



Current E-911 Legislation

A State by State list

RedSky Technologies, Inc.

925 W Chicago Ave., Suite 300 | Chicago, IL 60622 | 877-REDSKY1 | www.redskytech.com
18877 W. Ten Mile Rd., Suite 210 | Southfield, MI 48075 | 866-RST-CIELO | support@redskytech.com

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Summary of States with Legislation Enacted

<i>Authority</i>	<i>Implementation</i>	<i>Description*</i>
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 calling 911.
Connecticut	Business	Companies cannot prevent a 911 call from being made. But, call 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 ² or each entity sharing a building.
Kentucky	Residential MLTS Only	MLTS operator must provide updated number and location identification for each phone dialing 911.
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 E-911 for residential MLTS.
Vermont	All Businesses	Businesses that own private telephone systems must provide ANI signaling, station identification and updates to the 911 databases.
Washington	Business and Residential MLTS	Businesses occupying over 25,000 ft ² , more than one floor or multiple buildings need to provide automatic location identification in a format compatible with the local 911 system.

*This description is a very general, please see the legislation for your own interpretation. Copies can be found on our website.

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.

Colorado

(House Bill 1084)

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. 29-11-100.5, Colorado Revised Statutes, is amended to read:

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 article 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 article 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.

SECTION 2. 29-11-101 (1), Colorado Revised Statutes, is amended, and the said 29-11-101 is further amended BY THE ADDITION OF THE FOLLOWING NEW SUBSECTIONS, to read:

29-11-101. Definitions. As used in this article, unless the context otherwise requires:

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

(1.1) "Automatic number identification" ("ANI") means the automatic display, on equipment at the PSAP, of the caller's telephone number.

(1.2) "Basic emergency service provider" ("BESP") means any person authorized by the commission to undertake the aggregation and transportation of 9-1-1 calls to a PSAP.

(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.

SECTION 3. Article 11 of title 29, Colorado Revised Statutes, is amended BY THE ADDITION OF A NEW SECTION to read:

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.

SECTION 4. Effective date. This act shall take effect at 12:01 a.m. on the day following the expiration of the ninety-day period after final adjournment of the general assembly that is allowed for submitting a referendum petition pursuant to article V, section 1 (3) of the state constitution; except that, if a referendum petition is filed against this act or an item, section, or part of this act within such period, then the act, item, section, or part, if approved by the people, shall take effect on the date of the official declaration of the vote thereon by proclamation of the governor.

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.

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.

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) (Text of Section from P.A. 90-819)

Sec. 15.6. Private business switch service 9-1-1 service.

(a) After June 30, 1996, an entity that installs or operates a new private business switch service or replaces an existing private business switch service and provides telecommunications facilities or services to businesses shall provide to those business end users the same level of 9-1-1 service as the public agency and the telecommunications carrier are providing to other business 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. After June 30, 2000, all entities providing or operating a private business switch service shall be in compliance with this Section.

(b) The private business 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; 90-819, eff. 3-23-99.) (Text of Section from P.A. 91-518) 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 install 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).

(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. 88-604, eff. 9-1-94; 89-222, eff. 1-1-96; 89-497, eff. 6-27-96; 91-518, eff. 8-13-99.)

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

13

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.

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 Allocation 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 Norhtwest -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

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.

Minnesota

S.F No. 653, 5th Engrossment: 83rd Legislative Session (2003-2004) Posted on May 17, 2004

