



State-By-State Guide

## **Current E911 Legislation**

**Presented by:**

RedSky Technologies, Inc.

**July 8, 2009**

**R E D S K Y R E F E R E N C E**

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## I. Summary of States with Legislation Enacted

Authority	Implementation	Description*
Alaska	Business and Residential MLTS	MLTS operators shall deliver 911 calls with an emergency location identification number (ELIN) which will result in an emergency response location which provides at least the building address and floor of the caller.
Arkansas	Broad Interpretation	Any exchange telephone service provider is required to send telephone number and street address to the PSAP, rules apply to broad base of entities.
Colorado	MLTS Operators	MLTS operators that do not give the ANI, ALI or both shall disclose this in writing to their end-users and instruct them to provide their phone number and exact location when dialing 911.
Connecticut	Business	Companies cannot prevent a 911 call from being made. But, all can be directed to on-site security answering points proven to be the same or better than PSAP.
Florida	Business	Any PBX installed after 1/1/2004 must be capable of providing ALI, automatic location identification, to the station level.
Illinois	Private Residential and Business Switch Service	Requirements vary based on residential vs. business and square footage. Generally, a distinct location needs to be provided per 40,000 ft <sup>2</sup> or each entity sharing a building.
Kentucky	Residential MLTS Only	MLTS operator must provide updated number and location identification for each phone dialing 911.
Louisiana	Business	Any PBX installed after 1/1/2005 must be capable of providing ALI, automatic location identification, to the station level.
Maine	Business and Residential MLTS	Effective for businesses – MLTS installed or upgraded after 7/27/05 require a minimum of one ANI/ALI per floor, per 40,000 ft <sup>2</sup> . Effective for residences – Minimum of one ANI/ALI per living unit.
Massachusetts	Business, Education, Government, Nonprofit and Residential MLTS	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.
Minnesota	Business and Residential MLTS	Any owner/operator of a MLTS installed after 1/1/2005 must provide a call back number and emergency response location.
Mississippi	Service Suppliers and Shared Tenant Services	Service supplier must provide access to PSAP. Where technically available, service supplier must provide location and telephone number for each extension.
Texas	Tarrant County – Business, Multi-tenant services	Businesses utilizing a private or public phone switch to consolidate telephone service must provide a phone number and an accurate physical address of the caller. State of TX requires E911 for residential MLTS.
Vermont	All Businesses	Businesses that own private telephone systems must provide ANI signaling, station identification and updates to the 911 database.
Virginia	Business and Residential MLTS	All PBX/MLTS installed after July 1, 2009 must provide ANI and ALI to the local PSAP for 911 calls unless alternate methods of notification have been approved.
Washington	Business and Residential MLTS	Businesses occupying over 25,000 ft <sup>2</sup> , more than one floor or multiple buildings need to provide automatic location identification in a format compatible with local 911 systems.

II. ALASKA

STATE OF ALASKA

THE REGULATORY COMMISSION OF ALASKA

Before Commissioners:

Anthony A. Price, Chairman  
Kate Giard  
Dave Harbour  
Mark K. Johnson  
Janis W. Wilson

In the Matter of Determining Generally Accepted  
Industry Standards for E911 Service

R-05-5  
ORDER NO. 6

ORDER ADOPTING REGULATIONS

BY THE COMMISSION:

Summary

We adopt the regulations attached to this order as an appendix.

Background

Alaska statutes relating to the provision of E911 service were enacted in 2005, and allow municipalities to require that E911 service from a multi-line telephone system (MLTS) comply with E911 generally accepted industry standards established by the Commission.<sup>1</sup> We opened this docket to implement standards relating to E911 service for MLTS,<sup>2</sup> and have twice issued proposed regulations.<sup>3</sup>

<sup>1</sup>Under AS 29.35.134, municipalities may by ordinance require an E911 system from MLTS to comply with E911 generally accepted industry standards as defined by the Regulatory Commission of Alaska.

<sup>2</sup>Order R-05-5(1), *Order Seeking Comments*, dated October 13, 2005.

<sup>3</sup>Order R-05-5(2), *Order Issuing Proposed Regulations for Comment*, dated February 14, 2006; Order R-05-5(4), *Order Issuing Proposed Regulations for Comment*, dated August 14, 2007.

Regulatory Commission of Alaska  
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1 We received comments in response to our most recent proposed  
2 regulation from ACS,<sup>4</sup> Matanuska-Susitna Borough Department of Emergency Services,  
3 the City of Seward, Kenai Peninsula Borough 9-1-1 Advisory Board, APD,<sup>5</sup> and GCI.<sup>6</sup>  
4 APD filed reply comments. Commission Staff (Staff) presented a memorandum  
5 summarizing the comments and recommending changes to the proposed regulations  
6 filed in response to Order R-05-5(4) at our October 2, 2007 public meeting.

