropriate jurisdictional PSAP.
  - b. For buildings having their own street address and containing workspace of more than 40,000 square feet, one ANI per 40,000 square feet of workspace shall be transmitted to the appropriate jurisdictional PSAP.
  - c. For buildings having their own street address with multiple floors occupied by one entity, one ANI per floor per 40,000 square feet of workspace shall be transmitted to the appropriate jurisdictional PSAP.
  - d. For private business switch operators/owners providing service in multi-floor buildings and sharing space with other non-related entities, a distinct ANI for each entity shall be transmitted to the appropriate jurisdictional PSAP per 40,000 square feet of workspace.
  - e. For private business switch operators/owners providing service in multi-building locations and sharing space with other non-related entities, a distinct ANI for each building and each entity shall be transmitted to the appropriate jurisdictional PSAP per 40,000 square feet of workspace per building.
3. The ALI shall follow the database format currently being used in the State of Maine ALI database that is owned and maintained by the ESCB. ALI requirements are based on the following criteria when a 9-1-1 call is placed:
  - a. For buildings having their own street address and containing workspace of 40,000 square feet or less, one ALI shall be transmitted to the PSAP and shall include the building's street address.
  - b. For buildings having their own street address and containing workspace of more than 40,000 square feet, the ALI shall include the building's street address along with one Emergency Response Location (ERL) per 40,000 square feet of workspace. The ALI and ERL shall be transmitted to the appropriate jurisdictional PSAP. The ERL shall, as accurately as possible, specify the location from which the 9-1-1 call was placed. The ERL must be able to identify the entire 40,000 square feet of workspace. Multiple ERLs

- shall be used to the extent necessary to identify the 40,000 square feet of workspace.
- c. For private business switch operators/providers providing service in multi-floor buildings and sharing space with other non-related entities, an ERL for each entity and floor shall be transmitted to the appropriate jurisdictional PSAP per 40,000 square feet of workspace. Multiple ERLs shall be used to the extent necessary to identify the 40,000 square feet of workspace.
  - d. For private business switch operators/providers providing service in multi-building locations and sharing space with other non-related entities, an ERL for each entity and building shall be transmitted to the appropriate jurisdictional PSAP per 40,000 square feet of workspace. Multiple ERLs shall be used to the extent necessary to identify each 40,000 square feet of workspace.
  - e. For private business switch operators/providers providing service in separate buildings containing workspace of 40,000 square feet or less and having a common public street address, an ERL for each building shall be transmitted to the appropriate jurisdictional PSAP, in addition to the street address. Multiple ERLs shall be used to the extent necessary to identify each 40,000 square feet of workspace.

*Section 5. Hotel/Motel Multiline Telephone System*

A hotel and motel MLTS shall permit the dialing of 9-1-1 in emergencies. The MLTS Operator shall ensure that the MLTS is connected to the Public Switched Telephone Network using one of the following methods:

- a. All 9-1-1 calls originating from the hotel or motel MLTS shall provide the jurisdictional PSAP with the ability to clearly identify the address and Building Unit Identifier of the 9-1-1 caller through the delivery of an ANI and/or ELIN, which results in the subsequent retrieval of the ALI for each telephone set within the facility; or
- b. The MLTS shall provide an automated means that will connect the caller, PSAP, and knowledgeable designated individual(s) at the facility when 9-1-1 is dialed. For option (b), the designated individual(s) may supplement or replace the ALI record with specific location information, by effectively communicating to the PSAP the specific location of the caller; or
- c. The hotel or motel operating the MLTS shall adopt and use Alternative Methods of Notification that have been approved by the Bureau, as provided in Section 10 of this Chapter.

*Section 6. ALI Database Maintenance*

Unless a waiver has been granted under Section 14, MLTS Operators shall arrange to update the ALI Database with the appropriate Master Street Address Guide (MSAG) valid address and callback information for each MLTS telephone, so that the location information specifies the ERL of the caller. These updates shall be made as soon as practicable for new MLTS installation, or within one business day of record completion of the actual changes for previously installed systems.

*Section 7. Industry Standards*

MLTS Operators shall use accepted and current industry standards, as approved by the Bureau, for interconnection into the State of Maine 9-1-1 system.

Telecommunication carriers are responsible for providing interconnectivity using generally accepted industry standards.

*Section 8. Dialing Instructions*

1. Notwithstanding any exemptions or exceptions granted pursuant to this Chapter, the MLTS Operator shall make every reasonable effort to ensure that potential 9-1-1 callers are aware of the proper procedures for requesting emergency assistance. The MLTS Operator shall provide each potential 9-1-1 caller with written information that clearly and accurately describes the proper method of accessing emergency telephone service, or 9-1-1, in an emergency.
  - a. Such written information shall be provided to each caller by placing stickers or cards containing the appropriate method to access 9-1-1 on or next to each MLTS telephone. Such written information shall be provided to each individual caller annually and at the time of hire in the case of an employer, at the time of registration in the case of a school, and at the time of occupancy in the case of a residence facility, hotel, or motel.
  - b. At a minimum, such written information shall include the following words: In an emergency, dial \_\_\_\_\_ [insert proper dialing sequence].
2. If calls to access 9-1-1 from an MLTS do not give one distinctive ANI or one distinctive ALI, or both, for each end user, the MLTS operator shall provide written instructions to direct each caller to stay on the telephone and tell the 9-1-1 call-taker his or her telephone number and exact location.
  - a. Such written information shall be provided to each individual caller annually and at the time of hire in the case of an employer, at the time of registration in the case of a school, and at the time of occupancy in the case of a residence facility, hotel, or motel. Whenever possible, such information also shall be placed on cards or stickers on or next to the MLTS telephone.
  - b. At a minimum, such written information shall include the following words: "When calling 9-1-1 from this telephone, you must tell the 9-1-1 operator your phone number and exact location. This telephone does not automatically give the 9-1-1 operator your phone number and exact location. This information is critical to a quick response by emergency medical, fire, or law enforcement responders."
3. If an MLTS operator provides telephones that may be used by the public, the MLTS operator shall place a sticker or card on or next to that telephone that identifies the method for dialing 9-1-1 from that telephone.
4. The disclosure requirements of this Chapter shall not apply to MLTS provided to inmates in penal institutions, jails, or correctional facilities, to residents of mental health facilities, including substance abuse and mental health treatment facilities, or other such facilities where access to 9-1-1 is not required.

*Section 9. MLTS Signaling*

All multiline telephone systems shall support E 9-1-1 calling by using any generally accepted industry standard signaling protocol that is designed to produce an automatic display of caller information and location at the PSAP.

*Section 10. Alternative Methods of Notification, Communication, and Emergency Response*

Operators of buildings containing workspace of more than 40,000 square feet may seek Bureau approval of alternative methods of notification, communication, and

response to emergencies. The alternative method shall include, at a minimum, the following:

1. A telephone system that provides the physical location of 9-1-1 calls coming from the building;
2. Staff available to meet the public safety agency responding to the 9-1-1 call at the designated address. Such staff must be able to direct the public safety agency to the site of the emergency;
3. A telephone system that does not intercept calls and instead directly routes calls to the appropriate jurisdictional PSAP; and
4. A telephone system that provides the appropriate building street address from where the call originated, directed to the appropriate jurisdictional PSAP.

Any business seeking to qualify under this section shall provide notice to the Bureau that it is seeking to qualify under this section, and shall notify the PSAP with jurisdiction over the physical location of the building. The Bureau may investigate any building or business for which approval has been granted or is being sought under this section, and may revoke or impose conditions on any such approval if the Bureau determines, after notice and hearing, that such revocation or imposition of conditions is reasonably necessary to protect public safety.

Health care facilities are exempt from paragraphs 1-3 above if such facilities are staffed with medical or nursing personnel 24 hours per day and an alternative means of providing information about the source of an emergency call exists. Facilities operating under this exemption shall provide access to 9-1-1 service that provides the building address.

*Section 11. Application for Private Emergency Answering Point*

1. Buildings containing workspace of more than 40,000 square feet, sites that contain multiple buildings that share the same address, or businesses, entities or institutions that occupy multiple buildings in close proximity with different addresses may maintain a Private Emergency Answering Point (PEAP). Such businesses, entities, or institutions shall seek authorization as a PEAP under the provisions of this section and Section 12 of this Chapter. Authorization by the Bureau is necessary prior to a business answering and dispatching its own internal emergency calls. Entities that qualify under this section must be either multi-floor buildings or multi-building locations and provide their own medical, fire, and law enforcement either internally or by contract.
2. Any business, entity, or institution that seeks to operate a PEAP within its own facility shall follow the procedures established herein to petition the Bureau for authorization.
3. Each business, entity, or institution shall submit a Proposed Plan to the Bureau for review, prior to filing its final plan. The Bureau shall review the Proposed Plan and provide written comments to the applicant.
4. Proposed and final plans shall consist of a narrative that provides an explanation of the proposed system's operation and shall include, but not be limited to, the following exhibits:

Exhibit 1: A description of the facility's medical, fire, and law enforcement departments. The description shall include emergency responders' responsibilities, and how they are capable of responding to an incident internally in a manner equivalent to an outside agency. In addition, this exhibit shall indicate how each emergency responder will be dispatched within the facility.



- Exhibit 2: Call handling agreements with the internal emergency responders, including, but not limited to, the internal medical, fire, and law enforcement services. These agreements shall include a commitment from the parties that appropriate action shall be taken in response to emergency calls and subsequent dispatches and that top priority shall be given to such emergency calls by the parties.
- Exhibit 3: Call handling agreements with the existing jurisdictional PSAP for additional back-up medical, fire, and law enforcement assistance.
- Exhibit 4: Agreements and provisions providing for back-up PSAP services.
- Exhibit 5: Standard Operating Procedures. Such procedures shall specify how calls will be dispatched to emergency responders within its facility. In addition, such procedures shall specify how additional public safety agencies or other emergency response services outside of the business will be dispatched in the event that additional emergency assistance is needed.
- Exhibit 6: Disaster Procedures.
- Exhibit 7: Network Diagram—a chart showing the trunking configuration from the applicant's switch to the jurisdictional PSAP.
- Exhibit 8: Facility Floor Plan.
5. After review by the Bureau, the business, entity, or institution shall submit a Final Plan to the Bureau. Such Plan shall be effective upon signature by the Bureau Director.

*Section 12. Private Emergency Answering Point*

1. Any entity or business that has been authorized by the Bureau to operate a PEAP and to handle its own internal emergency calls must meet the following minimum standards:
- the PEAP shall use the digits "9-1-1" as its primary emergency telephone number;
  - the PEAP shall be operational 24 hours a day, 7 days a week, except in cases where the entity is closed or shut down and no employees are or could be present in any part of the facility;
  - the PEAP shall have a written agreement with the existing jurisdictional PSAP to be the remote back-up/overflow answering point. Such agreement shall contain or provide procedures for routing calls to the jurisdictional PSAP;
  - the phone switch shall be configured to automatically transfer calls to the jurisdictional PSAP if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated;
  - the PEAP shall have ring down or transfer capability to the jurisdictional PSAP via the 9-1-1 network to transfer 9-1-1 calls appropriately;
  - personnel answering the emergency phone shall be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance in an emergency. All such personnel shall attend state-provided dispatcher training, if available. Each PEAP shall be responsible for the costs of such training;
  - the PEAP shall meet minimum PSAP requirements as established by the Bureau; and



- h. emergency calls shall be identified by the telecommunications equipment in such a manner that the operator can give priority to the call. Where possible, the telephone switching system shall provide top priority to all emergency calls if a blocking condition occurs in the phone system.
2. The Bureau shall have the authority to inspect and audit the PEAP to verify compliance. Should the Bureau find an entity in non-compliance and the entity is unable to correct the issue to remain compliant, the Bureau may remove PEAP authority from the entity.
3. Each PEAP shall develop and use written Standard Operating Procedures and Disaster Procedures for its emergency operations and for the use by its personnel who will be handling emergency calls.
4. Each PEAP shall enter into call handling agreements with its internal emergency responders for medical, fire, or law enforcement services. Such agreements shall specify the method of dispatch that will be used in contacting these responders.
5. Each PEAP shall enter into call handling agreements with the jurisdictional PSAP for medical, fire, or law enforcement services in the event that additional assistance is needed beyond what the PEAP itself can provide, or in the event the PEAP becomes inoperable.
6. Each PEAP shall provide an annual report to the Bureau on January 1 of each year, to be submitted in electronic format. The annual report shall provide the following information:
  - a. The business' name and street address.
  - b. The name and telephone number of a contact person.
  - c. The recertification of all agreements, including but not limited to, agreements with the jurisdictional PSAP.
  - d. Current Standard Operating Procedures.
  - e. Current Disaster Procedures.

Modification to an approved application or system shall be submitted to the Bureau in writing no later than 10 days before the change is to take place.

### *Section 13. Exemptions*

1. A MLTS with a single ERL and fewer than 49 stations is exempt from the signaling and database maintenance regulations. Requirements for MLTS and cordless MLTS Operators to provide dialing instructions shall still apply.
2. MLTS Operators that employ alternative methods of Enhanced 9-1-1 support are exempt from the signaling and database maintenance requirements.

### *Section 14. Application for Local Units of Government*

In accordance with 25 M.R.S.A. §2934(1)(A), a local unit of government is not required to comply with any provision of this Chapter if compliance would require the local unit of government to expand or modify its activities so as to necessitate additional expenditures from local revenues.

### *Section 15. Waivers*

1. Only the Bureau is authorized to grant waivers from, or enforce compliance with, this Chapter.
2. Nothing in this section is intended to relieve employers or MLTS operators of their obligations under federal and state workplace Occupational Safety and Health Act (OSHA) statutes and under the Americans with Disabilities Act (ADA) and any associated rules.

**BASIS STATEMENT:** The factual and policy basis for this rule is set forth in the Commission's Order Adopting Final Rule, Docket No. 2005-86, issued on 06/21/05; Order Provisionally Adopting Rule, Docket No. 2005-86, issued on April 25, 2005; Copies of the Statement and Order have been filed with this rule at the Office of the Secretary of State. Copies may also be obtained from the Administrative Director, Public Utilities Commission, 242 State Street, 18 State House Station, Augusta, Maine 04333-0018.

**AUTHORITY:** 25 M.R.S.A. § 2934

**EFFECTIVE DATE:** This rule was approved as to form and legality by the Attorney General on June 24, 2005. It was filed with the Secretary of State (filing 2005-253) on June 27, 2005 and will be effective on July 27, 2005.

## Maryland

Reference Link:

<http://mgaleg.maryland.gov/webmga/frmStatutesText.aspx?article=gps&section=1-314&ext=html&session=2016RS&tab=subject5>

Public Safety §1-314.

- a) In this section, "multiple-line telephone system" means a system that:
  - 1) consists of common control units, telephone sets, control hardware and software, and adjunct systems, including network and premises-based systems; and
  - 2) is designed to aggregate more than one incoming voice communication channel for use by more than one telephone.
- b)
  - 1) Except as provided in paragraph (2) of this subsection, on or before December 31, 2017, a person that installs or operates a multiple-line telephone system shall ensure that the system is connected to the public switched telephone network in such a way that when an individual using the system dials 9-1-1, the call connects to the public safety answering point without requiring the user to dial any other number or set of numbers.
  - 2) A unit of the Executive Branch of State government shall comply with paragraph (1) of this subsection on the date that the multiple-line telephone system of the unit is next upgraded.

## Massachusetts

### Reference Links:

<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter6A/Section18J>

<http://www.mass.gov/eopss/docs/setb/clean-final-regulations-560-cmr-40.pdf>

### Section 18J: Multi-line telephone system required to provide enhanced 911 service; exemptions

Section 18J. Beginning July 1, 2009, any new or substantially renovated multi-line telephone system shall provide the same level of enhanced 911 service that is provided to others in the commonwealth. The department shall adopt regulations to implement this requirement. In such regulations the department may exempt certain multi-line telephone systems from this requirement based on such factors as costs and the public benefits of compliance, except that accessibility of such a system to people with disabilities may only be waived if the proponent of the waiver has shown it to be technologically infeasible or of excessive cost without benefit to the disability community. For the purposes of this section, a "multi-line telephone system" shall mean a system comprised of common control units, telephones and control hardware and software providing local telephone service to multiple end-use customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities or structures. "Multi-line telephone system" shall include: (1) network and premises based systems such as centrex, pbx and hybrid key telephone systems; and (2) systems owned or leased by governmental agencies, nonprofit entities and for-profit businesses.

### 560 CMR 4.00: REGULATIONS GOVERNING ENHANCED 911 SERVICE FOR MULTI-LINE TELEPHONE SYSTEMS

#### *4.01: Purpose*

The purpose of 560 CMR 4.00 is to establish regulations to carry out the provisions of M.G.L. c. 6A, §18J to require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system shall provide the same level of enhanced 911 service that is provided to others in the commonwealth.