1.1 A bill for an act
1.2 relating to public safety; modifying 911 emergency
1.3 telecommunications provisions governing multiline
1.4 telephone systems; appropriating money; amending
1.5 Minnesota Statutes 2002, sections 169A.52,
subdivision
1.6 7; 403.01, subdivision 6; 403.02, by adding
1.7 subdivisions; 403.07, subdivision 5; proposing coding
1.8 for new law in Minnesota Statutes, chapter 403.
1.9 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:
1.10 Section 1. Minnesota Statutes 2002, section 169A.52,
1.11 subdivision 7, is amended to read:
1.12 Subd. 7. [TEST REFUSAL; DRIVING PRIVILEGE LOST.] (a) On
1.13 behalf of the commissioner, a peace officer requiring a test or
1.14 directing the administration of a chemical test shall serve
1.15 immediate notice of intention to revoke and of revocation on a
1.16 person who refuses to permit a test or on a person who submits
1.17 to a test the results of which indicate an alcohol
concentration
1.18 of 0.10 or more.
1.19 (b) On behalf of the commissioner, a peace officer
1.20 requiring a test or directing the administration of a chemical
1.21 test of a person driving, operating, or in physical control of
a
1.22 commercial motor vehicle shall serve immediate notice of
1.23 intention to disqualify and of disqualification on a person who
1.24 refuses to permit a test, or on a person who submits to a test
1.25 the results of which indicate an alcohol concentration of 0.04
1.26 or more.
1.27 (c) The officer shall either:
2.1 ~~(1) take the driver's license or permit, if any, invalidate~~
2.2 ~~the person's driver's license or permit card by clipping the~~
2.3 ~~upper corner of the card in such a way that no identifying~~
2.4 ~~information including the photo is destroyed, and immediately~~
2.5 ~~return the card to the person;~~
2.6 (2) issue the person a temporary license effective for only
2.7 seven days; and
2.8 (3) send ~~it~~ the notification of this action to the
2.9 commissioner along with the certificate required by subdivision
2.10 3 or 4, and issue a temporary license effective only for seven
2.11 days; or
2.12 ~~(2) invalidate the driver's license or permit in such a way~~
2.13 ~~that no identifying information is destroyed.~~
2.14 Sec. 2. Minnesota Statutes 2002, section 403.01,
2.15 subdivision 6, is amended to read:
2.16 Subd. 6. [MULTISTATION OR PBX SYSTEM.] Every owner and
2.17 operator of a multistation or private branch exchange (PBX)
2.18 ~~telecommunications~~ multiline telephone system shall design and

2.19 maintain the system to dial the 911 number without charge to
the
2.20 caller.
2.21 Sec. 3. Minnesota Statutes 2002, section 403.02, is
2.22 amended by adding a subdivision to read:
2.23 Subd. 22. [CALL BACK NUMBER.] "Call back number" means a
2.24 number used by the public safety answering point to recontact
2.25 the location from which the 911 call was placed.
2.26 Sec. 4. Minnesota Statutes 2002, section 403.02, is
2.27 amended by adding a subdivision to read:
2.28 Subd. 23. [EMERGENCY LOCATION IDENTIFICATION
2.29 NUMBER.] "Emergency location identification number" means a
2.30 valid North American numbering plan format telephone number,
2.31 assigned to the multiline telephone system operator by the
2.32 appropriate authority, that is used to route the call to a
2.33 public safety answering point and is used to retrieve the
2.34 automatic location identification for the public safety
2.35 answering point.
2.36 Sec. 5. Minnesota Statutes 2002, section 403.02, is
3.1 amended by adding a subdivision to read:
3.2 Subd. 24. [EMERGENCY RESPONSE LOCATION.] "Emergency
3.3 response location" means a location to which a 911 emergency
3.4 response team may be dispatched. The location must be specific
3.5 enough to provide a reasonable opportunity for the emergency
3.6 response team to locate a caller anywhere within it.
3.7 Sec. 6. Minnesota Statutes 2002, section 403.02, is
3.8 amended by adding a subdivision to read:
3.9 Subd. 25. [MULTILINE TELEPHONE SYSTEM.] "Multiline
3.10 telephone system" means a private telephone system comprised of
3.11 common control units, telephones, and control hardware and
3.12 software that share a common interface to the public switched
3.13 telephone network. This includes network and premises-based
3.14 systems and systems owned or leased by governmental agencies
and
3.15 nonprofit entities, as well as for-profit businesses.
3.16 Sec. 7. Minnesota Statutes 2002, section 403.02, is
3.17 amended by adding a subdivision to read:
3.18 Subd. 26. [SHARED RESIDENTIAL MULTILINE TELEPHONE SYSTEM
3.19 SERVICE.] "Shared residential multiline telephone service"
means
3.20 the use of a multiline telephone system to provide service to
3.21 residential facilities. For purposes of this subdivision,
3.22 "residential facilities" means both single-family and
3.23 multifamily facilities including extended care facilities and
3.24 dormitories.
3.25 Sec. 8. Minnesota Statutes 2002, section 403.07,
3.26 subdivision 5, is amended to read:
3.27 Subd. 5. [LIABILITY.] (a) A wire line telecommunications
3.28 service provider, its employees, or its agents are not liable
to
3.29 any person who uses enhanced 911 telecommunications service for
3.30 release of subscriber information required under this chapter
to
3.31 any public safety answering point.
3.32 (b) A wire line telecommunications service provider is not
3.33 liable to any person for the good faith release to emergency
3.34 communications personnel of information not in the public