7 Discussion

8 We adopted the regulations attached to this order as an appendix. We  
9 highlight several changes from the previously issued regulations:

10 Several commenters recommended that regulations allow local  
11 governments or their subdivisions to act on requests for waivers. We consulted legal  
12 counsel<sup>7</sup> and do not believe such entities have authority under state law to grant the  
13 waivers in question. Accordingly, we decline to provide local governments the authority  
14 to act on waiver requests. However, we have added a new subsection (3 AAC  
15 53.400(d)) that requires a party requesting a waiver to verify it has notified the affected  
16 public service answering point (PSAP) of the request, allowing local entities the  
17 opportunity to comment on the waiver request.

18 We have added text to 3 AAC 53.405, 3 AAC 53.415, and 3 AAC  
19 53.499(17) to more clearly identify certain classes of telephone users served by MLTS.  
20 In 3 AAC 53.425(c) we have added a requirement for the provision of specific dialing

21 \_\_\_\_\_  
22 <sup>4</sup>ACS of Anchorage, Inc.; ACS of Fairbanks, Inc.; ACS of Alaska, Inc.; ACS of the  
23 Northland, Inc.; ACS Long Distance, Inc. (collectively, Alaska Communications Systems  
or ACS). See *Comments of Alaska Communications Systems*, filed March 17, 2006.

24 <sup>5</sup>Anchorage Police Department. See APD letter dated March 16, 2006.

25 <sup>6</sup>GCI Communication Corp. d/b/a General Communication, Inc. d/b/a GCI. See  
*Comments of GCI*, filed March 16, 2006.

26 <sup>7</sup>Memorandum from Assistant Attorney General Christine Moore to Chairman  
Anthony Price, dated July 20, 2007, and filed September 6, 2007 in Docket R-05-5.

1 instructions in situations in which an MLTS provider is unable to program its system to  
2 allow users to dial 911 automatically without first dialing a prefix such as 9.

3 We have deleted all references to alternative methods of providing 911 in  
4 3 AAC 53.400 – 3 AAC 53.499. An MLTS operator may still request a waiver of the  
5 rules to allow an alternative method; however, there are no automatic exemptions that  
6 would allow them to establish an alternative method without prior PSAP notification and  
7 Commission approval.

8 We modified 3 AAC 53.430 and 3 AAC 53.440 so that the following types  
9 of disputes are reported to the Commission for resolution: 1) where the MLTS operator  
10 and PSAP are unable to mutually agree on a generally accepted industry standard  
11 signaling protocol, and 2) where an MLTS operator is unable to interface with a local  
12 exchange carrier using the MLTS operator's choice of industry standard interface.  
13 Finally, we deleted a number of terms in the definition section (3 AAC 53.499) that are  
14 not otherwise used in 3 AAC 53.400 – 3 AAC 53.499.

15 **ORDER**

16 THE COMMISSION FURTHER ORDERS that the regulations set out in the attached  
17 appendix are adopted.

18  
19 DATED AND EFFECTIVE at Anchorage, Alaska, this 12<sup>th</sup> day of October, 2007.

20 BY DIRECTION OF THE COMMISSION



**3 AAC 53 is amended to add a new article and sections to read:**

**Publisher:** Renumber existing Articles 6 through 11 as Articles 7 through 12 in 3 AAC 53.

Insert the following for the new Article 6: "Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-line Telephone Systems. (3 AAC 53.400 - 3 AAC 53.499)"

**Article 6. Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-Line Telephone Systems.**

Section

- .400 Application and waiver
- .405 Shared residential multi-line telephone system service
- .410 Business multi-line telephone system
- .415 Hotel and motel multi-line telephone system
- .420 Automatic location identification database maintenance
- .425 Dialing instructions
- .430 Multi-line telephone system signaling
- .435 Miscellaneous exemptions
- .440 Effective date
- .499 Definitions

**3 AAC 53.400. Application and waiver.** (a) The provisions of 3 AAC 53.400 – 3 AAC 53.499 apply to multi-line telephone system operators in municipalities where these provisions have been activated through enactment of municipal ordinance under AS 29.35.134.

(b) Multi-line telephone system operators that are not exempt from these regulations may seek a waiver from the commission if bringing the system into compliance is unreasonably burdensome.