#### *4.02: Scope and Applicability*

560 CMR 4.00 applies to all new or substantially renovated multi-line telephone systems beginning July 1, 2009.

#### *4.03: Definitions*

Automatic location identification or ALI means an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

ALI Database means the set of ALI records residing on a computer system.

Automatic number identification or ANI means an enhanced 911 service capability that allows for the automatic display of a telephone number used to place or route a 911 call.

Business or entity multi-line telephone system means a multi-line telephone system that provides service to a corporation, trust, organization, partnership, cooperative, joint venture, incorporated or unincorporated association, whether for profit or not for

profit and whether created by or organized under the laws of the commonwealth or under laws other than those of the commonwealth.

Call back number means a number used by a PSAP to contact the location from which the 911 call was placed. This number shall allow a call from the PSAP to reach the station used to originate the 911 call, or the number of a switchboard operator, attendant, or other designated on-site individual with the ability to direct emergency responders to the 911 caller's location 24 hours a day, 7 days a week, 365 days a year.

Centrex means a system that is central office based and has feature characteristics similar to a private branch exchange.

Commonwealth means the Commonwealth of Massachusetts.

Department means the state 911 department.

Direct Inward Dialing means the ability for an outside caller to be connected directly to an internal telephone extension without having to pass through a switchboard operator or attendant.

Emergency response location or ERL means a location to which emergency response services may be dispatched.

Emergency response location or ERL identifier means an additional location identification that provides specific location identification within a building, structure, complex, or campus such as a floor name or number, wing name or number, building name or number, unit name or number, room name or number, or office or cubicle name or number.

End user means a person who uses communication services.

Enhanced 911 service means a service consisting of communication network, database and equipment features provided for subscribers or end users of communication services enabling such subscribers or end users to reach a PSAP by dialing the digits 911, or by other means approved by the department, that directs calls to appropriate PSAPs based on selective routing and provides the capability for automatic number identification and automatic location identification.

Enhanced 911 network features means the components of enhanced 911 service that provide selective routing, automatic number identification and automatic location identification.

Governmental agency multi-line telephone system means a multi-line telephone system that provides service to an agency, department, executive office, board, commission, division or authority of the commonwealth, or any of its branches, or of any political subdivisions thereof; each board, commission, committee or subcommittee of any district, city, region, or town, however elected, appointed, or otherwise constituted; and the governing board of a local housing redevelopment or similar authority.

Hotel/motel multi-line telephone system means a multi-line telephone system that provides service to a hotel, motel, resort, inn, lodge, bed and breakfast or other

similar accommodation with 20 or more rooms intended or designed to be used, or used, rented or hired out to be occupied for sleeping purposes.

Hybrid key telephone system means a type of multi-line telephone system designed to provide both manual and pooled access to outside lines.

Key telephone system means a type of multi-line telephone system designed to provide manual direct selection of lines for outgoing calls through keys offering identified access lines.

Multi-line telephone system means a system comprised of common control units, telephones and control hardware and software providing local telephone service to multiple end-use customers. Multi-line telephone system includes VoIP and includes network and premises based systems such as centrex, private branch exchange or pbx, and hybrid key telephone systems, but does not include key telephone systems.

Multi-line telephone system operator means a person or entity that owns, leases, or rents and manages or operates a multi-line telephone system through which an end user may place a 911 call through the public switched network.

Network components means any software or hardware for a control switch, other switch modification, trunking or any components of a computer storage system or database used for selective routing of 911 calls, automatic number identification and automatic location.

New means any multi-line telephone system acquired, installed, introduced, established, or replaced on or after July 1, 2009.

Private branch exchange or PBX means a private telephone switch that is connected to the public switched telephone network.

Private switch automatic location identification or PSALI means a service option that provides enhanced 911 service features for multi-line telephone systems.

Public safety answering point or PSAP means a facility assigned the responsibility of receiving 911 calls and, as appropriate, directly dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety agencies or other PSAPs.

Primary Public Safety Answering Point or Primary PSAP means a facility equipped with ANI and ALI displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located, and other cities and towns as may be determined by the department.

Public switched telephone network means the network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.

Regional PSAP means a PSAP that is operated by or on behalf of two or more municipalities of the commonwealth as a Primary PSAP for, at a minimum, the inter-municipal operation of enhanced 911 call taking and call transfer activities. Such facility may also be engaged in, pursuant to inter-municipal agreements in force, the dispatching, or control of public safety resources serving several jurisdictions.

Residential unit means a private home, townhouse, condominium, apartment, mobile home, cabin, cottage, or residential unit in a governmental public housing facility.

School means a private or public educational institution, college, or university, whether day or residential.

School multi-line telephone system means a multi-line telephone system that provides service to a school campus, complex, or facility, including the portions of a dormitory, sleeping unit, living unit, apartment building, boarding hall, structure, or facility suitable for use as a housing facility for students, faculty, officers, or employees.

Shared residential multi-line telephone system means a multi-line telephone system that provides service to residential subscribers or end users.

Station means a specific telephone station on a multi-line telephone system.

Substantially Renovated means (1) having the increased capacity of incoming lines or stations of a multi-line telephone system by more than 50 per cent of its previous capacity on or after July 1, 2009, regardless of whether the increased capacity results from one action or from multiple actions, or a series of or combination of actions that occur over time and that, taken together, result in an increased capacity of incoming lines or workstations by more than 50 per cent of its capacity as existed at the time of the first such action taken on or after July 1, 2009; or (2) having all or substantially all of the hardware, structural, or operating components of a multi-line telephone system upgraded, rehabilitated, altered, or replaced on or after July 1, 2009.

Subscriber means a person who uses communication services.

Unit Identifier means a room name or number, unit name or number, or equivalent designation of a portion of a structure or building. For buildings or structures used, rented, occupied or hired out for sleeping or residential purposes or containing living quarters, a unit identifier means a room name or number or unit name or number.

VoIP or Voice Over Internet Protocol means a type of internet protocol-enabled service that allows for the two-way real time transmission of voice communications and has access to the public switched network.

Workspace means an indoor area, structure or facility or a portion thereof, occupied by one or more employees during the course of employment, or other enclosed spaces where the employer has the right or authority to exercise control over the space.

#### *4.04: Standards Governing Multi-Line Telephone Systems*

Beginning July 1, 2009, all new or substantially renovated multi-line telephone systems shall provide to end users or subscribers the same level of enhanced 911 service that is provided to other end users or subscribers in the commonwealth. The service shall include, but not be limited to, ALI and ANI that meets, at a minimum, the applicable standards set forth in this part 4.04. Beginning July 1, 2009, each operator of a new or substantially renovated multi-line telephone system shall provide (1) a call back number; and (2) PSALI to the station level, or an ERL identifier. For structures or buildings located in the commonwealth, such information shall be transmitted to the appropriate jurisdictional PSAP.



If a multi-line telephone system requires a caller to dial a prefix, such as the digit 9, before dialing any outgoing call, the multi-line telephone system operator shall make a diligent effort to ensure that subscribers or end users are aware of the procedures for calling for emergency assistance. This requirement shall apply to all multi-line telephone system operators, even if such operator is providing service subject to an authorized waiver.

1) Shared Residential Multi-Line Telephone Systems

Each operator of a shared residential multi-line telephone system shall transmit to the PSAP one ANI and one ALI for each residential unit.

2) Business or Entity, and Governmental Agency Multi-Line Telephone Systems

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall transmit to the PSAP the street address and an ERL identifier that provides at least the building and floor location of the caller.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for buildings having their own street address or a common street address and containing workspace of 22,500 square feet or less, transmit to the PSAP at least one ANI and at least one ERL identifier that provides a street address and a unit identifier for each building.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for buildings having their own street address or a common street address and containing workspace of more than 22,500 square feet, transmit to the PSAP at least one ANI per 22,500 square feet of workspace and at least one ERL identifier per 22,500 square feet of workspace that provides a street address and a unit identifier for each building.

The operators of the following multi-line telephone systems shall not be required to provide more than one ERL identifier:

- a. A business or entity or governmental agency multi-line telephone system with workspace less than 7,000 square feet and located on a single contiguous property;
- b. A business or entity or governmental agency multi-line telephone system with fewer than 49 stations and occupying not more than 22,500 square feet and located on a single contiguous property.

The square footage measurement includes, but not is limited to, hallways, lobbies, conference rooms, restrooms, breakrooms, elevators, laboratories, warehouse space, and other areas where the employees or the public have access on a regular basis, but does not include wall thickness, shafts, heating or ventilation spaces, mechanical or electrical spaces or other areas not ordinarily accessible to employees or the public.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for multi-line telephone system telephones provided to users for use off-premises beyond the workspace of such business or entity or governmental agency, provide written

instructions that clearly and accurately inform each user how to place an emergency call from the multi-line telephone system telephone.

3) Hotel/Motel Multi-Line Telephone Systems

Each operator of a hotel or motel multi-line telephone system shall ensure that the system clearly identifies the street address and a unit identifier of the caller through the delivery to the PSAP of ANI, an ERL identifier, or both, and that provides the PSAP with the ability to retrieve the ALI. Each operator of a hotel/motel multi-line telephone system shall be subject to this subsection (3) and shall not be subject to the requirements applicable to operators of business or entity or governmental agency multi-line telephone systems set forth above in subsection (2).

4) School Multi-Line Telephone Systems

Each operator of a school multi-line telephone system shall ensure that the system clearly identifies the street address and a unit identifier of the caller through the delivery to the PSAP of ANI, an ERL identifier, or both, and that provides the PSAP with the ability to retrieve the ALI. Each operator of a school multi-line telephone system shall be subject to this subsection (4) and shall not be subject to the requirements applicable to operators of business or entity or governmental agency multi-line telephone systems set forth above in subsection (2).

*4.05: ALI Database Maintenance*

Each operator of a multi-line telephone system, except those granted a waiver from the requirements of 560 CMR 4.00, shall update the ALI Database with Master Street Address Guide validation as soon as practicable for new multi-line telephone systems or within one business day following completion of the substantial renovation of an existing multi-line telephone system. To the extent that the operator of a multi-line telephone system assigns the direct inward dialing number of the station or ERL as the ALI Database record indicator, updates to the ALI Database shall match the direct inward dialing number ALI Database record indicator. The updates shall provide valid address and callback information for such multi-line telephone system.

*4.06: Waivers*

The operator of a multi-line telephone system may seek a waiver from the requirements of 560 CMR 4.00 from the department. The multi-line telephone system operator shall provide notice to the department that it seeks such a waiver stating the grounds thereof and setting forth information in support of its request for a waiver. The proponent of the waiver shall demonstrate that compliance with the requirements of 560 CMR 4.00 is technologically infeasible or of excessive cost without public benefit. The department may deny a request for a waiver, grant a waiver upon a showing that compliance with the requirements of 560 CMR 4.00 is technologically infeasible or of excessive cost without public benefit, or grant a waiver with such conditions as are necessary to ensure the public safety.

*4.07: Recordkeeping and Enforcement*

Each operator of a multi-line telephone system shall maintain, and shall make available to the department for inspection, its books and records in a manner that will permit the department to determine compliance with the provisions of 560 CMR 4.00.

Primary or regional PSAPs may require the operator of a multi-line telephone system to conduct testing to confirm that such multi-line telephone system provides the same level of enhanced 911 service that is provided to others in the commonwealth.

*4.08: Severability*

If any provision of 560 CMR 4.00, or the application thereof, is held, adjudged, or deemed invalid, such finding of invalidity shall not affect other provisions or application, and to that end the provision of 560 CMR 4.00 are severable.

REGULATORY AUTHORITY

M.G.L. c. 6A, § 18J, M.G.L. c. 30A

## Michigan

### Reference Links:

[http://www.legislature.mi.gov/\(S\(cwfsuaivb42s2qh121vr1a1f\)\)/mileg.aspx?page=getObject&objectName=mcl-484-1405](http://www.legislature.mi.gov/(S(cwfsuaivb42s2qh121vr1a1f))/mileg.aspx?page=getObject&objectName=mcl-484-1405)

PSC: [http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1638\\_2016-030LR\\_AdminCode.pdf](http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1638_2016-030LR_AdminCode.pdf)

### Statute:

*MCL 484.1405 Service user with multiline telephone system; installation of equipment and software; rules.*

Sec. 405.

- 1) The commission shall consult with and consider the recommendations of the emergency 9-1-1 service committee in the promulgation of rules under section 413 to require each service user with a multiline telephone system to install no later than December 31, 2019 the necessary equipment and software to provide specific location information of a 9-1-1 call.
- 2) This section applies to multiline telephone systems regardless of the system technology.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986 ;-- Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994 ;-- Am. 1999, Act 81, Imd. Eff. June 28, 1999 ;-- Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007 ;-- Am. 2011, Act 271, Imd. Eff. Dec. 19, 2011 ;-- Am. 2016, Act 244, Imd. Eff. June 24, 2016

### Michigan PSC rule:

#### *PART 1. GENERAL PROVISIONS*

#### *R 484.901 Applicability.*

##### Rule 1.

- 1) These rules apply to multiline telephone system operators as defined in Part 1, Rule 2 of these rules.
- 2) Provisions of these rules shall be mandatory not later than the date specified in MCL 484.1405.

History: 2011 AACS.

#### *R 484.902 Definitions.*

##### Rule 2.

- 1) As used in these rules:
  - a) "Act" means the emergency 9-1-1 service enabling act, 1986 PA 32, MCL 484.1101 et seq.
  - b) "Alternative methods of notification" means that an internal system exists which will locate the communications device used to make a 9-1-1 call and initiate an emergency response.
  - c) "Communications device" means a device capable of accessing, connecting with or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone, cellular telephone, wireless

communications device, interconnected voice over the internet device, or any other means.

- d) "Enhanced 9-1-1" or "E9-1-1" means an advanced form of 9-1-1 service that transmits the caller's telephone number to the public safety answering point, for cross-referencing with an address database to determine the caller's location, which is relayed to a video-monitor for the emergency dispatcher to direct public safety personnel responding to the emergency.
- e) "Multiline telephone system" or "MLTS" means a system comprised of common control unit or units, telephone sets with unique telephone numbers, and control hardware and software.
- f) "Multiline telephone system operator" or "MLTS operator" means a service user who owns, leases, or rents from a third party, and operates an MLTS.
- g) "Specific location" means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet.

History: 2011 AACCS.

## *PART 2. MULTILINE TELEPHONE SYSTEM OPERATOR RESPONSIBILITIES*

### *R 484.903 Multiline telephone system operator responsibilities.*

#### Rule 3.

- 1) The MLTS operator shall assure that the multiline telephone system is capable of routing 9-1-1 calls to the 9-1-1 network, and answered by a primary PSAP, in a manner that the calls result in accurate ALI and ANI that can be verified in the 9-1-1 location database and include the specific location of the communications device.
- 2) For a building having its own street address and containing an occupied area of more than 7,000 square feet, all located on a single floor and on a single contiguous property, the MLTS operator shall identify the specific location of each communications device, including the street address.
- 3) For a building having its own street address and containing an occupied area of more than 7,000 square feet on multiple floors, the MLTS operator shall identify the specific location of each communications device including the street address and building floor.
- 4) For separate buildings, using 1 MLTS, containing a total occupied area of more than 7,000 square feet on multiple floors and on a single contiguous property having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, including the street address, building floor, and any unique building identifier, if applicable.
- 5) For separate buildings, using 1 MLTS, containing an occupied area of more than 7,000 square feet, all located on a single floor and on a single contiguous property and having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, in addition to the street address.

History: 2011 AACCS; 2015 AACCS.

## *PART 3. EXEMPTIONS*

### *R 484.904 Exemptions.*

#### Rule 4.

- 1) The MLTS operator is exempt from the specific location identification requirements if the building maintains, on a 24-hour basis, an alternative method of notification and adequate means of signaling and responding to emergencies including, but not limited to, a communications system that provides the specific location of 9-1-

1 calls from within the building or the building is serviced with its own appropriate medical, fire, and security personnel.

- 2) MLTS operators not serviced by enhanced 9-1-1 service are exempt until enhanced 9-1-1 is available.

History: 2011 AACCS.

*PART 4. REMEDIES AND PENALTIES*

*R 484.905 Remedies.*

Rule 5.

MLTS operators in violation of the act after December 31, 2019 must provide the commission and the committee information on the failure to meet the deadline and within 60 days of the violation provide a plan to remedy the failure within 6 months.

History: 2011 AACCS;2016 AACCS

*R 484.906 Penalties.*

Rule 6.

