

PBX Legislation and Regulations

Summary

Authority	Implementation	Cite
Arkansas	Broad Interpretation; May Require Compliance by Statute	AR Code §12-10-317
Colorado	HB 1084 (2001) – Notification Only	Will Amend §29-11-100.5
Connecticut	Broad Interpretation; May Require Compliance by Statute	CT Gen. Statutes § 28-25b
Florida	Mandatory Compliance by Statute	365.175 F.S.
Illinois	Mandatory Compliance by Statute and Regulation	50 ILCS 750/15.5-15.6 83 IAC 726-727
City of Chicago	Compliance by Recommendations for PBX Systems	N/A
Kentucky	Statute – Residential Only	KRS §65.752-754
Louisiana	ACT – Compliance for PBX Systems	SENATE BILL NO. 878 R.S. 33:9110
Maine	Mandatory Compliance by Statute	House Bill 1056 (LD 1444)
Minnesota	Mandatory Compliance by Statute	CHAPTER 282-S.F.No. 653
Mississippi	Mandatory Compliance by Statute	§19-5-359
Texas	Mandatory Compliance by Statute	House Bill 802, amends Section 772.218 of the Health & Safety code
Vermont	Mandatory Compliance by Statute	30 VSA §07057
Virginia	House Bill 1603 (adopted 2/19/2007)	Amends § 56-484.14 the powers and duties code of Wireless E-911 Service Board
Washington	Mandatory Compliance by Statute	RCW 80.36.555-560

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.

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 o

- 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 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).
- (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 up-dating 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 non-business entities shall assure that such a system in the non-business entity is connected to the public switched network in a manner so that calls to 9-1-1 result in automatic number identification ("ANI") and automatic location identification ("ALI").*

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 prevent 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 per-sonnel; 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 per-sonnel 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

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 addi-tional 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 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	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.

Florida State Legislature - 2003 **HB 1307**

Regular Session
Enrolled

1 A bill to be entitled
2 An act relating to emergency communications; amending s.
3 365.172, F.S.; defining the terms "active prepaid wireless
4 telephone," "mobile telephone number," "prepaid wireless
5 telephone service," and "sufficient positive balance" for
6 purposes of wireless emergency communications; revising
7 authority of the board; prescribing additional duties of
8 the board of directors of the Wireless 911 Board with
9 respect to 911 and E911 systems; revising procedures for
10 securing accounting services; prescribing a method of
11 collecting the wireless E911 fee in instances in which the
12 wireless telephone service to which the surcharge applies
13 is prepaid; exempting certain colocated facilities from
14 specified land development regulations under described
15 circumstances; providing for certification to local
16 governments of compliance with certain federal
17 regulations; providing for local government approval of
18 applications for permits for new or colocated wireless
19 communications facilities; providing procedures and
20 timeframes; providing for waiver of timeframes; specifying
21 permitted use and activity for certain additional
22 facilities; providing for the Department of Management
23 Services and the Department of Transportation to negotiate
24 leases of state-owned property for certain wireless
25 telecommunications facilities; authorizing said
26 departments to adopt rules; providing for report to the
27 board and the county of certain delays in locating
28 facilities; providing for a subcommittee to make
29 recommendations to the board and certain identified local
30 governments regarding compliance with federal Phase II
31 E911 service requirements; providing for report of such
32 recommendations to the Governor and the Legislature;
33 amending s. 365.173, F.S.; authorizing disbursements from
34 the Wireless Emergency Telephone System Fund for
35 activities of the board of directors of the Wireless 911
36 Board; creating s. 365.175, F.S.; providing definitions;
37 requiring new private branch exchange telephone systems to
38 have automatic location identification capabilities;
39 providing an effective date.
40
41 Be It Enacted by the Legislature of the State of Florida:
42
43 Section 1. Subsection (3), paragraph (a) of subsection

44 (6), and subsections (7) and (9) of section 365.172, Florida
45 Statutes, are amended, present subsections (11) and (12) of that
46 section are renumbered as subsections (12) and (13),
47 respectively, and a new subsection (11) is added to that
48 section, to read:

49 365.172 Wireless emergency telephone number "E911."--

50 (3) DEFINITIONS.--As used in this section and ss. 365.173
51 and 365.174, the term:

52 (a) "Active prepaid wireless telephone" means a prepaid
53 wireless telephone that has been used by the customer during the
54 month to complete a telephone call for which the customer's card
55 or balance was decremented.

56 (b) ~~(a)~~ "Answering point" means the public safety agency
57 that receives incoming 911 calls and dispatches appropriate
58 public safety agencies to respond to such calls.

59 (c) ~~(b)~~ "Automatic location identification" means the
60 capability of the E911 service which enables the automatic
61 display of information that defines the approximate geographic
62 location of the wireless telephone used to place a 911 call.

63 (d) ~~(c)~~ "Automatic number identification" means the
64 capability of the E911 service which enables the automatic
65 display of the 10-digit service number used to place a 911 call.

66 (e) ~~(d)~~ "Board" means the board of directors of the
67 Wireless 911 Board.

68 (f) ~~(e)~~ "Office" means the State Technology Office.