(c) Nothing in 3 AAC 53.400 – 3 AAC 53.499 is intended to relieve employers of their obligations under federal and state workplace occupational safety and health statutes and rules.

(d) A multi-line telephone system operator filing a request for waiver of these regulations with the Commission must also submit verification that it has provided a copy of its request to any affected public safety access point.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.405. Shared residential multi-line telephone system service.** Operators of shared multi-line telephone system service serving residential customers, including residential customers in non-commercial buildings such as apartments and condominiums, are required to assure that the telecommunications system is connected to the public switched network such that calls to 911 result in one distinctive automatic number identification and one distinctive automatic location identification for each living unit.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.410. Business multi-line telephone system.** (a) For a multi-line telephone system connected to the public switched network and serving business locations of one employer, the multi-line telephone system operator shall deliver the 911 call with an emergency location identification number which will result in an emergency response location which provides at least the building address and floor of the caller.

(b) Exceptions to the requirements of this section are as follows:

(1) workspace less than 7,000 square feet and located in a single contiguous occupiable building or structure is not required to provide more than one emergency response location;

(2) multi-line telephone system operators with fewer than 50 stations installed and occupying not more than 40,000 square feet and located in a single contiguous occupiable building or structure are not required to provide more than one emergency response location.

(c) Providers of shared business telecommunications services shall assure that the multi-line telephone system connects to the public switched network such that calls to 911 from any telephone result in automatic location identification for each emergency response location of each entity sharing the telecommunication services.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.415. Hotel and motel multi-line telephone system.** (a)  
Multi-line telephone systems used in hotels, motels, and other types of commercial residential buildings and structures such as 'Bed and Breakfasts', trailer parks, and RV parks, shall permit the dialing of 911 and shall ensure that the multi-line telephone system connects to the public switched telephone network such that 911 calls originating from the multi-line telephone system provide the public safety answering point with the ability to:

(1) clearly identify the address and building unit identifier of the 911 caller through the delivery of automatic number identification, emergency location identification number, or both; and

(2) subsequently retrieve the automatic location identification by the public safety answering point for each telephone set within the facility.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

### **3 AAC 53.420. Automatic location identification database**

**maintenance.** (a) Where applicable, multi-line telephone system operators must arrange to update the automatic location identification database with appropriate master street address guide valid address and callback number for each multi-line telephone system telephone, such that the location information specifies the emergency response location of the caller.

(b) Updates submitted by the MLTS provider must be submitted as soon as practicable for new multi-line telephone system installation or within one business day of record completion of the actual changes for previously installed systems.

(c) The information in the automatic location identification database is proprietary to multi-line telephone system operators and may not be disclosed or used for any purpose other than facilitating emergency response to a 911 call.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.425. Dialing instructions.** (a) An MLTS provider with 50 or more telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9.

(b) An MLTS provider with less than 50 telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9, if technically feasible.

(c) An MLTS provider that is unable to program its system to allow users to dial 911 automatically without first dialing a prefix such as 9 must mark each telephone set with clear and legible instructions for dialing a public safety access point, or permanently affix clear and legible instructions immediately adjacent to the telephone set.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3AAC 53.430. Multi-line telephone system signaling.** Multi-line telephone systems shall support E911 calling by using any generally accepted industry standard signaling protocol. MLTS operators that are unable to mutually agree on a signaling protocol with the public safety access point shall report this information to the Commission for resolution.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.435. Miscellaneous exemptions.** (a) Multi-line telephone system operators in areas without E911 service are exempt from the signaling

[3 AAC 53.430] and database maintenance [3 AAC 53.420] regulations. Multi-line telephone system operators lose this exemption 18 months after E911 service becomes available.

(c) Multi-line telephone system with a single emergency response location and less than 50 stations are exempt from the signaling regulations under 3 AAC 53.430 and database maintenance regulations under 3 AAC 53.420.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.440. Effective date.** (a) The provisions of 3 AAC 53.400 — 3 AAC 53.499 shall take effect six months after they are enacted by municipal ordinance under AS 29.35.134 in a municipality where E911 multi-line telephone system support service is available. Existing systems shall comply within one year after adoption of municipal ordinance where an E911 support system is available.

(b) E911 multi-line telephone system support service is deemed to be available if:

(1) the serving central office can accept emergency location identification number information for the multi-line telephone system using generally accepted industry standard interfaces;

(2) facilities are in place to accept the emergency response location information provided by the multi-line telephone system; and

(3) the public safety answering point is equipped to utilize the emergency response location information.