MLTS operators in violation of the act after December 31, 2019 may be assessed a fine by the commission from \$500.00 to \$5,000.00 per offense.

History: 2011 AACCS;2016 AACCS

## Minnesota

### Reference Links:

<https://www.revisor.mn.gov/statutes/?id=403.02>

<https://www.revisor.mn.gov/bin/getpub.php?type=s&year=current&num=403.15>

### 403.02 DEFINITIONS.

Subdivision 1.Scope. For the purposes of this chapter, the terms defined in this section have the meanings given them.

Subd. 2. [Renumbered subd 16]

Subd. 3. [Renumbered subd 14]

Subd. 4. [Renumbered subd 18]

Subd. 5. [Renumbered subd 19]

Subd. 6. [Renumbered subd 17]

Subd. 7.Automatic location identification. "Automatic location identification" means the process of electronically identifying and displaying the name of the subscriber and the location, where available, of the calling telephone number to a person answering a 911 emergency call.

Subd. 8. [Renumbered subd 15]

Subd. 9. [Renumbered subd 13]

Subd. 9a.Callback number. "Callback number" means a number used by the public safety answering point to recontact the location from which the 911 call was placed.

Subd. 10.Commissioner. "Commissioner" means the commissioner of public safety.

Subd. 11. [Renumbered subd 20]

Subd. 11a.Emergency location identification number. "Emergency location identification number" means a valid North American numbering plan format telephone number, assigned to the multiline telephone system operator by the appropriate authority, that is used to route the call to a public safety answering point and is used to retrieve the automatic location identification for the public safety answering point.

Subd. 11b.Emergency response location. "Emergency response location" means a location to which a 911 emergency response team may be dispatched. The location must be specific enough to provide a reasonable opportunity for the emergency response team to locate a caller anywhere within it.

Subd. 12. [Renumbered subd 21]

Subd. 13.Enhanced 911 service. "Enhanced 911 service" means the use of automatic location identification or local location identification as part of local 911 service provided by an enhanced 911 system consisting of a common 911 network and



database and customer data and network components connecting to the common 911 network and database.

Subd. 14. Governmental agency. "Governmental agency" means any unit of local government or special purpose district located in whole or in part within this state that provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services.

Subd. 15. [Repealed, 2014 c 212 art 2 s 5]

Subd. 16. Metropolitan area. "Metropolitan area" means the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington.

Subd. 16a. Multiline telephone system. "Multiline telephone system" means a private telephone system comprised of common control units, telephones, and control hardware and software that share a common interface to the public switched telephone network. This includes network and premises-based systems and systems owned or leased by governmental agencies and nonprofit entities, as well as for-profit businesses.

Subd. 17. 911 service. "911 service" means a telecommunications service that automatically connects a person dialing the digits 911 to an established public safety answering point. 911 service includes:

- (1) customer data and network components connecting to the common 911 network and database;
- (2) common 911 network and database equipment, as appropriate, for automatically selectively routing 911 calls to the public safety answering point serving the caller's jurisdiction; and
- (3) provision of automatic location identification if the public safety answering point has the capability of providing that service.

Subd. 17a. 911 emergency telecommunications service provider. "911 emergency telecommunications service provider" means a telecommunications service provider or other entity, determined by the commissioner to be capable of providing effective and efficient components of the 911 system, that provides all or portions of the network and database for automatically selectively routing 911 calls to the public safety answering point serving the caller's jurisdiction.

Subd. 17b. Prepaid wireless telecommunications service. "Prepaid wireless telecommunications service" means a wireless telecommunications service that allows the caller to dial 911 to access the 911 system, which service must be paid for in advance and is:

- (1) sold in predetermined units or dollars of which the number declines with use in a known amount; or
- (2) provides unlimited use for a predetermined time period.

The inclusion of nontelecommunications services, including the download of digital products delivered electronically, content, and ancillary services, with a prepaid wireless telecommunications service does not preclude that service from being considered a prepaid wireless telecommunications service under this chapter.

Subd. 18. Public safety agency. "Public safety agency" means a functional division of a public agency which provides firefighting, police, medical, or other emergency services, or a private entity which provides emergency medical or ambulance services.

Subd. 19. Public safety answering point. "Public safety answering point" means a communications facility operated on a 24-hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies.

Subd. 19a. Secondary public safety answering point. "Secondary public safety answering point" means a communications facility that: (1) is operated on a 24-hour basis, in which a minimum of three public safety answering points (PSAP's) route calls for postdispatch or prearrival instructions; (2) receives calls directly from medical facilities to reduce call volume at the PSAP's; and (3) is able to receive 911 calls routed to it from a PSAP when the PSAP is unable to receive or answer 911 calls.

Subd. 19b. Shared residential multiline telephone system service. "Shared residential multiline telephone service" means the use of a multiline telephone system to provide service to residential facilities. For purposes of this subdivision, "residential facilities" means both single-family and multifamily facilities including extended care facilities and dormitories.

Subd. 20. Wire-line telecommunications service provider. "Wire-line telecommunications service provider" means a person, firm, association, corporation, or other legal entity, however organized, or combination of them, authorized by state or federal regulatory agencies to furnish telecommunications service, including local service, over wire-line facilities.

Subd. 20a. Wireless telecommunications service. "Wireless telecommunications service" means a commercial mobile radio service, as that term is defined in United States Code, title 47, section 332, subsection (d), including all broadband personal communication services, wireless radio telephone services, and geographic area specialized mobile radio licensees, that offer real-time, two-way voice service interconnected with the public switched telephone network.

Subd. 21. Wireless telecommunications service provider. "Wireless telecommunications service provider" means a provider of wireless telecommunications service.

Subd. 22. [Renumbered subd 9a]

Subd. 23. [Renumbered subd 11a]

Subd. 24. [Renumbered subd 11b]

Subd. 25. [Renumbered subd 16a]

Subd. 26. [Renumbered subd 19b]

History: 1977 c 311 s 2; 1987 c 56 s 1,2; 1990 c 543 s 1; 1994 c 616 s 6; 1995 c 149 s 1; 1997 c 202 art 3 s 18,19; 3Sp1997 c 3 s 1; 2002 c 372 s 2-6; 1Sp2003 c 1 art 2 s 102; 2004 c 282 s 3-7; 2005 c 136 art 10 s 3-6; 2006 c 260 art 6 s 2; 2013 c 143 art 13 s 10-12

#### 403.15 MULTILINE TELEPHONE SYSTEM 911 REQUIREMENTS.

Subdivision 1. Multistation or PBX system. Except as otherwise provided in this section, every owner and operator of a new multistation or private branch exchange

(PBX) multiline telephone system purchased after December 31, 2004, shall design and maintain the system to provide a callback number and emergency response location.

Subd. 2. Multiline telephone system user dialing instructions. Each multiline telephone system operator must demonstrate or otherwise inform each new telephone system user how to call for emergency assistance from that particular multiline telephone system.

Subd. 3. Shared residential multiline telephone system. On and after January 1, 2005, operators of shared multiline telephone systems, whenever installed, serving residential customers shall ensure that the shared multiline telephone system is connected to the public switched network and that 911 calls from the system result in at least one distinctive automatic number identification and automatic location identification for each residential unit, except those requirements do not apply if the residential facility maintains one of the following:

- 1) automatic location identification for each respective emergency response location;
- 2) the ability to direct emergency responders to the 911 caller's location through an alternative and adequate means, such as the establishment of a 24-hour private answering point; or
- 3) a connection to a switchboard operator, attendant, or other designated on-site individual.

Subd. 4. Hotel or motel multiline telephone system. Operators of hotel and motel multiline telephone systems shall permit the dialing of 911 and shall ensure that 911 calls originating from hotel or motel multiline telephone systems allow the 911 system to clearly identify the address and specific location of the 911 caller.

Subd. 5. Business multiline telephone system.

- a) An operator of business multiline telephone systems connected to the public switched telephone network and serving business locations of one employer shall ensure that calls to 911 from any telephone on the system result in one of the following:
  - (1) automatic location identification for each respective emergency response location;
  - (2) an ability to direct emergency responders to the 911 caller's location through an alternative and adequate means, such as the establishment of a 24-hour private answering point; or
  - (3) a connection to a switchboard operator, attendant, or other designated on-site individual.
- b) Except as provided in paragraph (c), providers of multiline telephone systems serving multiple employers' business locations shall ensure that calls to 911 from any telephone result in automatic location identification for the respective emergency response location of each business location sharing the system.
- c) Only one emergency response location is required in the following circumstances:
  - (1) an employer's workspace is less than 40,000 square feet, located on a single floor and on a single contiguous property;
  - (2) an employer's workspace is less than 7,000 square feet, located on multiple floors and on a single contiguous property; or

- (3) an employer's workspace is a single public entrance, single floor facility on a single contiguous property.

Subd. 6. Schools. A multiline telephone system operated by a public or private educational institution, including a system serving dormitories and other residential customers, is subject to this subdivision and is not subject to subdivision 3. The operator of the education institution multiline system connected to the public switched network must ensure that calls to 911 from any telephone on the system result in one of the following:

- 1) automatic location identification for each respective emergency response location;
- 2) an ability to direct emergency responders to the 911 caller's location through an alternative and adequate means, such as the establishment of a 24-hour private answering point; or
- 3) a connection to a switchboard operator, attendant, or other designated on-site individual.

Subd. 7. Exemptions.

- a) Multiline telephone systems with a single emergency response location are exempt from subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.
- b) Multiline telephone system operators that employ alternative methods of enhanced 911 support are exempt from subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.
- c) A multiline telephone system operator may apply for an exemption from the requirements in this section from the chief officer of each public safety answering point serving that jurisdiction.

Subd. 8. Applicability. The requirements of subdivisions 4, 5, and 6 apply to new multiline telephone systems purchased after December 31, 2004. The requirements of subdivisions 2 and 3 and the exemptions in subdivision 7 apply regardless of when the multiline telephone system was installed.

History: 2004 c 282 s 9

## Mississippi

Reference Link:

<http://www.lexisnexis.com/hottopics/mscode/>

- Click "I agree"
- Search 19-5-359

19-5-359.

- 1) Any service supplier operating within the State of Mississippi shall be required to provide access to the locally designated PSAP by dialing the three (3) digits "911" from any telephone subscriber line within such service area. Where technically available, each service supplier shall, at a county's request, provide "Enhanced 911" services. Where this capability does not technically exist, "Basic 911" shall be available as a minimum.
- 2) From and after December 31, 1993, any person, corporation or entity operating a "shared tenant service" type of telephone system shall be required to provide as a minimum the location and telephone number information for each and every extension or user on such "shared tenant" system to the regulated local exchange telephone service provider where the service provider can utilize such information in the delivery of "Enhanced 911" emergency telephone service. This information shall consist of data in a format that is compatible with the service supplier's requirements in order to provide such location and telephone number information automatically in the event a call to 911 is placed from such a system. It shall be the responsibility of the operator or provider of "STS" telephone services to maintain the data pertaining to each extension operating on such system.
- 3) Any CMRS providers operating within the State of Mississippi shall be required to have all trunks or service lines supplying all cellular sites and personal communications network sites contain the word "cellular" in the service supplier listing for each trunk or service line to facilitate operator identification of cellular and PCN telephone calls placed to 911.
- 4) Any service suppliers engaged in the offering or operating of "Centrex" or "ESSX" telephone service within the State of Mississippi shall cause the actual location of all extensions operating in this service to be displayed at the PSAP whenever a 911 call is placed from said extension. This feature shall not be required in areas where Enhanced 911 is not in operation but shall be required should such area upgrade to Enhanced 911 service.
- 5) Any local exchange telephone service suppliers offering "quick-serve" or "soft" dial tone shall provide address location information to the PSAP operating in the area where the "quick-serve" or "soft" dial tone is in operation so that the PSAP may have this address information displayed should a call to 911 be placed from such location. It shall be the responsibility of the service supplier to determine in which emergency service number area the "quick-serve" or "soft" dial tone is located.
- 6) Any service suppliers operating within the State of Mississippi and providing Enhanced 911 telephone service shall have a reasonable time period, not to exceed five (5) years, to comply with data and operational standards as they are set forth by the National Emergency Number Association. This time period shall apply to data format, equipment supplied for PSAP use and for the length of time required for data updates relating to service user address information, emergency service number updates and other data updates as may be required.

## New Hampshire

### Reference Links:

<http://www.gencourt.state.nh.us/rsa/html/VII/106-H/106-H-mrg.htm>

<http://www.gencourt.state.nh.us/rsa/html/xxxiv/378/378-mrg.htm>

### 106-H:2 Definitions

#### In this chapter:

- I. "Automatic location identification" or "ALI" means the system capability to identify automatically the geographical location of the telephone being used by the caller and to provide a display of that location at the public safety answering point.
- II. "Automatic number identification" or "ANI" means the system capability to identify automatically the calling telephone number and to provide a display of that number at the public safety answering point.
- III. "Bureau" means the bureau of emergency communications within the division of emergency services and communications, in the department of safety, established pursuant to RSA 21-P:36.
  - a. "Commercial mobile radio service" means commercial mobile radio service as defined in 47 C.F.R. section 20.3.
- IV. "Commission" means the enhanced 911 commission established in RSA 106-H:3.
- V. "Commissioner" means the commissioner of the department of safety.
- VI. "Emergency services" means fire, police, ambulance, rescue and other service of an emergency nature identified by the bureau.
- VII. "Enhanced 911 system" and "enhanced 911 services" means a system consisting of selective routing with the capability of automatic number and location identification at a public safety answering point, which enables users of the public telecommunications system to request emergency services by dialing the digits 911.
- VIII. "Enhanced ANI/ALI" means the capability of a municipality or other political subdivision to receive ANI and ALI displays from 911 calls routed from the public safety answering point.
  - a. "Master street address guide" or "MSAG" means an alphabetical listing of all streets and house number ranges within a municipality. House number ranges shall consist of the beginning number and highest possible number on each public or private way with multiple structures.
  - b. "Prepaid commercial mobile radio service" means commercial mobile radio service that allows a caller to dial 911 to access the E911 system, which service must be paid for in advance and is either sold in predetermined units or dollars which decline with use in a known amount or is sold for unlimited use during a predetermined period of time.
- IX. "Private safety agency" means a private entity which provides emergency police, fire, ambulance, or medical services.
- X. "Public agency" means the state government and any unit of municipal or county government located within the state which provides or has authority to provide firefighting, law enforcement, ambulance, medical or other emergency services.
- XI. "Public safety agency" means a functional division of a public agency which provides firefighting, law enforcement, ambulance, medical, rescue or other emergency services.
- XII. "Public safety answering point" means a facility with enhanced 911 capability, operated on a 24-hour basis, assigned the responsibility of receiving 911 calls and transferring or relaying emergency 911 calls to other public safety agencies or private safety agencies.
- XIII. "Relay routing" means the method of responding to a telephone request for emergency service whereby a public safety answering point notes pertinent



- information and relays it by telephone to the appropriate public safety agency or private safety agency for dispatch of an emergency service unit.
- a. "Street address guide" or "SAG" means a listing of all numbered structures on each public or private way with multiple structures within the municipality.
- XIV. "Transfer routing" means the method of responding to a telephone request for emergency service whereby a public safety answering point transfers the call directly to the appropriate public safety agency or private safety agency for dispatch of an emergency service unit.
- XV. "Voice over Internet Protocol" or "VoIP" means any service that:
- a) Enables real-time, 2-way voice communications that originate from or terminate to the user's location in Internet Protocol or any successor protocol;
  - b) Requires a broadband connection from the user's location; and
  - c) Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

#### 106-H:8 Coordination By Provider Of Telephone Service

- I. Every telephone utility authorized to do business in the state pursuant to RSA 374:22, I, every entity which provides commercial mobile radio service, as defined in 47 C.F.R. 20.3, and required by the Federal Communications Commission (FCC) to provide 911 service, and every VoIP provider required by the FCC to provide 911 service shall make available the universal emergency telephone number 911 for use by the public in seeking assistance from fire, police, and other related safety agencies through a single public safety answering point. Each telephone service provider shall assure that all requests for police, fire, medical, or other emergency services received by the provider or the provider's operator services shall be transferred to the public safety answering point. Such transfer shall include the calling party's telephone number in American Standard Code for Information Interchange (ASCII) in a format recommended for data exchange by the National Emergency Number Association (NENA)
- II. For purposes of implementing this chapter, any provider of commercial mobile radio service shall be entitled to reimbursement from the bureau of the reasonable expenses incurred prior to the effective date of this paragraph to accomplish the provision of enhanced 911 service to the extent authorized by the Federal Communications Commission and approved by the enhanced 911 commission. The bureau may utilize the services of any other state agency or a consultant to assist in reviewing the requested reimbursement to insure that it is reasonable and may seek recovery of the expense of that review from the provider.