3.35 record, including, but not limited to, nonpublished or nonlisted

3.36 telephone numbers.

4.1 (c) A wire line telecommunications service provider, its
4.2 employees, or its agents are not liable to any person for civil
4.3 damages resulting from or caused by any act or omission in the
4.4 development, design, installation, operation, maintenance,
4.5 performance, or provision of enhanced 911 telecommunications
4.6 service, except for willful or wanton misconduct.

4.7 (d) A multiline telephone system manufacturer, provider, or
4.8 operator is not liable for any civil damages or penalties as a
4.9 result of any act or omission, except willful or wanton
4.10 misconduct, in connection with developing, designing,
4.11 installing, maintaining, performing, provisioning, adopting,
4.12 operating, or implementing any plan or system required by
4.13 section 403.15.

4.14 Sec. 9. [403.15] [MULTILINE TELEPHONE SYSTEM 911
4.15 REQUIREMENTS.]

4.16 Subdivision 1. [MULTISTATION OR PBX SYSTEM.] Except as
4.17 otherwise provided in this section, every owner and operator of
4.18 a new multistation or private branch exchange (PBX) multiline
4.19 telephone system purchased after December 31, 2004, shall

design

4.20 and maintain the system to provide a call back number and
4.21 emergency response location.

4.22 Subd. 2. [MULTILINE TELEPHONE SYSTEM USER DIALING
4.23 INSTRUCTIONS.] Each multiline telephone system operator must
4.24 demonstrate or otherwise inform each new telephone system user
4.25 how to call for emergency assistance from that particular
4.26 multiline telephone system.

4.27 Subd. 3. [SHARED RESIDENTIAL MULTILINE TELEPHONE SYSTEM.]
4.28 On and after January 1, 2005, operators of shared multiline
4.29 telephone systems, whenever installed, serving residential
4.30 customers shall ensure that the shared multiline telephone
4.31 system is connected to the public switched network and that 911
4.32 calls from the system result in at least one distinctive
4.33 automatic number identification and automatic location
4.34 identification for each residential unit, except those
4.35 requirements do not apply if the residential facility maintains
4.36 one of the following:

5.1 (1) automatic location identification for each respective
5.2 emergency response location;

5.3 (2) the ability to direct emergency responders to the 911
5.4 caller's location through an alternative and adequate means,
5.5 such as the establishment of a 24-hour private answering point;
5.6 or

5.7 (3) a connection to a switchboard operator, attendant, or
5.8 other designated on-site individual.

5.9 Subd. 4. [HOTEL AND MOTEL MULTILINE TELEPHONE SYSTEM.]
5.10 Operators of hotel and motel multiline telephone systems shall
5.11 permit the dialing of 911 and shall ensure that 911 calls
5.12 originating from hotel or motel multiline telephone systems
5.13 allow the 911 system to clearly identify the address and
5.14 specific location of the 911 caller.