(c) Operators of multi-line telephone system not connected to the E911 system because the chosen interface standard is not available from the local exchange carrier shall report this information to the commission for resolution.

**Authority:** AS 29.35.134 AS 42.05.151 AS 42.05.291  
AS 42.05.141

**3 AAC 53.499. Definitions.**

(1) "automatic location identification" means the automatic display at the public safety answering point of the caller's telephone number, the address or geographical location of the telephone, and supplementary emergency services information;

(2) "automatic number identification" means the telephone number associated with the access line from which a call originates;

(3) "building unit identifier" means the room number or equivalent designation of a portion of a structure or building;

(4) "call back number" means a number used by the public safety answering point to re-contact the location from which the 911 call was placed; the number may or may not be the number of the station used to originate the 911 call;

(5) “emergency location identification number” means a valid North American numbering plan format telephone number assigned to the multi-line 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; the emergency location identification number may be the same number as the automatic number identification and the North American numbering plan number may in some cases not be a dialable number;

(6) “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 locate a caller quickly anywhere within it;

(7) “key telephone system” means a type of multi-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;

(8) “master street address guide” means a database approved and implemented by a municipality containing 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;

(9) "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 includes systems owned or leased by governmental agencies or non-profit entities, as well as for profit entities;

(10) "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;

(11) "public safety answering point" means a facility equipped and staffed to receive 911 calls; a public safety access point must be authorized by an E911 Service jurisdiction as established under AS 29.35.131 or through a subordinate inter-local agreement;

(12) "shared residential multi-line telephone system service" means the use of a multi-line telephone system to provide service to residential facilities even if the service is not delineated for purposes of billing; residential facilities may include single family and multi-family facilities, extended care facilities, and dormitories, and non-commercial buildings such as apartments and condominiums;

(13) "workspace" means the physical building area where work is normally performed that is a net square footage measurement including hallways, conference rooms, restrooms, and break rooms but does not include wall thickness, shafts, heating, ventilating, and air conditioning equipment spaces, mechanical and electrical spaces or similar areas where employees do not normally have access.

**Authority:** AS 29.35.134      AS 42.05.151      AS 42.05.291  
AS 42.05.141

### III. Arkansas

**Ark. Code Ann. § 12-10-303 (1997)**

**§ 12-10-303. Definitions**

(19) "Service supplier" means any person, company, or corporation, public or private, providing exchange telephone service or CMRS service throughout the political subdivision;

**Ark. Code Ann. § 12-10-317**

**§ 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.

## IV. Colorado

### Colorado Revised Statutes

#### **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.

(1.1) "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.

(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.

**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.**

## V. Connecticut

### **Conn. Gen. Stat. § 28-25b (1999)**

#### **§ 28-25b. Public Safety Answering Points. Automatic Alarms or Alerting Devices. Private Safety Answering Points**

(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.

## VI. Florida

### 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.

## VII. Illinois

In early 2000, the Illinois Senate voted to extend the E911 compliancy date for the second time in two years. The House did not bring the extension to a vote before going on recess on April 15, 2000 and the next session was to occur in November 2000, five months after the compliancy deadline. Thus, June 30, 2000 became the compliancy date, according to the Law. ( 83 Illinois Administrative Code Part 726 ) However, on April 11, 2000, the Joint Committee on Administrative Rules ("JCAR", a bicameral legislative department of the Illinois General Assembly composed of twelve legislators) voted an Objection and prohibited the filing of the ICC rulemaking of the E911 Law. Their objection is based on the contention that the ICC exceeded their rulemaking by including schools, not-for-profit organizations, and government units. JCAR also contends that the ICC rules created an "undue economic and regulatory burden on business." The ICC met, discussed, and compromised with JCAR on June 13, 2000. Schools (including Universities), not for profit organizations, and government units were found exempt, thus did not need to comply with E911 requirements by June 30, 2000. The ICC and JCAR discussed the recent compromise, including new compliancy timeframes and proposed this to the legislature. Both the House and the Senate needed to sign off on the exemption and this did not happen. Thus, December 10, 2000, became the compliancy date for Schools (including Universities), not for profit organizations, and government units. ( 83 Illinois Administrative Code Part 727 )

### **Governing Statute**

(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 Commission 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. 88-604, eff. 9-1-94; 89-222, eff. 1-1-96; 89-497, eff. 6-27-96.)

(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 Illinois Commerce Commission.

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 Commission 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 Commission shall promulgate rules for the administration of this Section no later than January 1, 2000. (Source: P.A. 91-518, eff. 8-13-99; 92-16, eff. 6-28-01; 92-188, eff. 8-1-01.)