#### 378:17-c Requirements For Nonpublic Utility Providers Of Telephone Services

- I. In this section, "nonpublic utility provider of telephone services" includes, but is not limited to, a hotel, motel, hospital, university, or similar place of temporary accommodation.
- II. Every nonpublic utility provider of telephone services shall display or post on or near the telephone equipment so as to be easily seen by telephone users a notice of the existence of standard and resale charges and the in-room location of information on all of the charges applicable to all of the available telephone services. These charges shall be separately stated, and shall include, but not be limited to, the following information:
  - a) Individual customer telephone service activation deposits or fees, if any.
  - b) Charges for use of telephone services, including any charges for calls not completed.



- III. The public utilities commission shall, by rule or order, adopt and enforce operating requirements applicable to operator-assisted telephone services, whether furnished by a telephone corporation or other than a telephone corporation, for nonpublic utility providers of telephone services owning or operating message switching or billing equipment solely for the purpose of reselling services provided by a telephone corporation to its patients or guests. These operating requirements shall include, but not be limited to, all of the following:
- a) That there be displayed or posted on or near the telephone equipment so as to be easily seen by telephone users a notice stating the identity of the nonpublic utility provider of the telephone services and the in-room location of information on: the method for obtaining the rates, terms, or conditions of operator-assisted services; the operator-assisted services provider's procedures for handling complaints; the means by which the telephone user may gain access to other providers of operator-assisted services; and the means by which the telephone user may gain access to the services of the telephone corporation operating within the service area within which the telephone services of the nonpublic utility provider are furnished. The information shall also provide the telephone number of the public utilities commission to which questions or complaints may be directed.
  - b) That, when contacted for service by the telephone user, the operator-assisted services provider orally identify itself by name prior to the connection of the telephone call or the commencement of any charges.
  - c) That the telephone equipment permit access by the telephone user to any other provider of operator-assisted services generally available in the service area.
- IV. Nonpublic utility providers of telephone services using a PBX switch or similar equipment shall be considered telephone utilities for purposes of RSA 106-H:8. Nonpublic utility providers of telephone services shall comply with the telephone utility requirements of RSA 106-H:8 no later than January 1, 2007.

## Oklahoma

Reference Link:

[http://webserver1.lsb.state.ok.us/OK\\_Statutes/CompleteTitles/os63.rtf](http://webserver1.lsb.state.ok.us/OK_Statutes/CompleteTitles/os63.rtf)

- Go to section 2855.1 (on page 1124)

Oklahoma Statutes Title 63-2855.1

Article I §63-2855.1. Direct access to 9-1-1 service required

### DIRECT ACCESS TO 9-1-1 SERVICE REQUIRED

- A. A business owner or operator that owns or controls a telephone system or equivalent system which utilizes Voice over Internet Protocol (VoIP) enabled service and provides outbound dialing capacity or access shall be required to configure the telephone or equivalent system to allow a person initiating a 9-1-1 call on the system to directly access 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.
- B. A business owner or operator that provides residential or business facilities utilizing a telephone system or equivalent system as described in subsection A, shall configure the telephone or equivalent system to provide a notification to a central location on the site of the residential or business facility when a person within the residential or business facility dials 9-1-1, provided the business owner or operator's system is able to be configured to provide such notification without an improvement to the system's hardware. The requirement of this subsection does not require a business owner or operator to have a person available at the central location to receive such notification.
- C. Telephone service providers and Interconnected VoIP Service providers shall, within sixty (60) days following the enactment of this act, and at least once annually thereafter, provide written notification detailing the provisions of this act to any current commercial customers operating in this state who may be affected by this act. Such providers shall inform any new commercial customers of the requirements of this act at the time service is initiated.
- D. The provisions of this act shall apply to the extent such provisions are not inconsistent with or preempted by federal law.

Added by Laws 2016, c. 146, § 2, eff. Jan. 1, 2017.

## Pennsylvania

Reference Link:

<http://www.legis.state.pa.us/cfdocs/legis/LI/consCheck.cfm?txtType=HTM&tli=35>

### **Title 35 – Health and Safety**

#### **Part III. Public Safety**

##### Chapter 53. 911 Emergency Communication Services

#### **§ 5302. Definitions.**

The following words and phrases when used in this chapter shall have the meanings given to them in this section unless the context clearly indicates otherwise:

**"911 communication."** Transmission of information to a PSAP for the initial reporting of police, fire, medical or other emergency situation.

**"911 communications service."** As follows:

- 1) A service that allows the two-way transmission, conveyance or routing of voice, data, audio, video or any information of signals, including cable and internet protocol services, to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave or other medium or method in existence on or after the effective date of this definition, regardless of protocol used for the transmission or conveyance, only if that service is capable of contacting a PSAP by entering or dialing the digits 911 and is subject to applicable Federal or State requirements to provide the 911 dialing capability.
- 2) The term does not include wireless and Internet-protocol-enabled services that are exempt from Federal Communications Commission regulations for 911 communications service, 911 service and next generation 911 service.

**"911 service provider."** An entity that provides all or parts of the network, software applications, databases, CPE components and operations and management procedures required to support a 911 system.

**"911 system."** A system capable of receiving and processing a 911 communication throughout a defined geographic area. The term shall include a city, county, regional 911 system or a PSAP.

**"Agency."** The Pennsylvania Emergency Management Agency.

**"ALI."** Automatic location information.

**"ANI."** Automatic number identification.

**"Automatic location information."** The delivery or receipt of location information, including, but not limited to, the street address or geographic location of a telecommunication device, as specified in the FCC 911 Order, being used to communicate with a 911 system.

**"Automatic number identification."** The delivery or receipt of a telephone number assigned to a telecommunication device being used to communicate with a 911 system.

**"Board."** The 911 board established under section 5303(b) (relating to telecommunications management).

**"Call."** A two-way communication established using a 911 communications service.

**"Call-back number."** A number used by a public safety answering point to recontact the location from which a 911 call was placed. This number may or may not be the number of the telephone station used to originate the 911 call.

**"Communication service."** Any service that provides to a subscriber or consumer the capability to initiate, route, transmit or complete a 911 communication from or through any telecommunication device that utilizes telephone numbers, Internet protocol addresses or functional equivalents or technological successors.

**"Consumer."** A person who purchases prepaid wireless telecommunications service or a prepaid wireless device in a retail transaction.

**"Department."** The Department of Revenue of the Commonwealth.

**"Emergency location identification number" or "ELIN."** A valid North American Numbering Plan format telephone number assigned to a multiline telephone system operator by the appropriate authority which is used to route the call to a public safety answering point and is used to retrieve the automatic location information for the public safety answering point. The ELIN may be the same number as the automatic number identification. The North American Numbering Plan number may in some cases not be a dialable number.

**"Emergency notification services."** Services provided by authorized agencies of Federal, State, county or local governments, or by persons authorized by these governments, that notify the public and may use ANI/ALI database information, of emergencies declared by these governments.

**"Emergency support services."** Information or database management services provided by authorized agencies of Federal, State, county or local governments, or by persons authorized by these governments, that are used in support of PSAPs or emergency notification services.

**"Enhanced 911 service" or "911."** Emergency communication service providing for automatic identification of caller location and calling number, which includes network switching, database and PSAP premise elements capable of providing automatic location identification data and a call-back number.

**"FCC 911 Order."** All of the following:

- 1) All orders or final rules issued by the Federal Communications Commission pursuant to the proceeding entitled "Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems" (CC Docket No. 94-

102) codified at 47 CFR § 20.18 (relating to 911 service), "Wireless E-911 Location Accuracy Requirements" codified at 47 CFR Pt. 20 (relating to commercial mobile services) and any successor proceeding.

- 2) Any Federal Communications Commission order that affects the provision of wireless 911 service to wireless service customers.

**"Fund."** The 911 Fund established under section 5306.1 (relating to fund).

**"Hybrid system."** A system providing both manual and pooled access for outgoing calls. During installation, either pooled or manual access is selected.

**"Industry standards."** Publicly available technical requirements or standards adopted by an emergency communications industry association or standard-setting organization, including, but not limited to, the National Emergency Number Association and the Association of Public Safety Communications Officials International.

**"Interconnected Voice over Internet Protocol provider."** A person engaged in the business of providing interconnected VoIP service to end-use subscribers in this Commonwealth, including resellers.

**"Interconnected Voice over Internet Protocol service."** Service as defined by any of the following:

- 1) All orders issued by the Federal Communications Commission pursuant to the proceeding entitled "IP-Enabled Services" (WC Docket No. 04-36; FCC 05-116), codified at 47 CFR Part 9 (relating to interconnected Voice over Internet Protocol services), and any successor proceeding.
- 2) Any Federal Communications Commission order that affects the provision of 911 service to VoIP service subscribers or further defines interconnected Voice over Internet Protocol service.

**"Interconnected Voice over Internet Protocol service subscriber."** A person who is billed by an interconnected Voice over Internet Protocol provider, who is the end user of VoIP service and has designated a place of primary use within this Commonwealth.

**"Key telephone system."** A type of multiline telephone system which provides shared access to several outside lines through buttons or keys, and which has identified access lines with direct line appearances or terminations on each telephone station.

**"Local exchange carrier."** A person that provides local exchange telecommunications service within this Commonwealth.

**"Local exchange telecommunications service."** The transmission of voice messages that originate and terminate within a prescribed local calling area, including services subject to regulation by the Pennsylvania Public Utility Commission.

**"Local notification."** A system capability that directs a call to 911 from a multiline telephone system extension through the 911 network to a public safety answering point and simultaneously notifies a designated individual to identify the location of the telephone that has dialed 911.

**"Master street address guide."** A database of street names and house number ranges within the associated communities defining emergency services zones and their associated emergency services numbers to enable proper routing of 911 calls.

**"Multiline telephone system" or "MLTS."** A system comprised of common control units, telephone sets, control hardware and software and adjunct systems used to support capabilities, including, but not limited to, network and premises-based systems such as Centrex, VoIP, Hybrid and Key Telephone Systems and PBX as classified under 47 CFR § 68.162 (relating to requirements for telecommunication certification bodies), whether owned or leased by private individuals and businesses or by government agencies and nonprofit entities.

**"Multiline telephone system (MLTS) manager."** The person authorized to implement a multiline telephone system, either through purchase or lease of an MLTS or the purchasing of MLTS services, as the means by which to make 911 calls.

**"Multiline telephone system (MLTS) operator."** The person responsible for ensuring that a 911 call placed from a multiline telephone system is transmitted and received in accordance with this chapter regardless of the MLTS technology used to generate the call. The MLTS operator may be the MLTS manager or a third party acting on behalf of the MLTS manager.

**"Next generation 911 service."** 911 service using, in whole or in part, next generation 911 technology.

**"Next generation 911 technology."** Equipment, products or services that enable a PSAP to receive calls for emergency assistance by voice, text, video, Internet protocol or other technology authorized by Federal law, regulation or industry standard. The term includes any new technology with the same or similar functionality.

**"Other emergency communications service."** Services covered by the term as defined in 47 U.S.C. § 615b(8) (relating to definitions).

**"Other emergency communications service provider."** Entities covered by that term as defined in 47 U.S.C. § 615b(9).

**"Person."** The term includes a corporation, an LLC, a partnership, an association, the Federal Government, the State government, a political subdivision, a municipal or other local authority and a natural person.

**"Place of primary use."** The street address where the subscriber's use of the wireless or VoIP service primarily occurs. For the purpose of the surcharge assessed on a VoIP service subscriber, place of primary use is the VoIP service subscriber's registered location on the date the VoIP service subscriber is billed.

**"Prepaid wireless device."** A device that is purchased with a prepaid wireless telecommunications service and is strictly used for that purpose.

**"Prepaid wireless provider."** A person that provides prepaid wireless telecommunications service.

**"Prepaid wireless telecommunications service."** A wireless telecommunications service that meets all of the following:

- 1) Allows a caller to transmit the digits 911 to access a 911 system.
- 2) Must be paid for in advance and sold in predetermined units or dollars of which the number may or may not decline with use in a known amount.

**"Private 911 emergency answering point."** An answering point operated by a nonpublic safety entity which:

- 1) Provides functional alternative and adequate means of signaling and directing responses to emergencies as an adjunct to public safety responses.
- 2) Trains individuals intercepting calls for assistance in accordance with applicable local emergency telecommunications requirements.
- 3) Provides incident reporting to the public safety emergency response centers in accordance with State and local requirements.

**"Private branch exchange" or "PBX."** A private telephone network switch that is connected to a publicly switched telephone network.

**"Provider."** A person that provides service to the public for a fee that includes 911 communications service, including, but not limited to, a local exchange carrier, a wireless provider, a prepaid wireless provider, a VoIP provider or a provider of next generation 911 or successor services.

**"Public agency."** Any of the following:

- 1) The Commonwealth.
- 2) A political subdivision, public authority or municipal authority.
- 3) An organization located in whole or in part within this Commonwealth which provides or has the authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services.

**"Public safety answering point" or "PSAP."** The agency-approved entity that receives 911 communications from a defined geographic area and processes those calls according to a specific operational policy.

**"Public switched telephone network."** The network of equipment, lines and controls assembled to establish communication paths between calling and called parties in North America.

**"Regional."** A geographic area that includes more than one county.

**"Regional ESiNET."** An Internet Protocol-based system which consists of managed networks, shared applications and the ability to replicate emergency 911 features and functions.

**"Regionalization of technology."** The adoption of technology that increases the efficiency of a 911 system by allowing multiple PSAPs to use the same equipment or service.



**"Retail transaction."** The purchase of prepaid wireless telecommunications service or a prepaid wireless device bundled with prepaid wireless telecommunications service from a seller for any purpose other than resale.

**"Seller."** A person who sells prepaid wireless telecommunications service or a prepaid wireless device bundled with prepaid wireless telecommunications service to another person.

**"Shared residential MLTS service."** The use of a multiline telephone system to provide service to residential facilities even if the service is not delineated for purposes of billing. For purposes of this definition, residential facilities shall be liberally construed to mean single family and multifamily facilities.

**"Shared telecommunications services."** The provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses or high-rise buildings by a commercial shared services provider or by a user association through privately owned subscriber premises equipment and associated data processing and information management services, including the provision of connections to the facilities of a local exchange carrier and to interexchange carriers.

**"Subscriber."** A person who contracts with and is billed by a provider within this Commonwealth for a 911 communications service. In the case of wireless service, the term shall mean a person who contracts with a provider if the person's place of primary use is within this Commonwealth.

**"Telecommunications."** The term shall have the meaning given to it in 47 U.S.C. § 153(50) (relating to definitions).

**"Telecommunications carrier."** Any provider of telecommunications services as defined by the Telecommunications Act of 1996 (Public Law 104-104, 110 Stat. 56).

**"Telecommunication device" or "device."** Any equipment or item made or adapted for use by a subscriber or consumer to initiate, route or transmit 911 communications using a 911 communications service.

**"Temporary facility."** A dormitory, hotel, motel, health care facility, long-term care facility, nursing home or other facility as determined by the agency that provides temporary occupancy to temporary residents and that is served by a multiline telephone system.

**"Uniform 911 surcharge" or "surcharge."** The fee assessed to a subscriber or consumer as provided for under this chapter.

**"Vendor."** A person who supplies 911 system services or equipment to enable the transmission of a 911 communication to a PSAP or to support a 911 system or a consultant representing the person, county or PSAP.

**"VoIP provider."** Interconnected Voice over Internet Protocol provider.

**"VoIP service."** Interconnected Voice over Internet Protocol service.

**"VoIP service subscriber."** An Interconnected Voice over Internet Protocol service subscriber.

**"Wireless 911 service."** 911 communications service provided by a wireless provider, pursuant to the FCC 911 Order, including text-to-911 or any successor requirements.

**"Wireless provider."** A person engaged in the business of providing wireless service to end-use subscribers in this Commonwealth, including resellers.

**"Wireless service."** Commercial mobile radio service as defined under section 332(d) of the Communications Act of 1934 (48 Stat. 1604, 47 U.S.C. § 332(d)) which provides real-time, two-way voice service that is interconnected with the public switched telephone network. The term does not include prepaid wireless telecommunications service.