69 (g) ~~(f)~~ "E911" is the designation for a wireless enhanced
70 911 system or wireless enhanced 911 service that is an emergency
71 telephone system or service that provides a subscriber with
72 wireless 911 service and, in addition, directs 911 calls to
73 appropriate public safety answering points by selective routing
74 based on the geographical location from which the call
75 originated, or as otherwise provided in the state plan under s.
76 365.171, and that provides for automatic number identification
77 and automatic location-identification features in accordance
78 with the requirements of the order.

79 (h) ~~(g)~~ "Fee" means the E911 fee imposed under subsection
80 (8).

81 (i) ~~(h)~~ "Fund" means the Wireless Emergency Telephone
82 System Fund established in s. 365.173 and maintained under this
83 section for the purpose of recovering the costs associated with
84 providing 911 service or E911 service, including the costs of
85 implementing the order.

86 (j) ~~(i)~~ "Local exchange carrier" means an "alternative
87 local exchange telecommunications company" or a "local exchange
88 telecommunications company" as defined in s. 364.02.

89 (k) ~~(j)~~ "Local government" means any municipality, county,
90 or political subdivision or agency of a municipality, county, or
91 political subdivision.

92 (l) "Mobile telephone number" or "MTN" means the telephone
93 number assigned to a wireless telephone at the time of initial
94 activation.

95 (m) ~~(k)~~ "Order" means:

96 1. The following orders and rules of the Federal
97 Communications Commission issued in FCC Docket No. 94-102:

98 a. Order adopted on June 12, 1996, with an effective date
99 of October 1, 1996, the amendments to s. 20.03 and the creation

100 of s. 20.18 of Title 47 of the Code of Federal Regulations
101 adopted by the Federal Communications Commission pursuant to
102 such order.

103 b. Memorandum and Order No. FCC 97-402 adopted on December
104 23, 1997.

105 c. Order No. FCC DA 98-2323 adopted on November 13, 1998.

106 d. Order No. FCC 98-345 adopted December 31, 1998.

107 2. Orders and rules subsequently adopted by the Federal
108 Communications Commission relating to the provision of wireless
109 911 services.

110 (n) [(+)] "Provider" means a person or entity who provides
111 service and either:

112 1. Is subject to the requirements of the order; or
113 2. Elects to provide wireless 911 service or E911 service
114 in this state.

115 (o) "Prepaid wireless telephone service" means wireless
116 telephone service that is activated in advance by payment for a
117 finite dollar amount of service or for a finite set of minutes
118 that terminate either upon use by a customer and delivery by the
119 wireless provider of an agreed-upon amount of service
120 corresponding to the total dollar amount paid in advance or
121 within a certain period of time following the initial purchase
122 or activation, unless additional payments are made.

123 (p) [(+)] "Public agency" means the state and any
124 municipality, county, municipal corporation, or other
125 governmental entity, public district, or public authority
126 located in whole or in part within this state which provides, or
127 has authority to provide, firefighting, law enforcement,
128 ambulance, medical, or other emergency services.

129 (q) [(+)] "Public safety agency" means a functional division
130 of a public agency which provides firefighting, law enforcement,
131 medical, or other emergency services.

132 (r) [(+)] "Rural county" means any county that has a
133 population of fewer than 75,000.

134 (s) [(+)] "Service" means "commercial mobile radio service"
135 as provided under ss. 3(27) and 332(d) of the Federal
136 Telecommunications Act of 1996, 47 U.S.C., ss. 151 et seq., and
137 the Omnibus Budget Reconciliation Act of 1993, Pub. L. No. 103-
138 66, August 10, 1993, 107 Stat. 312. The term "service" includes
139 the term "wireless" and service provided by any wireless real-
140 time two-way wire communication device, including radio-
141 telephone communications used in cellular telephone service;
142 personal communications service; or the functional or
143 competitive equivalent of a radio-telephone communications line
144 used in cellular telephone service, a personal communications
145 service, or a network radio access line. The term does not
146 include wireless providers that offer mainly dispatch service in
147 a more localized, noncellular configuration; providers offering
148 only data, one-way, or stored-voice services on an
149 interconnected basis; providers of air-to-ground services; or
150 public coast stations.

151 (t) [(+)] "Service number" means the unique 10-digit wireless
152 telephone number assigned to a service subscriber.

153 (u) "Sufficient positive balance" means a dollar amount
154 greater than or equal to the monthly wireless surcharge amount.