STATE OF ILLINOIS  
ILLINOIS COMMERCE COMMISSION  
Illinois Commerce Commission

On Its Own Motion

Adoption of 83 Ill. Adm. Code 726 to implement P.A. 91-0518

**ORDER**

By the Commission:

On August 13, 1999, Governor Ryan signed into law P.A. 91-0518, amending Section 15.6 of the Emergency Telephone System Act [50 ILCS 750/15.6]. The revision to Section 15.6 of the Act requires the Illinois Commerce Commission ("Commission") to promulgate rules by January 1, 2000 for the administration of the Section.

The Section 15.6(a) states:

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.

Section 15.6(b) provides exemptions from the requirements of subsection (a).

A response by the Commission to the requirements of this Section of the Act has been proposed by Commission Staff in a Staff Report dated December 10, 1999. In the Staff Report, the Staff recommends that the Commission enter an Order initiating a rulemaking and adopting emergency rules (83 Ill. Adm. Code 726) to implement the statute. The Staff Report details the efforts of Staff and those entities that participated in the workshops in constructing an agreed-upon set of rules. Participants in the workshops included 9-1-1 system representatives, local exchange carriers, representatives of the business community, and equipment vendors. The Staff Report provides support for the rules by supplying the rationale for each Section of the rules. The Commission considers that the rationale is persuasive and forms a basis for the adoption of these rules on an emergency basis.

It is necessary to proceed with this rulemaking on an emergency basis because the Commission must have rules in

place by January 1, 2000. With the workshop portion of the rulemaking process ending on November 15, 1999, there is insufficient time to utilize the regular rulemaking process.

The Commission, being fully advised in the premises, is of the opinion and finds that:

- (1) the Commission has jurisdiction over the subject matter herein;
- (2) the Commission should take administrative notice of P.A. 91-0518;
- (3) the recitals of fact set forth in the prefatory portion of this order are supported by the record and are hereby adopted as findings of fact;
- (4) the Staff Report dated December 10, 1999 should be made a part of the record of this proceeding;
- (5) the rules at 83 Ill. Adm. Code 726, as reflected in the Appendix to this Order, should be adopted on an emergency basis pursuant to Section 5-45 of the Illinois Administrative Procedure Act ("IAPA") with an effective date of December 23, 1999 and a Notice of Emergency Rules should be submitted to the Secretary of State pursuant to Section 5-45 of the IAPA;
- (6) the Notice of Proposed Rules for 83 Ill. Adm. Code 726 should be submitted to the Secretary of State pursuant to Section 5-40 of the IAPA;
- (7) this proceeding should be a rulemaking and should be conducted as such.

IT IS THEREFORE ORDERED by the Illinois Commerce Commission that the rules at 83 Ill. Adm. Code 726, as reflected in the attached Appendix, are adopted on an emergency basis pursuant to Section 5-45 of the Illinois Administrative Procedure Act, to be effective December 23, 1999, and that the Notice of Emergency Rules be submitted to the Secretary of State.

IT IS FURTHER ORDERED that the Notice of Proposed Rules for 83 Ill. Adm. Code 726, as reflected in the attached Appendix, be submitted to the Secretary of State pursuant to Section 5-40 of the Illinois Administrative Procedure Act.

IT IS FURTHER ORDERED that the Commission takes administrative notice of P.A. 91-0518.

IT IS FURTHER ORDERED that the Staff Report dated December 10, 1999 is made a part of the record in this proceeding.

IT IS FURTHER ORDERED that this proceeding is a rulemaking and shall be conducted as such.

IT IS FURTHER ORDERED that this Order is not final; it is not subject to the Administrative Review Law.

By order of the Commission this 15th day of December, 1999.

(SIGNED)

Richard L. Mathias  
Chairman

## **Illinois Rules & Regulations**

### **SUBPART A: GENERAL PROVISIONS**

#### **Section 727.100 Application of Part**

##### **EMERGENCY**

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 727.200 (b) of this Part.

#### **Section 727.105 Definitions**

##### **EMERGENCY**

“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 PSAP telecommunicator 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 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 geo-graphical 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” as defined herein, 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 (42 USC Sec. 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 C.F.R. Part 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 its 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.

“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.