**"Wireless service customer."** A person who is billed for wireless service by a wireless provider or who purchases prepaid wireless telecommunications service within this Commonwealth.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.15. Shared residential MLTS service.**

Operators of shared residential MLTS serving residential customers shall ensure that a telecommunications system, at least six months after the effective date of this section, is connected to the public switched telephone network such that calls to 911 result in one distinctive ANI and ALI for each living unit.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.16. Business MLTS.**

- a) General rule.--For an MLTS serving business locations at least six months after the effective date of this section, the MLTS operator shall deliver the 911 call with an ELIN which shall result in one of the following:
  - 1) An ERL which provides, at a minimum, the building and floor location of a caller.
  - 2) An ability to direct response through an alternative and adequate means of signaling by the establishment of a private 911 emergency answering point.
- b) Reasonable effort.--The MLTS manager must make a reasonable effort to ensure that 911 callers are aware of the proper procedures for calling for emergency assistance.
- c) Exceptions.--Workspaces with less than 7,000 square feet on a single level, and located on a single contiguous property, are not required to provide more than one ERL, and key telephone systems are not required to provide more than one ERL.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.17. Shared communications services.**

Providers of shared communications services installed at least six months after the effective date of this section shall assure that the MLTS is connected to the public switched telephone network such that calls to 911 from any telephone result in ALI for each respective ERL of each entity sharing the telecommunications services.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.18. Temporary residence.**

Businesses providing MLTS service to a temporary residence shall permit the dialing of 911, and the MLTS operator shall ensure that the MLTS is connected to the public switched telephone network. If PBX or other private switch ALI records are not provided for each individual station, the MLTS operator of the temporary residence shall provide specific location information for the caller to the PSAP.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.19. Local notification.**

In addition to any other requirement of this chapter, applicable to its type of MLTS service, an MLTS operator:

- 1) Shall implement local notifications if operating an MLTS service installed after the effective date of this section.
- 2) May implement local notification if operating an MLTS service installed before the effective date of this section.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.20. ALI database maintenance.**

If applicable, MLTS operators must arrange to update the ALI database with an appropriate master street address guide valid address and call-back information for each MLTS telephone, such that the location information specifies the ERL of the caller. These updates must be downloaded or otherwise made available to the ALI database provider as soon as practicable for a new MLTS installation, or within one business day of record completion of the actual changes for MLTS installed before the effective date of this section. The information is subject to all Federal and State privacy and confidentiality laws. The MLTS operator shall audit accuracy of information contained in the ALI database at least once annually.

(June 29, 2015, P.L.36, No.12, eff. 180 days)

**§ 5311.21. Industry standards.**

Local exchange carriers and providers shall be responsible for providing 911 call interconnectivity through the use of generally accepted industry standards.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.22. Dialing instructions.**

An owner or operator of a multiline telephone system installed after the effective date of this section shall ensure that the system is connected to the public switched telephone network in such a manner that when a user dials 911, the emergency call connects directly to the appropriate 911 system:

- 1) without first dialing any numbers or set of numbers; and
- 2) without being intercepted by a switchboard operator, attendant or other designated onsite individual.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.23. MLTS signaling.**

An MLTS shall support 911 calling by using any generally accepted industry standard signaling protocol designed to produce an automatic display of caller information on the video terminal of the PSAP call taker unless the MLTS operator is exempt or a waiver has been granted.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.24. MLTS operator education.**

Each public agency providing 911 educational programs is encouraged to develop a program to educate MLTS operators related to accessing 911 emergency telephone systems and coordinate adequate testing of the MLTS interface to the 911 system.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

**§ 5311.25. Limitation of liability.**

A local exchange carrier, Internet service provider, manufacturer or provider of MLTS, MLTS manager, MLTS operator or 911 service provider shall not be liable for civil damages or penalties as a result of any act or omission, except willful or wanton misconduct, in connection with developing, adopting, operating or implementing any plan or system required under this chapter.

(June 29, 2015, P.L.36, No.12, eff. Aug. 1, 2015)

## Tennessee

Reference link:

<http://www.lexisnexis.com/hottopics/tncode/>

- Title 7, Chapter 86, part 4

Tennessee

Title 7 Consolidated Governments and Local Governmental Functions and Entities

Special Districts

Chapter 86 Emergency Communications

Part 4 Kari's Law [Effective on January 1, 2017.]

### **7-86-401. Short title. [Effective on January 1, 2017.]**

This part shall be known and may be cited as "Kari's Law."

**HISTORY:** Acts 2016, ch. 808, § 1.

### **7-86-402. Part definitions. [Effective on January 1, 2017.]**

As used in this part:

"911 service" has the same meaning as defined in § 7-86-103;

"Entity" means an owner or operator of a business, the state, or a local government;

"IP-enabled services" has the same meaning as defined in § 7-86-103; and

"Telephone system" includes a multiline telephone system and any equivalent system that utilizes IP-enabled services.

**HISTORY:** Acts 2016, ch. 808, § 1.

### **7-86-403. Free access to 911 telephone services -- Upgrades to hardware or software systems -- Liability. [Effective on January 1, 2017.]**

Except as otherwise provided in subsection (b):

An entity that owns or controls a telephone system that is capable of outbound dialing or access shall configure the telephone system to allow a person initiating a 911 call on the telephone system direct access to 911 service without an additional code, digit, prefix, postfix, or trunk access code; and

An entity that owns or operates a residential or business facility utilizing a telephone system configured in accordance with subdivision (a)(1) shall configure the telephone system to provide notification to a central location on the site of the residential or business facility when a person within the facility dials 911. This subdivision (a)(2) does not require the entity to have a person available at the central location to receive the notification.

If an entity would be required to replace or upgrade any component of its telephone system, including any hardware or software necessary for the operation of the telephone system, for the purposes of compliance with subsection (a), the entity shall not be required to comply with subsection (a) until the entity utilizes a telephone system that is capable of being configured in accordance with subsection (a).

An entity shall not be liable in any civil or criminal action based solely upon the failure of the entity to configure a telephone system in accordance with subsection (a).

**HISTORY:** Acts 2016, ch. 808, § 1.

## Texas

### Reference Links:

<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.771.htm>

<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.771A.htm>

### HEALTH & SAFETY CODE

#### SUBTITLE B. EMERGENCIES

#### CHAPTER 771. STATE ADMINISTRATION OF EMERGENCY COMMUNICATIONS

#### SUBCHAPTER A. GENERAL PROVISIONS

#### Sec. 771.001. DEFINITIONS.

In this chapter:

- (1) "Commission" means the Commission on State Emergency Communications.
- (2) "Business service user" means a user of business service that provides telecommunications service, including 9-1-1 service, to end users through a publicly or privately owned telephone switch.
- (3) "Emergency communication district" means:
  - (A) a public agency or group of public agencies acting jointly that provided 9-1-1 service before September 1, 1987, or that had voted or contracted before that date to provide that service; or
  - (B) a district created under Subchapter B, C, D, F, G, or H, Chapter 772.
- (4) Repealed by Acts 2011, 82nd Leg., 1st C.S., Ch. 4, Sec. 73.01, eff. September 28, 2011.
- (5) "Local exchange service provider" means a telecommunications carrier providing telecommunications service in a local exchange service area under a certificate of public convenience and necessity issued by the Public Utility Commission of Texas.
- (6) "9-1-1 service" means a communications service that connects users to a public safety answering point through a 9-1-1 system.
- (7) "Public agency" means the state, a municipality, a county, an emergency communication district, a regional planning commission, an appraisal district, or any other political subdivision or district that provides, participates in the provision of, or has authority to provide fire-fighting, law enforcement, ambulance, medical, 9-1-1, or other emergency services.
- (8) "Public safety agency" means the division of a public agency that provides fire-fighting, police, medical, or other emergency services, or a private entity that provides emergency medical or ambulance services.
- (9) "Public safety answering point" means a continuously operated communications facility that is assigned the responsibility to receive 9-1-1 calls and, as appropriate, to dispatch public safety services or to extend, transfer, or relay 9-1-1 calls to appropriate public safety agencies.
- (10) "Regional planning commission" means a planning commission established under Chapter 391, Local Government Code.
- (11) "Business service" means a telecommunications service classified as a business service under rules adopted by the Public Utility Commission of Texas or under the applicable tariffs of the principal service supplier.
- (12) "Wireless service provider" means a provider of commercial mobile service under Section 332(d), Federal Telecommunications Act of 1996 (47 U.S.C. Section 151 et seq.), Federal Communications Commission rules, and the Omnibus Budget Reconciliation Act of 1993 (Pub. L. No. 103-66), and includes a provider of wireless two-way communication service, radio-telephone communications related to cellular telephone service, network radio access lines or the



equivalent, and personal communication service. The term does not include a provider of:

- (A) a service whose users do not have access to 9-1-1 service;
  - (B) a communication channel used only for data transmission;
  - (C) a wireless roaming service or other nonlocal radio access line service; or
  - (D) a private telecommunications service.
- (13) "Wireless telecommunications connection" means any voice-capable wireless communication mobile station that is provided to a customer by a wireless service provider.
- (14) "Service provider" means a local exchange service provider, a wireless service provider, and any other provider of local exchange access lines or equivalent local exchange access lines.

Sec. 771.060. BUSINESS PROVIDING RESIDENTIAL TELEPHONE SWITCHES.

A business service user that provides residential facilities and owns or leases a private telephone switch used to provide telephone service to facility residents shall provide to those residential end users the same level of 9-1-1 service that a service supplier is providing to other residential end users in the area participating in the regional plan under Section 771.051(2).

CHAPTER 771A. ACCESS TO EMERGENCY COMMUNICATIONS SERVICES IN GENERAL

Sec. 771A.001. DIRECT ACCESS TO 9-1-1 SERVICE REQUIRED.

- a) In this chapter:
- 1) "9-1-1 service" means a communications service that connects users to a public safety answering point through a 9-1-1 system.
  - 2) "Business service user" means a user of business service that provides telecommunications service, including 9-1-1 service, to end users through a publicly or privately owned or controlled telephone switch.
  - 3) "Commission" means the Commission on State Emergency Communications.
  - 4) "Emergency communication district" means:
    - A. a public agency or group of public agencies acting jointly that provided 9-1-1 service before September 1, 1987, or that had voted or contracted before that date to provide that service; or
    - B. a district created under Subchapter B, C, D, F, or G, Chapter 772.
  - 5) "Internet Protocol enabled service" has the meaning assigned by Section 51.002, Utilities Code.
  - 6) "Telephone system" includes a multiline telephone system.
- b) This section applies to the extent the section is not inconsistent with or preempted by federal law.
- c) Notwithstanding any other law, a business service user that owns or controls a telephone system or an equivalent system that uses Internet Protocol enabled service and provides outbound dialing capacity or access shall configure the telephone system or equivalent system to allow a person initiating a 9-1-1 call on the system to directly access 9-1-1 service by dialing the digits 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.
- d) A business service user that provides residential or business facilities, owns or controls a telephone system or an equivalent system that uses Internet Protocol enabled service, and provides outbound dialing capacity or access shall configure the telephone system or equivalent system to provide a notification to a central location on the site of the residential or business facility when a person within the residential or business facility dials 9-1-1 if the system is able to be configured to

provide the notification without an improvement to the system's hardware. This subsection does not require a business service user to have a person available at the central location to receive a notification.

- e) The commission or the applicable emergency communication district shall grant a one-year waiver of the requirements under this section to a business service user if:
  - 1) the requirements would be unduly and unreasonably cost prohibitive for a business service user to comply with; and
  - 2) the business service user provides an affidavit not later than September 1 of each year stating:
    - A. the manufacturer and model number of the telephone system or equivalent system that needs to be reprogrammed or replaced;
    - B. that the business service user made a good faith attempt to reprogram or replace the system; and
    - C. if the telephone system or equivalent system does not comply with Subsection (c), that the business service user agrees to place an instructional sticker immediately adjacent to each telephone that is accessed using the noncompliant system indicating that during the waiver period the telephone is unable to directly dial 9-1-1 and providing instructions for accessing 9-1-1 in case of an emergency. The instructional sticker must be printed in at least 16-point boldface type in a contrasting color using a font that is easily readable.
- f) The commission may adopt rules to implement this section for areas that are governed by a regional plan, and an emergency communication district may adopt those rules in accordance with Section 771.062.
- g) On the request of the business service user, the commission, an emergency communication district, or a home-rule municipality that independently operates a 9-1-1 system shall provide assistance to a business service user that is within the applicable governmental entity's jurisdiction in complying with this section.

Added by Acts 2015, 84th Leg., R.S., Ch. 21 (S.B. 788), Sec. 2, eff. May 15, 2015.

Texas Commission on State Emergency Communications (CSEC) – Administrative rule implementing statute

Reference link:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=1&pt=12&ch=251&rl=16](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=1&pt=12&ch=251&rl=16)

- Texas Administrative Code Title 1, Part 12, Chapter 251

Rule §251.16 Direct Access to 9-1-1 Service

- a) Purpose. The purpose of this rule is to facilitate the implementation of Texas Health and Safety Code Chapter 771A ("Kari's Law") requiring telephone systems that provide outbound dialing capacity to be configured to provide direct access to 9-1-1 service and, in instances where no hardware changes are necessary, to provide notification of a 9-1-1 call to a central location on the site of the residential or business facility from which a 9-1-1 call is made using a telephone system.
- b) Definitions. For the purposes of this rule:
  - 1) "9-1-1 service" means a communications service that connects users to a public safety answering point through a 9-1-1 system.

- 2) "Additional location" means an optional location, other than a central location, that receives notification of a 9-1-1 call that should be staffed 24x7 with personnel that can assist emergency first responders in accessing the residential or business facility from which a 9-1-1 call is made and determining the location of the 9-1-1 call, e.g., Campus Police, Security Office.
  - 3) "Business service" means a telecommunications or communications service provided a customer where the use is primarily of a business, professional, institutional, or otherwise occupational nature.
  - 4) "Business service user" means a user of business service that provides telecommunications or communications service, including 9-1-1 service, to end users through a publicly or privately owned or controlled telephone switch. Business service user includes a "governmental body" as defined in §552.003, Government Code, including an institution of higher education.
  - 5) "Central location" means a designated location on the site of a residential or business facility from which a 9-1-1 call is made that receives notification of the 9-1-1 call. A central location is not required to have a person available at the location to receive or respond to the notification.
  - 6) "Commission" means the Commission on State Emergency Communications.
  - 7) "Internet Protocol enabled service" or "IP" has the meaning assigned by §51.002, Texas Utilities Code.
  - 8) "Local exchange access line" or "Equivalent local exchange access line" has the meaning assigned in Commission Rule 255.4 (Title 1, Part 12 Texas Admin. Code, §255.4).
  - 9) "Notification" refers to a telephone system feature that can send notice to a central location and optional additional location that a 9-1-1 call has been made. Common notifications include "screen pops" with audible alarms for security desk computers using a client application, text messages for smartphones, and email for administrators. Where feasible, notification should provide the telephone number or extension and location information of the telephone system handset from which the 9-1-1 call is made.
  - 10) "Telephone switch" refers to the function of switching inbound and outbound calls in order to allow multiple end-users to share a defined number of local exchange access lines or equivalent local exchange access line.
  - 11) "Telephone system" refers to a legacy system, or equivalent system using Internet Protocol enabled service, comprised of common control units, interconnected telephone or handsets, control hardware and software, and adjunct systems that allow for advanced features such as call handling and transferring, conference calling, call metering and accounting, private and shared voice message boxes, direct inward/outward dialing. A telephone system, commonly referred to as a "multi-line telephone system" or MLTS, includes network and premises based systems such as Centrex and VoIP, as well as private branch exchange (PBX), Hybrid, and Key Telephone Systems (as classified by the Federal Communications Commission under Part 68 of Title 47, Code of Federal Regulations) and includes systems used, owned, or leased by governmental agencies and political subdivisions, for-profit businesses, and non-profit entities.
  - 12) Any term not expressly defined in this rule, has the meaning assigned in Commission Rule 252.7, Definitions.
- c) A business service user that owns or controls a telephone system that provides outbound dialing capacity or access shall configure the telephone system to allow a person initiating a 9-1-1 call on the system to directly access 9-1-1 service by dialing in order the digits 9, 1, and 1 without an additional code, digit, prefix, postfix, or

trunk-access code. All non-compliant telephone handsets that provide outbound dialing capacity or access must have immediately adjacent to, and optionally on, the telephone the instructional sticker required in subsection (d)(7).