5.15 Subd. 5. [BUSINESS MULTILINE TELEPHONE SYSTEM.] (a) An
5.16 operator of business multiline telephone systems connected to
5.17 the public switched telephone network and serving business

5.18 locations of one employer shall ensure that calls to 911 from
5.19 any telephone on the system result in one of the following:
5.20 (1) automatic location identification for each respective
5.21 emergency response location;
5.22 (2) an ability to direct emergency responders to the 911
5.23 caller's location through an alternative and adequate means,
5.24 such as the establishment of a 24-hour private answering point;
5.25 or
5.26 (3) a connection to a switchboard operator, attendant, or
5.27 other designated on-site individual.
5.28 (b) Except as provided in paragraph (c), providers of
5.29 multiline telephone systems serving multiple employers'
business
5.30 locations shall ensure that calls to 911 from any telephone
5.31 result in automatic location identification for the respective
5.32 emergency response location of each business location sharing
5.33 the system.
5.34 (c) Only one emergency response location is required in the
5.35 following circumstances:
5.36 (1) an employer's workspace is less than 40,000 square
6.1 feet, located on a single floor and on a single contiguous
6.2 property;
6.3 (2) an employer's workspace is less than 7,000 square feet,
6.4 located on multiple floors and on a single contiguous property;
6.5 or
6.6 (3) an employer's workspace is a single public entrance,
6.7 single floor facility on a single contiguous property.
6.8 Subd. 6. [SCHOOLS.] A multiline telephone system operated
6.9 by a public or private educational institution, including a
6.10 system serving dormitories and other residential customers, is
6.11 subject to this subdivision and is not subject to subdivision
6.12 3. The operator of the education institution multiline system
6.13 connected to the public switched network must ensure that calls
6.14 to 911 from any telephone on the system result in one of the
6.15 following:
6.16 (1) automatic location identification for each respective
6.17 emergency response location;
6.18 (2) an ability to direct emergency responders to the 911
6.19 caller's location through an alternative and adequate means,
6.20 such as the establishment of a 24-hour private answering point;
6.21 or
6.22 (3) a connection to a switchboard operator, attendant, or
6.23 other designated on-site individual.
6.24 Subd. 7. [EXEMPTIONS.] (a) Multiline telephone systems
6.25 with a single emergency response location are exempt from
6.26 subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.
6.27 (b) Multiline telephone system operators that employ
6.28 alternative methods of enhanced 911 support are exempt from
6.29 subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.
6.30 (c) A multiline telephone system operator may apply for an
6.31 exemption from the requirements in this section from the chief
6.32 officer of each public safety answering point serving that
6.33 jurisdiction.
6.34 Subd. 8. [APPLICABILITY.] The requirements of subdivisions
6.35 4, 5, and 6 apply to new multiline telephone systems purchased
6.36 after December 31, 2004. The requirements of subdivisions 2
and

- 7.1 3 and the exemptions in subdivision 7 apply regardless of when
7.2 the multiline telephone system was installed.
7.3 Sec. 10. [APPROPRIATION.]
7.4 \$3,475,000 is appropriated in fiscal year 2004 to the
7.5 commissioner of public safety from the state government special
7.6 revenue fund to be used by the commissioner for 911 emergency
7.7 telecommunications services under Laws 2003, First Special
7.8 Session chapter 1, article 1, section 29. This is a onetime
7.9 appropriation.
7.10 Sec. 11. [EFFECTIVE DATE.]
7.11 Sections 2 to 10 are effective the day following final
7.12 enactment.

Mississippi

SEC. 19-5-359. Requirement of service suppliers and other parties to provide access to basic or enhanced 911 service; time to comply.

(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, Sec. 11; 1994, ch. 321, Sec. 1; 1994, ch. 484, Sec. 1, eff from and after July 1, 1994

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.

Tarrant County

H.B. No. 802

AN ACT relating to the number and location information requirements provided by business phones in certain 9-1-1 emergency communication districts.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Section 772.218, Health and Safety Code, is amended by amending Subsection (d) and adding Subsections (e), (f), (g), (h), and (i) to read as follows:

(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, [or] business service user, or lodging facility that implements the network and database enhancements necessary to provide a service described in [under] 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 [Subsections (a) and (b)].

(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.

SECTION 2. This Act takes effect September 1, 2003.

H.B. No. 802 was passed by the House on April 10, 2003, by a non-record vote.

H.B. No. 802 was passed by the Senate on May 6, 2003, by the following vote: Yeas 31, Nays 0.

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.

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.]