“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 which includes hall-ways, 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

#### EMERGENCY

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

#### EMERGENCY

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 nonbusiness 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”).*

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 businesses or public 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 businesses or public 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 users, a DLI for each user 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 users, a DLI for each user 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 useable 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 Section 727.205(a)(2)(B) and (a)(2)(E) 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 sub-section (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 sub-section (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 that are over 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 a petition pursuant to 83 Ill. Adm. Code 200 requesting such exemption with the Commission. 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.*

#### SUBPART C: AUTHORIZATION TO OPERATE

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

##### EMERGENCY

a) Any non-business entity that qualifies for exemption under Section 727.200(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

##### EMERGENCY

- 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 provide 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, 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

##### EMERGENCY

An 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 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 entity shall program its system to respond to 9-1-1 in addition to their 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 pre-vent the intentional disruption of service. In the absence of a high level of security, either of the following options maybe 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 trans-mit 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

###### EMERGENCY

Each non-business entity certified by the Commission to handle its internal 9-1-1 calls shall provide an annual update to the 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

###### EMERGENCY

Each certified non-business entity shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its 9-1-1 operations and for the use by its personnel who will be handling the 9-1-1 calls. Copies of these procedures must also be included in the application when petitioning the Commission for approval.

##### Section 727.510 Call Handling Procedures

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###### EMERGENCY

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 out-side 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 chose 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.

## VIII. City of Chicago

The following are suggested parameters intended to assist business entities in the documentation of telephone installation location information, in accordance with the State of Illinois Emergency Telephone ACT, Public Act 91-0518:

Provide a name to all private streets on your campus/complex that you must address.

Identify all buildings and/or structures that need to be readdressed. Each building and/or structure must have a unique name, address, or identifier.

Use the National Emergency Number Association (NENA) recommended abbreviations for street thoroughfares. Assign addressing based on the City of Chicago street grid system. (Contact the City of Chicago Bureau of Maps and Plats, 121 North La Salle Street, Chicago Illinois, 60602)

Develop and maintain a listing of all your campus/complex addresses that your telephone system provides service to.

Develop, install, and maintain signs for each building that displays that building's unique address, name or number. Have these signs displayed in close proximity to the entrance the emergency responder would use.

Develop, install, and maintain signs for each floor within your building(s), which clearly depict and identify the specific floor plan and room/office number or identification. Display these signs at prominent locations throughout your building(s) including each elevator lobby and fire stairwell (outside the fire door).

Develop and maintain a separate database of all pay telephones and their installation location within your building(s) campus/complex locations. Verify with the pay telephone service provider, that 9-1-1 can be dialed from these phones, and that the correct number and location information is passed to 9-1-1.

Contact your PBX vendor to identify what adjunct equipment and software, is needed to ensure your telephone system is in compliance with the Illinois Emergency Telephone System Act.

Develop a database and naming convention of all telephone numbers, extensions, and specific location installation information deployed throughout your telephone system. Periodically review and update this information, ensuring to update your telephone system's reported PSALI data passed to the 9-1-1 PSAP.

Avoid installation practices of programming telephone service to telephones and extensions that cannot dial 9-1-1.

When populating the 20 character Alocation information field@ utilize the following abbreviations listed below to save space and always start with the most generic location on the left and finish with most specific location on the right (*ie. Flr2,SW,Rm219,CubeA*).

Use a comma, space or dash delimiter between the specific information. Building name or number information can be added to the AName Field@ which is 32 characters long. (*ie. City of Chicago - Depaul Center*). Use a comma, space or dash delimiter between the specific information.

The following are the suggested abbreviations to use for location information within your buildings

Building -bldg Suite -suite

Floor -flr South -S

Mezzanine -mez Southwest -SW

Roof -roof Southeast -SE

Basement -bsmt North -N

Room -rm Northwest -NW

Cubicle -cube Northeast -NE

Quadrant -quad East -E

Center -cntr West -W

Load the above database information into the PSALI application for downloading to the 911 ALI (Automatic Location Information) database. Download all PSALI information to SCC (the City of Chicago's 911 database administrator).

Please contact John Teresi, S911 Project Manager for Ameritech at 312-727-2964 when you are ready to test your system(s). It is important to remember, the PSALI information you are providing must be clear and concise, so as to assist and enable a emergency responder (relying on the information you have provided) to quickly locate the caller and the telephone used to report the emergency.

## IX. Kentucky

### **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.

### **Definitions:**

- (5) "Dispersed private telephone system (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; (10) "Station identification number (SIN)" means a number that a DPTS uses to identify a specific station on the switch.

**X. Louisiana****ENROLLED****ACT No.737**

Regular Session, 2004

SENATE BILL NO. 878  
BY SENATOR JACKSON

(Substitute for Senate Bill No. 705 by Senator Jackson)

1 AN ACT

2 To enact R.S. 33:9110, relative to communication districts; to provide for definitions; to  
3 require multi-line phone systems to provide automatic location information; and to  
4 provide for related matters.