- d) A business service user shall be granted a one-year waiver (September 1 - August 31) of the requirements of Kari's Law and this rule upon submission of an affidavit not later than September 1 of each year that provides:
- 1) name (legal and any D/B/A), address, and contact information of the business service user;
  - 2) address of all locations within Texas served by a non-complaint telephone system;
  - 3) a narrative of efforts demonstrating a good faith attempt to reprogram or replace non-compliant telephone systems;
  - 4) a statement that compliance with this rule is unduly and unreasonably cost prohibitive;
  - 5) the manufacturer and model number of each non-compliant telephone system and the estimated costs to reprogram or replace each system;
  - 6) a projected date for compliance with Kari's Law and this rule; and
  - 7) confirmation that the business service user agrees to or has placed an instructional sticker immediately adjacent to, and optionally on, each non-compliant telephone handset instructing the user how to access 9-1-1 service. The instructional sticker must be printed in at least 16-point boldface type, in a contrasting color using a font that is easily readable, and is written in English and Spanish.
- e) A business service user's waiver request affidavit may be submitted electronically to <http://texas911.org/karislaw/> or mailed to the appropriate address provided in the website link.
- f) A business service user that provides residential or business facilities and owns or controls a telephone system that provides outbound dialing capacity or access shall configure the telephone system to provide notification when a person within a residential or business facility dials 9-1-1 if the telephone system is able to be configured to provide the notification without an improvement to the system's hardware. The notification requirement is separate from and in addition to the requirement in Texas law that "9-1-1 service" connects a 9-1-1 caller to the public safety answering point designated for the area from which the call is made.
- g) A business service user in compliance with this rule is deemed a "third party or other entity involved in the providing of 9-1-1 service" as that term is used to limit liability in §771.053, Texas Health and Safety Code.

**Source Note:** The provisions of this §251.16 adopted to be effective March 1, 2016, 41 TexReg 1439

## Tarrant County, Texas

Reference Link:

<http://www.tc911.org/wp-content/uploads/2012/04/Excerpt-from-Texas-Health-and-Safety-Code-772-218.pdf>

### § 772.218. NUMBER AND LOCATION IDENTIFICATION.

- a) As part of computerized 9-1-1 service, a service supplier shall furnish for each call the telephone number of the subscriber and the address associated with the number.
- b) A business service user that provides residential facilities and owns or leases a publicly or privately owned telephone switch used to provide telephone service to facility residents shall provide to those residential end users the same level of 9-1-1 service that a service supplier is required to provide under Subsection (a) to other residential end users in the district.
- c) Information furnished under this section is confidential and is not available for public inspection.
- d) A business service user that owns or leases a publicly or privately owned telephone switch used to provide telephone services to nonaffiliated businesses shall provide to those business end users the same level of 9-1-1 service that a service supplier is required to provide under Subsection (a) to other business end users in the district.
- e) A business service user that owns or leases a publicly or privately owned telephone switch used to consolidate telephone services at two or more physical addresses shall provide a level of 9-1-1 service that identifies an accurate physical address and telephone number for each 9-1-1 call. For purposes of this section, each floor of a multi-tenant building is a different physical address.
- f) A hotel, motel, or similar lodging facility that does not operate with a 24-hour, seven-day on-site telephone operator must use a system that furnishes the telephone number and location of the individual unit from which a 9-1-1 call is placed.
- g) A service supplier, business service user, or lodging facility that implements the network and database enhancements necessary to provide a service described in Subsection (b), (d), (e), or (f), including a supplier, user, or facility that is not required to provide the service, is not liable to a person who uses a 9-1-1 system created under this subchapter for the release to the district of the information specified in this section.
- h) Subsections (d) and (e) do not apply to a telecommunications system installed by a public school district or a state agency.
- i) Subsections (d), (e), and (f) apply only to a telecommunications system installed on or after September 1, 2003.

Acts 1989, 71st Leg., ch. 678, § 1, eff. Sept. 1, 1989. Amended by Acts 1993, 73rd Leg., ch. 936, § 13, eff. Aug. 30, 1993; Acts 1995, 74th Leg., ch. 638, § 14, eff. Sept. 1, 1995; Acts 2003, 78th Leg., ch. 84, § 1, eff. Sept. 1, 2003.

## Utah

Reference Link:

<http://le.utah.gov/~2017/bills/sbillenr/SB0014.pdf>

### CHAPTER 5. ENHANCED 911 FOR MULTI-LINE TELEPHONES

69-5-101. Title.

This chapter is known as "Enhanced 911 for Multi-Line Telephones."

69-5-102. Definitions.

As used in this chapter:

- (1) "Lodging establishment" means the same as that term is defined in Section 29-2-102
- (2) "Multi-line telephone system" means a network- or premises-based telephone system installed at an end-use location that uses common control units, common telephones, and common control hardware and software to provide a connection to the public switched network to multiple end-users at the end-use location.

69-5-201. Applicability.

An owner or operator of a multi-line telephone system is required to comply with this chapter if, after July 1, 2017, the owner:

- (1) upgrades an existing multi-line telephone system; or
- (2) installs a new multi-line telephone system.

69-5-202. Location identification information shared with public safety answering point.

An owner or operator of a multi-line telephone system shall configure the multi-line telephone system in such a manner that, when an individual makes a 911 call using the multi-line telephone system, the multi-line telephone system automatically provides the public safety answering point that receives the call verified automated number information and automated location information that includes:

- (1) the street address, and, if applicable, the business name, of the location of the communications device from which the call is made;
- (2) the direct call-back telephone number for the location from which the call is made;
- (3) any applicable office, unit, or building number of the location from which the call is made;
- (4) the room number, or other equivalent designation, of the location from which the call is made; and
- (5)
  - (a) if the multi-line telephone system operates for a multi-story building, the building floor from which the call is made; and
  - (b) if the multi-line telephone system operates for two or more buildings:
    - (i) the building number, or other equivalent designation, of the location from which the call is made; and
    - (ii) the building floor from which the call is made.

69-5-203. Emergency location information and lodging establishment.

A lodging establishment that owns or operates a multi-line telephone system shall configure the multi-line telephone system in such a manner that, when an individual makes a 911 call through the multi-line telephone system, the multi-line telephone system will automatically:

- (1) send the public safety answering point that receives the call:
  - (a) if the lodging establishment contains more than one occupied building, the building number, or other equivalent designation, of the location from which the call is made; and



- (b) the room number, or other equivalent designation, from which the call is made; or
- (2) connect the individual, the public safety answering point, and an individual that is designated by the lodging establishment to provide the public safety answering point:
  - (a) if the lodging establishment contains more than one occupied building, the building number, or other equivalent designation, of the location from which the call is made; and
  - (b) the room number, or other equivalent designation, of the location from which the call is made.

69-5-204. Maintenance of address information.

- (1) An owner or operator of a multi-line telephone system shall ensure that the multi-line telephone system has a location database that stores the information a multi-line telephone system is required to provide to a public safety answering point under this chapter that is accurately updated:
  - (a) as soon as practicable after the multi-line telephone system is installed; or
  - (b) within one business day of the completion of any changes to the physical characteristics of the facility where the multi-line telephone system is used or changes to the multi-line telephone system, not including changes incurred during an installation described in Subsection (1)(a).
- (2) The information in a location database described in Subsection (1):
  - (a) is owned by the multi-line telephone system owner or operator that supplied the information; and
  - (b) except as required by state law, is not required to be shared with another person.
- (3) A public safety answering point may not use the information supplied from a database described in Subsection (1) for a purpose other than to facilitate an emergency response to a 911 call.

69-5-205. Direct 911 dial for multi-line telephone systems.

- (1) An owner or operator of a multi-line telephone system shall configure a multi-line telephone system in a manner that allows an individual to place a 911 call by dialing the digits 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.
- (2) A person that is exempt from this chapter under Section 69-5-201 that has not complied with Subsection (1) shall post, in a visible place within five feet of each telephone that is connected to the multi-line telephone system, a notice that:
  - (a) states that the phone may not be used to directly access 911 services by dialing 9-1-1;
  - (b) indicates how an individual may access 911 services through the telephone;
  - (c) is printed in contrasting colors in at least 16-point boldface type; and
  - (d) includes the following information for the location of the telephone:
    - (i) the street address, and, if applicable, the business name, of the location of the telephone;
    - (ii) any applicable office, unit, or building number of the location of the telephone; and
    - (iii) an applicable room number, or other equivalent designation, of the location of the telephone.



## Vermont

### Reference Links:

<https://legislature.vermont.gov/statutes/section/30/087/07051>

<http://legislature.vermont.gov/statutes/section/30/087/07057>

[https://e911.vermont.gov/sites/e911/files/pdf/E911-ECSRRule\\_FINAL\\_May2019.pdf](https://e911.vermont.gov/sites/e911/files/pdf/E911-ECSRRule_FINAL_May2019.pdf)

### Title 30: Public Service

#### Chapter 87: ENHANCED 911; EMERGENCY SERVICES

#### § 7051. Definitions

#### As used in this chapter:

(1) "Automatic location identification" or "ALI" means the system capability to identify automatically the geographical location of the electronic device being used by the caller to summon assistance and to provide that location information to an appropriate device located at any public safety answering point for the purpose of sending emergency assistance.

(2) ALI "database" means a derivative, verified set of records which contain at a minimum a telephone number and location identification for each unique building or publicly used facility within a defined geographic area in Vermont.

(3) "Automatic number identification" or "ANI" means the system capability to identify automatically the calling telephone number and to provide a display of that number at any public safety answering point.

(4) "Board" means the Vermont Enhanced 911 Board established under section 7053 of this title.

(5) "Caller" means a person or an automated device calling on behalf of a person.

(6) "Director" means the Director for statewide Enhanced 911.

(7) "Emergency call system" or "Enhanced 911 system" means a system consisting of devices with the capability to determine the location and identity of a caller that initiates communication for the purpose of summoning assistance in the case of an emergency. In most cases summoning assistance will occur when a caller dials the digits 9-1-1 on a telephone, mobile phone, or other IP-enabled service, or by a communication technology designed for the purpose of summoning assistance in the case of an emergency.

(8) "Emergency services" means fire, police, medical, and other services of an emergency nature as identified by the Board.

(9) "IP-enabled service" means a service, device, or application that makes use of Internet protocol, or IP, and which is capable of entering the digits 9-1-1 or otherwise contacting the emergency 911 system. IP-enabled service includes voiceover IP and other services, devices, or applications provided through or using wire line, cable, wireless, or satellite or other facilities.

(10) "Municipality" means any city, town, incorporated village, unorganized town, gore, grant, or other political subdivision of the State.

(11) "Other methods of locating caller" means those commercially available technologies designed to provide the location information of callers when a call is initiated to access emergency 911 services regardless of the type of device that is used.

(12) "Public safety answering point" means a facility with the capability to receive emergency calls, operated on a 24-hour basis, assigned the responsibility of receiving 911 calls and dispatching, transferring, or relaying emergency 911 calls to other public safety agencies or private safety agencies.

(13) "Selective routing" means a telecommunications switching system that enables all 911 calls originating from within a defined geographical region to be answered at a predesignated public service answering point.

(14) "Dispatchable Location" means the location information delivered to the public safety answering point with a 911 call.

(15) "Enterprise Communications Systems (ECS)" means any networked communication system serving two or more stations, or living units, within an enterprise. ECS includes circuit-switched networks, such as multi-line telephone systems or legacy ECS, IP-enabled service, and cloud-based technology.

(16) "Station" means a telephone handset, customer premise equipment (CPE), or calling device that is capable of initiating a call to 911.

(Added 1993, No. 197 (Adj. Sess.), § 2; amended 1995, No. 182 (Adj. Sess.), § 10, eff. May 22, 1996; 2011, No. 64, § 1, eff. June 2, 2011; 2017, No. 190 (Adj. Sess.), § 24, eff. May 28, 2018.)

#### § 7057. Enterprise Communications Systems

Any enterprise communications system shall provide to those end users the same level of 911 service that other end users receive and shall provide ANI signaling, station identification data, including dispatchable location, and updates to Enhanced 911 databases under rules adopted by the Board. The Board may waive the provisions of this section for any enterprise communications system, provided that in the judgment of the Board, the owner of the system is actively engaged in becoming compliant with this section, is likely to comply with this section in a reasonable amount of time, and will do so in accordance with standards and procedures adopted by the Board by rule.

(Added 1993, No. 197 (Adj. Sess.), § 2; amended 2011, No. 64, § 1, eff. June 2, 2011; 2017, No. 190 (Adj. Sess.), § 25, eff. May 28, 2018.)

#### Vermont Enhanced 9-1-1 Board's Rule (to implement § 7057. Enterprise Communications Systems)

#### Enterprise Communication Systems (ECS) - Effective July 1st, 2019

##### 1) Authority

This rule is adopted pursuant to 30 V.S.A. § 7057.

## 2) Purpose

The public expects that a 9-1-1 call made from any device anywhere in the state will be routed to the appropriate Public Safety Answering Point (PSAP) with accurate location information so that a dispatchable location can be provided to emergency responders.

The purpose of this rule is to define the 9-1-1 requirements for all Enterprise Communications Systems (ECS), also referred to as privately owned telephone systems or multi-line telephone systems, that provide access to the Public Switched Telephone Network (PSTN) for end users within the State of Vermont.

## 3) Definitions

- a) Automatic Location Identification (ALI) – An enhanced 9-1-1 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 9-1-1 call.
- b) Automatic Number Identification (ANI) – The telephone number associated with the access line from which a call originates.
- c) Enterprise Communications Systems (ECS) – any networked communication system serving two or more stations, or living units, within an enterprise. ECS includes, but is not necessarily limited to, circuit-switched networks (Multi-Line Telephone Systems (MLTS) or Legacy ECS), IP-based systems and cloud-based technology. An enterprise may include, but is not limited to, business entities, governmental agencies or facilities, shared residential facilities, and educational institutions.
- d) Call Back Number (CBN) – a unique telephone number that can be dialed to reconnect with the originator of a 9-1-1 call.
- e) Dispatchable Location – the location information delivered to the PSAP by the ECS provider with a 9-1-1 call. The location information must consist of the verified street address and community name, plus additional information to adequately identify the location of the calling party. The additional location information must include floor level (if applicable) and the more granular of suite, apartment, or room identifier. Any single room larger than 10,000 square feet must include additional granular information such as number, cubicle number, visible signage, or other logical landmark or physical information to identify the location of the calling party.
- f) Location Information Server (LIS) – a functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device). A LIS can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint, for example an IP address, circuit-ID or Media Access Control (MAC) address and returns the location (value or reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.
- g) Location Validation Function (LVF) – a functional element that is part of a Next Generation Core Services (NGCS) that provides validation of a civic address against the authoritative 9-1-1 GIS database.
- h) Multi-Line Telephone System (MLTS) – A system comprised of common control unit(s), telephone sets, control hardware and software and adjunct systems

providing telephone service to multiple end-use customers in businesses, apartments, townhouses, condominiums, schools, dormitories, hotels, motels, resorts, extended care facilities, or similar entities. This includes network and premises-based systems. e.g., Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.

- i) National Emergency Number Association (NENA) - professional organization focused on 9-1-1 policy, technology, operations, and education issues.
  - j) Public Safety Answering Point (PSAP) – an emergency communications center capable of processing 9-1-1 calls.
  - k) Public Switch Telephone Network (PSTN) - The interconnected set of telecommunications networks that use analog or Time Division Multiplexing (TDM) format to transmit voice calls between end-user customers and the telecommunications network.
  - l) Station – a telephone handset, customer premise equipment (CPE) or calling device that is capable of initiating a call to 9-1-1.
  - m) Shared Residential ECS - an ECS serving two or more living units.
- 4) General Requirements
- a) ECS end users shall have the ability to directly initiate a call to 9-1-1 without dialing any additional digit, code, prefix or post-fix.
  - b) The ECS shall provide ANI for every station or living unit with a station.
  - c) The ECS shall provide a unique Call Back Number (CBN) for every station or living unit with a station. The CBN will allow the Vermont 9-1-1 system to dial back the originating station or living unit.
  - d) The ECS shall provide ALI to include a CBN and a dispatchable location for every station or living unit with a station. The location information must correlate to a physically posted dispatchable location in the facility.
  - e) The ALI shall be provided by a third-party database provider, a LIS, or a future technology recognized and accepted by NENA standards and the Vermont Enhanced 9-1-1 Board.
  - f) The ECS shall route 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP) based upon the caller’s physical location.
  - g) An ECS with remote and/or mobile users must allow the user to connect using the native phone application and the mobile network of the device when dialing 9-1-1, if capable. If the mobile or remote user can only contact 9-1-1 through the ECS then an accurate dispatchable location of the remote/mobile user must be provided.
  - h) Compliance with this rule will be assessed through a 9-1-1 test call procedure coordinated and authorized by the Vermont Enhanced 9-1-1 Board.

- i) No test calls to 9-1-1 are permitted unless authorized in advance by the Vermont Enhanced 9-1-1 Board.
- 5) ALI/Location Provider Maintenance
- a) ECS ALI information must be validated using the Vermont LVF or a Board approved GIS validation process to confirm the accuracy of house number, street address, and community name in the ALI.
  - b) ECS ANI, ALI, CBN and dispatchable location must be accurately maintained for each station or living unit equipped with a station in the system.
  - c) ALI or other reported database discrepancies must be resolved within two (2) business days.
  - d) All ALI and dispatchable location information shall be audited at least once annually and any errors corrected.
  - e) The Vermont 9-1-1 Board may request, review and/or test the location data of any ECS at any time and require that corrections be made to any errors within a Board-determined time frame.
- 6) Data Exchange Format for the ECS Database
- a) ECS database systems must comply with the data exchange format currently in use by the Vermont Enhanced 9-1-1 Board's Database Management Service Provider.
- 7) Service Provider Customer Education Requirements
- a) Ninety (90) days after the approval of this rule, all dial tone service providers providing equipment or services capable of multi-line PSTN access and terminating in an ECS, and all vendors providing ECS solutions or equipment must:
    - i) Direct existing customers to the customer advisory brochure (ECS 9-1-1 Advisory Brochure) on the Vermont Enhanced 9-1-1 Board website.
    - ii) Direct their prospective customers the customer advisory brochure (ECS 9-1-1 Advisory Brochure) on the Vermont Enhanced 9-1-1 Board website when those customers initiate ECS services, request information on Enterprise Communication Systems; and/or purchase equipment or services capable of multi-line PSTN access terminating in an ECS.
- 8) Waivers and Enforcement
- a) The Vermont Enhanced 9-1-1 Board may grant a waiver to these requirements if, in the judgment of the Board, the ECS is actively engaged in becoming compliant with this rule, is likely to comply with this rule in a reasonable amount of time and will do so in accordance with standards and procedures adopted by the Board by rule.
  - b) Any ECS seeking a waiver to any provision of this rule must contact the Enhanced 9-1-1 Board, and provide, in writing,
    - i) The provision for which the waiver is sought;
    - ii) The reason the waiver is sought

- iii) The plan to remedy the violation.
- c) If a waiver is granted, the ECS must comply with any interim requirements imposed by the Board to mitigate the impact of system limitations on end users. Such requirements may include, but are not limited to, end user education, posting of location information, or other similar requirements.
- d) Pursuant to section 30 V.S.A. § 7061(a), the Enhanced 9-1-1 Board may file a civil action for injunctive relief in Washington county superior court to enforce this rule. The court shall award the board its costs and reasonable attorneys' fees in the event that the board prevails in an action under this subsection.

## Virginia

### Reference Links:

<http://law.lis.virginia.gov/vacode/56-484.19>

<http://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.20/>

<http://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.21/>

<http://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.22/>

<http://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.23/>

<http://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.25/>

### § 56-484.19. Definitions.

As used in this article:

"Alternative method of providing call location information" means a method of maintaining and operating a multiline telephone system that ensures that:

1. Emergency calls from a telephone station provide the PSAP with sufficient location identification information to ensure that emergency responders are dispatched to a location at the facility from which the emergency call was placed, from which location emergency responders will be able to ascertain the telephone station where the emergency call was placed (i) by being able to view all of the telephone stations in the area contiguous to the telephone station from which the emergency call was placed or (ii) by the activation of an alerting system at the facility, which activation is triggered by the placing of the emergency call, and which readily allows arriving emergency responders to determine the physical location of the telephone station from which the emergency call was placed. A light or alarm located near the telephone station is an example of such an alerting system;
2. Emergency calls from a telephone station, in addition to reaching a PSAP, connect to or otherwise notify a switchboard operator, attendant, or other designated on-site individual who is capable of giving the PSAP the location of the telephone station from which the emergency call was placed; or
3. Calls to the digits "9-1-1" from a telephone station connect to a private emergency answering point.

An alternative method of providing call location information shall also be deemed to be provided, as a result of the imputed ability of emergency responders to readily locate all telephone stations from which the emergency call could have been placed, when emergency calls provide calling party information corresponding to a contiguous area containing the telephone from which the emergency call was placed, of fewer than 7,000 square feet, located on one or more floors.

"Automatic location identification" or "ALI" means the automatic display at a PSAP of information defining the emergency call location, which information shall identify the floor name or number, room name or number, building name or number, cubicle name or number, and office name or number, as applicable, or imparts other information that is sufficiently specific to provide the emergency responders with the ability to locate the telephone station from which the emergency call was placed.

"Automatic number identification" or "ANI" means the automatic display at a PSAP of a telephone number that a PSAP may use to call the telephone station from which the emergency call was placed.



"Calling party information" means information that is delivered by the MLTS provider to the PSAP that is used to provide the ANI and ALI function.

"Central office system" means a business telephone service offered by a provider of communications services that provides features similar to a private branch exchange by transmitting data over telecommunications equipment or cable lines.

"Emergency call" means a telephone call that enables the user to reach a PSAP by dialing the digits "9-1-1" and, if applicable, any additional digit or digits that must be dialed in order to permit the user to access the public switched telephone network.

"Emergency call location" means the location of the telephone station on an MLTS from which an emergency call is placed and to which a PSAP may dispatch emergency responders based upon ALI provided via the emergency call.

"Emergency responders" means fire services, law enforcement, emergency medical services, and other public services or agencies that may be dispatched by a PSAP in response to an emergency call.

"Enhanced 9-1-1 service" means a service consisting of telephone network features and PSAPs that (i) enables users of telephone systems to reach a PSAP by making an emergency call; (ii) automatically directs emergency calls to the appropriate PSAPs by selective routing based on the geographical location from which the emergency call originated; and (iii) provides the capability for ANI and ALI features.

"Facility" means real estate and improvements used principally for or as a (i) hotel as defined in § 35.1-1, (ii) college or university dormitory, (iii) medical care facility as defined in § 32.1-102.1, (iv) group home or other residential facility licensed by the Department of Behavioral Health and Developmental Services or Department of Social Services, (v) assisted living facility as defined in § 63.2-100, (vi) apartment complex or condominium where shared tenant telephone service is provided, (vii) commercial or government office building, (viii) manufacturing, processing, assembly, warehouse, or distribution establishment, or (ix) retail establishment.

"MLTS provider" means a person who operates a facility at which telephone service is provided, with or without compensation, through a multiline telephone system.

"MLTS service provider" means a person offering or operating third party services that combine communications services, private branch exchange or central office systems, and multiline telephone systems where such services are provided to an MLTS provider on a fee-for-service basis.

"Multiline telephone system" or "MLTS" means a telephone system, including network-based or premises-based systems, whether owned or leased by a public or private entity, operated in the Commonwealth, that serves a facility, has more than one telephone station, and is comprised of common control units, telephones, and control hardware and software that share a common interface to the public switched telephone network, whether by a private branch exchange or central office system, without regard to whether the system utilizes VoIP technology.

"Person" includes any individual, corporation, partnership, association, cooperative, limited liability company, trust, joint venture, government, political subdivision, or any

other legal or commercial entity and any successor, representative, agent, agency, or instrumentality thereof.

"Portable VoIP services" includes any MLTS utilizing a VoIP service and providing an end user with the capability to use the service at a location independent of the original physical location of telephone stations on the MLTS.

"Private emergency answering point" means an answering point that is equipped and staffed during all hours that the facility is occupied to provide adequate means of responding to calls to the digits "9-1-1" from telephones on a multiline telephone system by reporting incidents to a PSAP in a manner that identifies the emergency response location from which the call to the answering point was placed.

"Public safety answering point" or "PSAP" means a communications operation operated by or on behalf of a governmental entity that is equipped and staffed on a 24-hour basis to receive and process telephone calls for emergency assistance from an individual by dialing, in addition to any digits required to obtain an outside line, the digits "9-1-1."

"Public switched telephone network" means the worldwide, interconnected networks of equipment, lines, and controls assembled to establish circuit-switched voice communication paths between calling and called parties.

"Retail establishment" means any establishment selling goods or services to the ultimate user or consumer of those goods or services, not for the purpose of resale, but for that user's or consumer's personal rather than business use.

"Telephone call" means the use of a telephone to initiate an ordinary voice transmission placed through the public switched telephone network.

"Telephone station" means a telephone on a multiline telephone system, from which a call may be placed to a PSAP by dialing, in addition to any digits required to access the public switched telephone network, the digits "9-1-1." However, in any medical care facility or licensed assisted living facility, "telephone station" includes any telephone on a multiline telephone system located in an administrative office, nursing station, lobby, waiting area, or other area accessible to the general public but does not include a telephone located in the room of a patient or resident.

"VoIP service" has the same meaning ascribed to it in § 56-484.12.

#### § 56-484.20. Charges for emergency calls.

The MLTS provider of any multiline telephone system shall maintain and operate the MLTS in such manner that an individual placing an emergency call from a telephone station on the MLTS is not charged for the call.

#### § 56-484.21. Instructions for emergency calling.

Commencing July 1, 2009, the MLTS provider of any multiline telephone system shall either (i) demonstrate or provide written instructions to each new user of the MLTS how to place an emergency call from a telephone station or (ii) provide written instructions at each telephone station that inform an individual how to place an emergency call from the telephone station. Written instructions provided to a new user or provided at a telephone station shall include the telephone station's street address and such additional information

regarding the location of the telephone station that is sufficiently specific to permit an emergency responder with the information to locate the telephone station.

§ 56-484.22. Access to PSAPs from telephone stations on MLTS.

Commencing July 1, 2009, the MLTS provider of any multiline telephone system shall maintain and operate the MLTS in such manner that a telephone call made by dialing the digits "9-1-1" and, if applicable, any additional digit or digits that must be dialed in order to permit the user to access the public switched telephone network, from any telephone on the MLTS is routed to a PSAP.

§ 56-484.23. Provision of emergency call information.

A. The MLTS provider of any multiline telephone system that is acquired or installed on or after July 1, 2009, commencing on the date of its installation, shall maintain and operate the MLTS in a manner that ensures that each emergency call placed from any telephone station on the MLTS provides either (i) calling party information to the 9-1-1 network that connects to the PSAP or (ii) an alternative method of providing call location information.

B. Notwithstanding the requirements of subsection A, the MLTS provider of any multiline telephone system using portable VoIP services that is acquired or installed on or after July 1, 2009, commencing on the date of its installation, shall make all reasonable efforts to maintain and operate the MLTS in a manner that ensures that each emergency call placed from any telephone station on the MLTS provides either: (i) calling party information to the 9-1-1 network that connects to the PSAP or (ii) an alternative method of providing call location information.

C. The MLTS provider shall arrange to update the automatic location identification database with appropriate master street address guide, valid address and callback information corresponding to the calling party information for each telephone station. Such updates shall be provided as soon as practicable for new MLTS installations or within one business day of record completion of the actual changes for previously installed systems. When an MLTS provider obtains service through a MLTS service provider, the MLTS service provider shall be responsible for meeting this requirement. § 56-484.24. Liability.

- A. An MLTS provider, its employees or agents shall not be liable to any person for damages incurred as a result of any act or omission by it, except gross negligence or intentional, willful or wanton misconduct, in connection with maintaining or operating the MLTS in a manner required by this article.
- B. A telecommunications service provider, its employees or agents shall not be liable to any person for damages incurred as the result of the release of information not in the public record, including, but not limited to, unpublished or unlisted telephone numbers, to a PSAP, its employees or agents, or to emergency responders, made in connection with an emergency call.

§ 56-484.25. Exemption for certain counties.

Notwithstanding any provision of this article to the contrary, the provisions of §§ 56-484.22 and 56-484.23 shall not apply with respect to any multiline telephone system located in a county that is not served by an enhanced 9-1-1 service system, until the later to occur of (i) 120 days after the date an enhanced 9-1-1 service system for the county commences operating or (ii) July 1, 2009.

## Washington

Reference Links:

<http://apps.leg.wa.gov/RCW/default.aspx?cite=80.36.555>

<http://apps.leg.wa.gov/RCW/default.aspx?cite=80.36.560>

### RCW 80.36.555

#### Enhanced 911 service — Residential service required.

By January 1, 1997, or one year after enhanced 911 service becomes available or a private switch automatic location identification service approved by the Washington utilities and transportation commission is available from the serving local exchange telecommunications company, whichever is later, any private shared telecommunications services provider that provides service to residential customers shall assure that the telecommunications system is connected to the public switched network such that calls to 911 result in automatic location identification for each residential unit in a format that is compatible with the existing or planned county enhanced 911 system.

[1995 c 243 § 3.]

### RCW 80.36.560

#### Enhanced 911 service — Business service required.

By January 1, 1997, or one year after enhanced 911 service becomes available or a private switch automatic location identification service approved by the Washington utilities and transportation commission is available from the serving local exchange telecommunications company, whichever is later, any commercial shared services provider of private shared telecommunications services for hire or resale to the general public to multiple unaffiliated business users from a single system shall assure that such a system is connected to the public switched network such that calls to 911 result in automatic location identification for each telephone in a format that is compatible with the existing or planned county enhanced 911 system. This section shall apply only to providers of service to businesses containing a physical area exceeding twenty-five thousand square feet, or businesses on more than one floor of a building, or businesses in multiple buildings.

[1995 c 243 § 5.]

## Appendix 1: NENA Model Legislation

Reference Link:

[https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA\\_06-750\\_v3\\_Model\\_Legisla.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA_06-750_v3_Model_Legisla.pdf)

<b>Enhanced 9-1-1 for Multi-Line Telephone Systems</b>	<b>Supporting Information Explanation</b>
<p>The digits 9-1-1 are designated as the emergency telephone number. Enhancements to the 9-1-1 system typically enable the caller's telephone number and service address to be displayed to the Public Safety Answering Point (PSAP). As a result, when the caller is calling from a single-line telephone or a MLTS serving a compact area, the address associated with the caller's telephone number can be retrieved and usually provides a reasonably precise identification of the caller's location. Public safety agencies increasingly rely on the Enhanced 9-1-1 system to provide dependable and precise information about the caller's location and a reliable number to call back in order to reach the caller. However, in some cases 9-1-1 calls made from telephones connected to a MLTS may not be precisely located by the 9-1-1 system, eliminating some of the benefit of Enhanced 9-1-1. This lack of adequate location information can be life threatening if the caller cannot supply the correct location. The nature of 9-1-1 calls is such that the likelihood for the need to respond directly to the caller with minimal delay increases with the type of calls where the caller for some reason cannot provide information to the PSAP. Related problems occur when the caller is remote from the location supplied to the 9-1-1 system. In this instance not only is response delayed but limited public safety resources are dispatched where they are not needed. There may also be considerable disruption in business operations as the response units attempt to locate the caller.</p> <p>The purpose of this model legislation is to require MLTSs to provide a sufficiently precise indication of the caller's location, while avoiding the imposition of undue burdens on system manufacturers, providers and operators of MLTS.</p>	<p><i>This right-hand column provides supporting information for the rules in the left-hand column to assist regulators in understanding the rationale for the proposed model legislation (i.e., why a particular rule is required and/or the logic behind its provisions), and the implications of such model legislation (i.e., what outcome will result or action will need to be taken as a result of implementing this provision). It is not intended that the commentary in this column become part of the final legislation.</i></p> <p><i>The FCC should also take action to incorporate into Part 68 requirements for MLTS that will facilitate the implementation of Enhanced 9-1-1 on MLTS i.e. PBX, Key, Hybrid, VoIP and Centrex systems.</i></p>
<p><b>Section 1. Definitions</b></p>	
<p><b>"Alternative Methods of Notification"</b> – Having the ability to locate the emergency caller and initiate emergency response. The adequacy of alternative methods of notification and responding to emergencies would be determined by appropriate governmental authorities</p>	

operating pursuant to applicable legal requirements.	
<p><b>"Automatic Location Identification (ALI)"</b> – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of a location from which a call originates.</p>	
<p><b>"Automatic Number Identification (ANI)"</b> – The telephone number associated with the access line from which a call originates. The North American Numbering Plan number must be a routable and dialable number.</p>	
<p><b>"Building Unit Identifier (BUI)"</b> - A room number or equivalent designation of a portion of a structure/building.</p>	
<p><b>"Call Back Number"</b> - A number used by the PSAP to re-contact the location from which the 9-1-1 call was placed. The number may or may not be the number of the station used to originate the 9-1-1 call.</p>	<p>Although a call back number to the originating station is not required by this model legislation, the completion of a return call to the originating station by the PSAP is feasible for many MLTS configurations and is helpful in assisting emergency response.</p>
<p><b>"Emergency Location Identification Number" (ELIN)</b> - A valid North American Numbering Plan format telephone number, assigned to the MLTS Operator by the appropriate authority, that is used to route the call to a PSAP and is used to retrieve the ALI for the PSAP. An ELIN may be the same number as a related station ANI. The North American Numbering Plan number must be a routable and dialable number.</p>	<p><b>Rationale:</b> To differentiate from ANI which is the telecom industry term that has a specific meaning.</p> <p><b>Implications:</b> The NENA Database Committee will complete work to ensure that the Emergency Location Identification Number (ELIN) is incorporated into the Calling Telephone Number field of the Data Exchange Format Standard.</p>
<p><b>"Emergency Response Location (ERL)"</b> - A location to which a 9-1-1 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it.</p>	<p>If a MLTS has all of its telephones confined to a small building, the street address of that building is sufficient caller location information for the purposes of 9-1-1 calling. The MLTS telephones are said to be in a single Emergency Response Location (ERL), defined by the street address. But this street address is the location information that would <u>normally</u> appear on the 9-1-1 calltaker's terminal. So, there is no need for the MLTS to be modified to transmit caller ELIN, and for more precise caller location information to be loaded into the ALI database.</p>
<p><b>"Internet Service Provider (ISP)"</b> - Company that provides Internet access to other companies and individuals.</p>	
<p><b>"Key Telephone System"</b> - A type of Multiple-line Telephone System designed to provide shared access to several outside lines through buttons, or keys, typically offering identified access lines with direct line appearance or termination on a given telephone set.</p>	
<p><b>"Local Notification"</b> - A system capability whereby a call to 9-1-1 from a MLTS extension is directed through the 9-1-1 Network to a Public Safety Answering Point and simultaneously</p>	