5 Be it enacted by the Legislature of Louisiana:

6 Section 1. R.S. 33:9110 is hereby enacted to read as follows:

7 §9110. Multi-line telephone systems

8 **R.S. 33:9110 is all new law.**

9 A. As used in this Section, the following words and terms shall have the  
10 following meanings:

11 (1) "District" means a communication district created pursuant to R.S.

12 33:9101 or pursuant to or by any local or special Act except a district that is governed  
13 by the provisions of Part II of this Chapter unless otherwise provided by law.

14 (2) "Automatic location identification" or "ALI" means the automatic display  
15 at the Public Safety Answering Point (PSAP) of the caller's telephone number, the  
16 address or location of the telephone, and the supplementary emergency services  
17 information.

18 (3) "Automatic location identification retrieval" or "ALI retrieval" means the  
19 process of querying the 9-1-1 database for all ALI records.

20 (4) "Automatic number identification" or "ANI" means the telephone number  
21 associated with the access line from which a call originates.

22 (5) "Private branch exchange" or "PBX" means a private telephone system that is  
23 connected to the Public Switched Telephone Network (PSTN).

1 (6) "Private switch ALI" or "PSA" means a service option that provides  
2 enhanced 9-1-1 features for telephone stations behind private branch exchanges.

3 B. Each private branch exchange (PBX) system installed after January 1,  
4 2005, must be capable of providing automatic location identification (ALI) to the  
5 station level.

## XI. Maine

Chapter 11 enacted July 27, 2005

65 PUBLIC UTILITIES COMMISSON

625 EMERGENCY SERVICES COMMUNICATIONS BUREAU

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

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SUMMARY: The Rule establishes the requirements to allow timely emergency response in facilities with multiline telephone systems.

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### 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.

### **Hotel/Motel Multiline Telephone System**

1. 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.

### **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.

### **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.

### **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.

### **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:
  - a. the PEAP shall use the digits “9-1-1” as its primary emergency telephone number;
  - 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. 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;
  - d. 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;
  - e. 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;



**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 **6-24-05**. It was filed with the Secretary of State on **6-27-05** and will be effective on **7-27-05**.

## XII. Massachusetts

### 560 CMR: STATE 911 DEPARTMENT

#### 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**

### XIII. Minnesota

#### 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. 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**

## XIV. Mississippi

### **SEC. 19-5-359. Requirement of service suppliers and other parties to provide access to basic or enhanced 911 service; time to comply. [Repealed effective July 1, 2010.]**

- (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 cellular telephone operating companies and any personal communications networks 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.

**Sources:** Laws, 1993, ch. 536, § 11; Laws, 1994, ch. 321, § 1; Laws, 1994, ch. 484, § 1; Laws, 1998, ch. 531, § 9; reenacted without change, Laws, 2001, ch. 569, § 9; reenacted without change, Laws, 2002, ch. 626, § 10; reenacted without change, Laws, 2003, ch. 367, § 10; reenacted without change, Laws, 2007, ch. 593, § 10, eff from and after July 1, 2007.

## XV. Texas

Health and Safety Code §771.060

### § 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).

Added by Acts 1993, 73rd Leg., ch. 936, § 3, eff. Aug. 30, 1993.

## XVI. Tarrant County, Texas

**Sec. 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 multitenant 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, Sec. 1, eff. Sept. 1, 1989. Amended by Acts 1993, 73rd Leg., ch. 936, Sec. 13, eff. Aug. 30, 1993; Acts 1995, 74th Leg., ch. 638, Sec. 14, eff. Sept. 1, 1995; Acts 2003, 78th Leg., ch. 84, Sec. 1, eff. Sept. 1, 2003.

## **XVII. Vermont**

From Act 197 (S.311)

AN ACT RELATING TO AN ENHANCED 911 EMERGENCY RESPONSE SYSTEM.

§ 7057. PRIVATELY OWNED TELEPHONE SYSTEMS

When an enhanced 911 system is implemented, any privately owned telephone system shall provide to those end users the same level of 911 service that other end users in the area receive and shall provide ANI signaling, station identification data and updates to enhanced 911 data bases under rules adopted by the board, except that the board may waive the provisions of this section for any privately owned telephone system, taking into consideration the costs and the public benefits of compliance, in accordance with standards and procedures adopted by the board by rule.