<p>notifies an attendant or designated personnel to identify the location of the telephone that has dialed 9-1-1.</p>	
<p><b>"Multi-Line Telephone System (MLTS)"</b>- A system comprised of common control unit(s), telephone sets, control hardware and software and adjunct systems used to support the capabilities outlined herein. This includes network and premises based systems. e.g., Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.</p>	
<p><b>"Multi-Line Telephone System (MLTS) Operator"</b>- The entity responsible for ensuring that a 9-1-1 call placed from an MLTS is transmitted and received in accordance with this model legislation regardless of the MLTS technology used to generate the call. The MLTS Operator may be the MLTS Manager or a third-party acting on behalf of the MLTS Manager.</p>	
<p><b>"Master Street Address Guide (MSAG)"</b> - A database of street names and house number ranges within the associated communities defining Emergency Services Zones (ESZs) and their associated Emergency Services Numbers (ESNs) to enable proper routing of 9-1-1 calls.</p>	
<p><b>"Private 9-1-1 Emergency Answering Point"</b> – An authorized answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies. Includes training to individuals intercepting calls for assistance that is in accordance with applicable local emergency telecommunications requirements. Private 9-1-1 Emergency Answering Points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers in accordance with state or local requirements.</p>	<p>Examples of acceptable training for individuals "intercepting calls for assistance that is in accordance with applicable local emergency telecommunications requirements" would include basic telecommunicator training programs provided by recognized public safety organizations and recognized training companies.</p>
<p><b>"Public Safety Answering Point"</b> – Public Safety Answering Point (PSAP): A set of call takers authorized by a governing body and operating under common management which receives 9-1-1 calls and asynchronous event notifications for a defined geographic area and processes those calls and events according to a specified operational policy.</p>	<p>A PSAP is a locally operated, publicly funded facility where 9-1-1 emergency telephone calls are received and then routed to the proper emergency services, such as police, the fire department or EMS.</p>
<p><b>"Shared Residential MLTS Service"</b> - The use of a MLTS to provide service to residential facilities even if the service is not delineated for purposes of billing. For purposes of this definition, residential facilities shall be liberally</p>	



Appendix 1: NENA Model Legislation

construed to mean single family and multi-family facilities.	
<b>“Temporary Residence”</b> – The use of MLTS to provide temporary occupancy in a facility such as dormitories, hotel/motel, health care and nursing homes, or other similar facilities.	

<p><b>“Shared Telecommunications Services” –</b> Includes the provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses, or highrise buildings, by a commercial shared services provider or by a user association, through privately owned customer premises equipment and associated data processing and information management services, and includes the provision of connections to the facilities of a local exchange and to interexchange telecommunications companies.</p>	
<p><b>“Workspace”</b> - The physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, restroom, break rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or similar areas where employees do not normally have access.</p>	<p><b>Rationale:</b> For situations that are close to the area limits, it needs to be clear for MLTS Operators what constitutes a workspace area.</p> <p><b>Implications:</b> Avoids requests for clarification later.</p>
<p><b>Section 2. Shared Residential MLTS Service</b></p>	
<p>Operators of Shared Residential MLTS serving residential customers are required to assure that the telecommunications system is connected to the public switched network such that calls to 9-1-1 result in one distinctive Automatic Number Identification (ANI) and Automatic Location Identification (ALI) for each living unit.</p>	
<p><b>Section 3. Business MLTS</b></p>	
<p>For a MLTS serving business locations, the MLTS Operator shall deliver the 9-1-1 call with an Emergency Location Identification Number (ELIN) which will result in one of the following:</p> <ul style="list-style-type: none"> <li>(a) an ERL which provides a minimum of the building and floor location of the caller, or</li> <li>(b) an ability to direct response through an alternative and adequate means of signaling by the establishment of a private answering point.</li> </ul> <p>The MLTS Manager must make reasonable efforts to assure that 9-1-1 callers are aware of the proper procedures for calling for emergency assistance.</p> <p><b>Exceptions to the above requirements are as follows:</b></p> <ul style="list-style-type: none"> <li>(a) Workspaces with less than 7,000 sq. ft. on a single level, located on a single contiguous property, are not required to provide more than one (1) ERL.</li> <li>(b) Key Telephone Systems are not required to provide more than one (1) ERL.</li> </ul>	<p>In evaluating the acceptability of a proposed alternative method of notification, consideration should be given to whether and how the building is occupied outside normal working hours.</p> <p><b>Rationale:</b> The minimum recommended number of ERLs was developed in the interest from being cost efficient and as not to place an undue financial burden on the MLTS Operator or MLTS Manager. Conversely, there is no reason that would preclude an MLTS Operator or MLTS Manager of assigning additional ERLs as deemed sufficient to adequately cover the workspace, regardless of square footage involved.</p> <p>Examples of logical starting points for ERL boundaries could include fire alarm boundaries, smoke boundaries or sprinkler zones. The creation of ERL boundaries should not exceed fire alarm zones.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>(a) This limits the burden on small business most of which will be less than 7,000 sq. ft. In addition, emergency response</li> </ul>

	<p>teams can generally search areas less than 7,000 square feet quickly.</p> <p>Key Telephone Systems (as opposed to Hybrid and PBX) use direct line selection and it is not practical to segment lines in a way that differentiates building floors. Since Key Telephone Systems generally serve only small workspace areas, there will not be many situations where the desired level of ERL information is not provided. Other MLTS, such as PBX's and Hybrids (Systems that incorporate the functionality of both Key Telephone Systems and PBX), are not subject to this exemption even though they may utilize some direct line appearances that appear on more than one station set. The MLTS Operators should inform individual system users of the appropriate 9-1-1 dialing procedures for their telephone sets.</p>
<p><b>Section 4. Shared Telecommunications Services</b></p>	
<p>Providers of Shared Telecommunications Services shall assure that the MLTS is connected to the public switched network such that calls to 9-1-1 from any telephone result in ALI for each respective ERL, as defined in this section, of each entity sharing the telecommunication services.</p>	
<p><b>Section 5. Temporary Residence</b></p>	
<p>Businesses providing Temporary Residence MLTS service shall permit the dialing of 9-1-1 and the MLTS Operator shall ensure that the MLTS is connected to the public switched telephone network. Where PS-ALI records are not provided for each individual station, the MLTS operator of the Temporary Residence shall provide specific location information of the caller to the PSAP.</p>	
<p><b>Section 6. ALI Database Maintenance</b></p>	
<p>Where applicable, MLTS Operators must arrange to update the ALI database with appropriate MSAG valid address and callback information for each MLTS telephone, such that the location information specifies the ERL of the caller. These updates must be downloaded or made available to the ALI database provider as soon as practicable for new MLTS installation, or within one business day of record completion of the actual changes for previously installed systems. The information is subject to all federal and state privacy and confidentiality laws.</p> <p>The MLTS Operator should audit accuracy of information contained in the ALI database at least once annually.</p>	<p><b>Rationale:</b> Database updates are encouraged on a regular basis; however, due to some administrative limitations MLTS Operators may require additional time. Regardless, changes should be completed in accordance with database update standards. NENA Database management standard recommends that all service providers transmit MSAG valid 9-1-1 updates daily to database management and/or selective routing system provider.</p>



<p><b>Section 7. Industry Standards</b></p> <p>MLTS Operators shall be considered to be in compliance when the MLTS complies with E9-1-1 generally accepted industry standards as adopted by the Federal Government (specifically the Federal Communications Commission) or as adopted by the State (agency to be defined by each State) until such time as there is a nationwide standard. The telecommunication local exchange carriers and ISPs are responsible for providing interconnectivity through the use of generally accepted industry standards.</p>	<p><b>Rationale:</b></p> <p>Rules need to be technology neutral and forward looking to accommodate the introduction of new technologies. Wireless, VoIP telephony, and small MLTS are known areas needing standards work. Tomorrow there will be others. Industry standards greatly assist users in purchase decisions and manufacturers regarding product implementation decisions.</p> <p>Regulators should ensure that interconnection to the 9-1-1 system is made available by 9-1-1 Service Providers in accordance with generally accepted industry standards. Competition for database access and 9-1-1 system interface capability should be encouraged.</p> <p>Specific standards should not be encoded in the rules. Standards change over time and the administrative burden for regulators to keep up with such changes would be excessive.</p> <p>Industry standards are developed by recognized Industry Bodies such as TIA, ATIS, IETF and IEEE and by non-accredited industry such as APCO and NENA.</p> <p><b>Implications:</b></p> <p>States need to determine the status of the applicable standards which would permit direct compliance with legislation.</p> <p>To improve the uniformity of E9-1-1 service, regulators will need to be proactive in encouraging industry to develop needed standards. The FCC should be encouraged to take the lead in this effort.</p>
<p><b>Section 8. Dialing Instructions</b></p> <p>Many MLTS require a caller to dial a prefix, usually the digit 9, before dialing any outgoing call. The MLTS Manager should be required to take all reasonable efforts to assure that potential 9-1-1 callers are aware of the proper procedures for calling for emergency assistance. Dialing instruction requirements shall apply to all MLTS Operators whether any other exemptions apply.</p>	<p>This is often accomplished by placing stickers or cards containing the appropriate 9-1-1 dialing instructions on or near each MLTS telephone.</p> <p>If feasible MLTS Operators should allow both 9-1-1 and trunk access code + 9-1-1 dialing from all MLTS telephones.</p>
<p><b>Section 9. MLTS Signalling</b></p> <p>MLTS shall support 9-1-1 calling by using any generally accepted industry standard signaling protocol, designed to produce an automatic display of caller information on the video terminal of the PSAP call-taker, unless the MLTS Operator is exempt or a waiver has been granted in accordance with State rules and regulations.</p>	<p><b>Rationale:</b></p> <p>ATIS committees that develop digital signaling protocols will make it easier and cheaper for most MLTS installations to support 9-1-1 calling. These committees generally seek American National Standards Institute (ANSI) accreditation of new protocols. The local telephone company and ISP should be responsible for assuring that when the accredited protocols are used by a MLTS, they</p>

	are supported by the local exchanges and ISP (as applicable) so that ELIN information is properly communicated to the PSAP.
<b>Section 10. MLTS Operator Education</b>	
Public agencies providing 9-1-1 educational programs are encouraged to develop a program to educate MLTS Operators related to accessing 9-1-1 emergency telephone systems and coordinate adequate testing of the MLTS interface to the 9-1-1 system.	<p><b>Rationale:</b> This issue could or should be addressed by public agencies as they see fit. This helps ensure proper education on the use of 9-1-1. This will also assist in educating MLTS Operators and users on laws, rules and requirements on providing access to 9-1-1. Governmental 9-1-1 programs are the logical entity to ensure that MLTS Operators are in compliance with state laws/rules affecting these systems.</p> <p><b>Implications:</b> Improper education and lack of knowledge can affect the proper deployment of supporting 9-1-1 calling by the MLTS Operator.</p>
<b>Section 11. Limitation of Liability</b>	
No manufacturer or provider of MLTS, MLTS Manager, MLTS Operator or 9-1-1 Service Provider shall be liable for any civil damages or penalties as a result of any act or omission, except willful or wanton misconduct, in connection with developing, adopting, operating or implementing any plan or system required by this act.	
<b>Section 12. Exemptions</b>	
In facilities that are authorized by law, that offer alternative and adequate means of intercepting the emergency calls, those facilities shall provide training to individuals intercepting the call in accordance with applicable local emergency telecommunications requirements.	The local or state 9-1-1 governing body should define minimum training requirements for call takers.
<p><b>MLTS in Areas Without Enhanced 9-1-1 Service:</b> MLTS Operators in areas without Enhanced 9-1-1 service are exempt from the signaling and database maintenance regulations. Existing MLTS shall comply within five (5) years after E9-1-1 service becomes available or immediately upon installation of a new MLTS after E9-1-1 service becomes available. If E9-1-1 service becomes available more than 5 years after the effective date of this Act, MLTS operators shall comply with the signaling and database maintenance regulations within 12 months.</p>	
<p><b>Non-Dispersed MLTS:</b> MLTS with a single ERL are exempt from the signaling and database maintenance regulations. Requirements for MLTS Managers to provide dialing instructions shall still apply.</p>	<p><b>Rationale:</b> The location information from a single ERL that normally appears on the call-takers video terminal is (by definition) sufficient to locate a caller quickly at any MLTS telephone.</p>

<p><b>Section 13. Waiver Provisions</b></p> <p>A designated authority in accordance with State rules and regulations may grant waivers. The local exchange carrier and ISP are not authorized to grant waivers or enforce compliance with this act.</p> <p>Nothing in this section is intended to relieve employers of their obligations under federal and state workplace occupational safety and health statutes and rules.</p>	<p><b>Rationale:</b></p> <p>The legislation should identify an agency or entity, such as the, Fire Marshal or other designated agency, for determining whether a waiver is granted. These same agencies should also have the responsibility of ensuring that MLTS Operators are in compliance with local regulations.</p>
<p><b>Section 14. Effective Date</b></p> <p>The provisions of this act shall take effect 6 months after enactment where E9-1-1 MLTS support service is available. MLTS installed twelve (12) months or more after the effective date of this Act shall comply upon installation. Existing systems, or those installed within 12 months of the effective date of this act shall comply within five (5) years after the effective date of this Act.</p> <p>E9-1-1 MLTS support service is deemed to be available if:</p> <ul style="list-style-type: none"> <li>(a) the PSAP can accept ELIN information from the MLTS using generally accepted industry standard interfaces;</li> <li>(b) facilities are in place to accept and store the ERL information provided by the MLTS Operators; and</li> <li>(c) the PSAP is equipped to utilize the ERL information.</li> </ul>	<p><b>Rationale:</b></p> <p>Uniformity is a key issue in E9-1-1 policy formulation. How uniform do we want the service to be throughout the state? How quickly do we want to reach the desired level of uniformity? Who should bear the cost of mandated uniformity -- E9-1-1 system operators or private system operators?</p> <p>Five (5) years represents a reasonable consensus between the needs of MLTS Operators to amortize their systems and generally accepted replacement cycles.</p> <p>MLTS Operators should not be required to equip their systems for E9-1-1 support if the E9-1-1 system is not in place and operational.</p> <p>Regulations need to be forward looking and technology neutral, and not enshrine old technologies, such as analog CAMA trunks, where newer more cost-effective technologies are available.</p> <p>Major population/business centers will adopt new technologies much sooner than rural areas since they tend to have competitive pressures and are better equipped to take advantage of the economies and benefits new technologies offer.</p> <p>MLTS Operators have an economic incentive to comply with E9-1-1 requirements as part of their risk management considerations.</p> <p>Standard interfaces such as ISDN, where available, are a much more cost-effective solution for the MLTS Operator than CAMA. All central offices are not equipped for ISDN PRI.</p> <p>A generally accepted industry standard interface will encourage the modernization of MLTS access to the E9-1-1 system. Reporting MLTS not connected to the E9-1-1 system because the chosen E9-1-1 interface standard is not available will provide important market information to (a) regulators as to the state of E9-1-1 uniformity,</p>

	<p>and (b) LECs and ISPs concerning the demand for new E9-1-1 interfaces.</p> <p>The 9-1-1 jurisdiction may be a state or local official responsible for emergency services and public safety.</p> <p><b>Implications:</b> MLTS Operators will implement E9-1-1 support more willingly where they have a choice of technology and the newer more cost-effective technologies are available. This will be especially true for smaller systems.</p> <p>Unless state regulators mandate 9-1-1 system upgrades, uniform 9-1-1 support, especially in non-urban areas, could take a long time.</p>
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