## XVIII. Virginia

### CHAPTER 427

*An Act to amend and reenact § 56-484.14 of the Code of Virginia and to amend the Code of Virginia by adding in Chapter 15 of Title 56 an article numbered 8, consisting of sections numbered 56-484.19 through 56-484.25, relating to emergency calls made from telephones connected to multiline telephone systems.*

[H 1603]

Approved March 19, 2007

Be it enacted by the General Assembly of Virginia:

1. That § 56-484.14 of the Code of Virginia is amended and reenacted and that the Code of Virginia is amended by adding in Chapter 15 of Title 56 an article numbered 8, consisting of sections numbered 56-484.19 through 56-484.25, as follows:

§ 56-484.14. Powers and duties of Wireless E-911 Services Board.

The Board shall have the power and duty to:

1. Make and enter into all contracts and agreements necessary or incidental to the performance of its duties and the execution of its powers, including purchase agreements payable from (i) the Wireless E-911 Fund and (ii) other moneys appropriated for the provision of enhanced 9-1-1 services.
2. Pursue all legal remedies to enforce any provision of this article, or any contract entered into pursuant to this article.
3. Develop a comprehensive, statewide enhanced 9-1-1 plan for wireless E-911, VoIP E-911, and any other future communications technologies accessing E-911 for emergency purposes. In constructing and periodically updating this plan as appropriate, the Board shall monitor trends and advances in enhanced wireless, VoIP, and other emergency telecommunications technologies, plan and forecast future needs for these enhanced technologies, and formulate strategies for the efficient and effective delivery of enhanced 9-1-1 services in the future with the exclusion of traditional circuit-switched wireline 9-1-1 service.
4. Grant such extensions of time for compliance with the provisions of § 56-484.16 as the Board deems appropriate.
5. Take all steps necessary to inform the public of the use of the digits "9-1-1" as the designated emergency telephone number and the use of the digits "#-7-7" as a designated non-emergency telephone number.
6. Report annually to the Governor, the Senate Committee on Finance and the House Committee on Appropriations, and the Virginia State Crime Commission on (i) the state of enhanced 9-1-1 services in the Commonwealth, (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth, and (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate.
7. Provide advisory technical assistance to PSAPs and state and local law enforcement, and fire and emergency medical service agencies, upon request.
8. Collect, distribute, and withhold moneys from the Wireless E-911 Fund as provided in this article.
9. Develop a comprehensive single, statewide electronic addressing database to support geographic data and statewide base map data programs pursuant to § 2.2-2027.

10. Receive such funds as may be appropriated for purposes consistent with this article and such gifts, donations, grants, bequests, or other funds as may be received from, applied for or offered by either public or private sources.

11. Manage other moneys appropriated for the provision of enhanced emergency telecommunications services.

12. Perform all acts necessary, convenient or desirable to carrying out the purposes of this article.

13. Drawing from the work of E-911 professional organizations, in its sole discretion, publish best practices for PSAPs. These best practices shall be voluntary and recommended by a subcommittee composed of PSAP representatives.

*14. Monitor developments in enhanced 9-1-1 service and multiline telephone systems and the impact of such technologies upon the implementation of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56. The Board shall include its assessment of such impact in the annual report filed pursuant to subdivision 6.*

#### Article 8.

#### *Emergency Calls on Multiline Telephone Systems.*

#### § 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 at the facility or (ii) by the activation of an alerting device, including but not limited to lights or an alarm, located near the telephone station, which activation is triggered by the placing of the emergency call;*

*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 at the facility, when emergency calls are placed from a facility with a contiguous area 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.*

*"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 Mental Health, Mental Retardation and Substance Abuse 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.*

*"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.*

*"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.*

*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) ALI and ANI to the 9-1-1 network that connects to the PSAP or (ii) an alternative method of providing call location information.*

*§ 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.*

## **XIX. Washington**

### **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.]

### **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.]

#### **NOTES:**

**Findings -- 1995 c 243:** "The legislature finds that citizens of the state increasingly rely on the dependability of enhanced 911, a system that allows the person answering an emergency call to immediately determine the location of the emergency without the need of the caller to speak. The legislature further finds that in some cases, calls made from telephones connected to private telephone systems may not be precisely located by the answerer, eliminating some of the benefit of enhanced 911, and that this condition could additionally imperil citizens calling from these locations in an emergency. The legislature also finds that until national standards have been developed to address this condition, information-forwarding requirements should be mandated for only those settings with the most risk, including schools, residences, and some business settings." [1995 c 243 § 1.]

**Severability -- 1995 c 243:** "If any provision of this act or its application to any person or circumstance is held invalid, the remainder of the act or the application of the provision to other persons or circumstances is not affected." [1995 c 243 § 12.]