155 (v) [(+)] "Wireless 911 system" or "wireless 911 service"

156 means an emergency telephone system or service that provides a
157 subscriber with the ability to reach an answering point by
158 dialing the digits "911." A wireless 911 system is complementary
159 to a wired 911 system as provided for in s. 365.171.
160 (6) AUTHORITY OF THE BOARD; ANNUAL REPORT.--
161 (a) The board shall:
162 1. Administer the E911 fee.
163 2. Implement, maintain, and oversee the fund.
164 3. Review and oversee the disbursement of the revenues
165 deposited into the fund as provided in s. 365.173. The board may
166 establish a schedule for implementing wireless E911 service by
167 service area, and prioritize disbursements of revenues from the
168 fund to providers and rural counties as provided in s.
169 365.173(2)(b) and (c) pursuant to the schedule, in order to
170 implement E911 services in the most efficient and cost-effective
171 manner.
172 4. Review documentation submitted by providers which
173 reflects current and projected funds derived from the E911 fee,
174 and the expenses incurred and expected to be incurred, in order
175 to comply with the E911 service requirements contained in the
176 order for the purposes of:
177 a. Ensuring that providers receive fair and equitable
178 distributions of funds from the fund.
179 b. Ensuring that providers are not provided disbursements
180 from the fund which exceed the costs of providing E911 service,
181 including the costs of complying with the order.
182 c. Ascertaining the projected costs of compliance with the
183 requirements of the order and projected collections of the E911
184 fee.
185 d. Implementing changes to the allocation percentages or
186 reducing the E911 fee under paragraph (8)(c).
187 5. Review and approve or reject, in whole or in part,
188 applications submitted by providers for recovery of moneys
189 deposited into the fund.
190 6. Hire and retain employees for the purposes of
191 performing [the technical and](#) administrative functions for the
192 board.
193 7. Make and enter into contracts, pursuant to chapter 287,
194 and execute other instruments necessary or convenient for the
195 exercise of the powers and functions of the board.
196 8. Take all necessary and reasonable steps by July 1,
197 2000, to secure appropriate information and reports from
198 providers and otherwise perform all of the functions that would
199 be performed by an independent accounting firm prior to
200 completing the request-for-proposals process under subsection
201 (7).
202 9. Sue and be sued, and appear and defend in all actions
203 and proceedings, in its corporate name to the same extent as a
204 natural person.
205 10. Adopt, use, and alter a common corporate seal.
206 11. Elect or appoint the officers and agents that are
207 required by the affairs of the board.
208 12. The board may adopt rules under ss. 120.536(1) and
209 120.54 to implement this section and ss. 365.173 and 365.174.
210 [13. Provide coordination, support, and technical](#)
211 [assistance to counties to promote the deployment of advanced 911](#)

212 and E911 systems in the state.
213 14. Provide coordination and support for educational
214 opportunities related to 911 issues for the 911 community in
215 this state.
216 15. Act as an advocate for issues related to 911 system
217 functions, features, and operations to improve the delivery of
218 911 services to the residents of and visitors to this state.
219 16. Coordinate input from this state at national forums
220 and associations, to ensure that policies related to 911 systems
221 and services are consistent with the policies of the 911
222 community in this state.
223 17. Work cooperatively with the system director
224 established in s. 365.171(5) to enhance the state of 911
225 services in this state and to provide unified leadership for all
226 911 issues through planning and coordination.
227 18. [~~13.~~] Do all acts and things necessary or convenient to
228 carry out the powers granted in this section, including but not
229 limited to, consideration of emerging technology and related
230 cost savings.

231 (7) REQUEST FOR PROPOSALS FOR INDEPENDENT ACCOUNTING
232 FIRM.--

233 (a) The board shall issue a request for proposals as
234 provided in chapter 287 for the purpose of retaining an
235 independent accounting firm. The independent accounting firm
236 shall perform all material administrative and accounting tasks
237 and functions required for administering the E911 fee. The
238 request for proposals must include, but need not be limited to:

239 1. A description of the scope and general requirements of
240 the services requested.

241 2. A description of the specific accounting and reporting
242 services required for administering the fund, including
243 processing checks and distributing funds as directed by the
244 board under s. 365.173.

245 3. A description of information to be provided by the
246 proposer, including the proposer's background and qualifications
247 and the proposed cost of the services to be provided.

248 (b) The board shall establish a committee to review
249 requests for proposals which must include the statewide 911
250 system director, or his or her designee, and two members of the
251 board, one of whom is a county 911 coordinator and one of whom
252 represents the wireless telecommunications industry. The review
253 committee shall review the proposals received by the board and
254 recommend an independent accounting firm to the board for final
255 selection. By agreeing to serve on the review committee, each
256 member of the review committee shall verify that he or she does
257 not have any interest or employment, directly or indirectly,
258 with potential proposers which conflicts in any manner or degree
259 with his or her performance on the committee.

260 (c) After July 1, 2004, the board may secure the services
261 of an independent accounting firm via invitation to bid, request
262 for proposals, invitation to negotiate, or professional
263 contracts already established at the Division of Purchasing,
264 Department of Management Services, for certified public
265 accounting firms, or the board may hire and retain professional
266 accounting staff to accomplish these functions.

267 (9) MANAGEMENT OF FUNDS.--

268 (a) Each provider, as a part of its monthly billing
269 process, shall collect the fee imposed under subsection (8). The
270 provider may list the fee as a separate entry on each bill, in
271 which case the fee must be identified as a fee for E911
272 services. A provider shall remit the fee only if the fee is paid
273 by the subscriber. If a provider receives a partial payment for
274 a monthly bill from a subscriber, the amount received shall
275 first be applied to the payment due the provider for the
276 provision of telecommunications service.

277 (b) In the case of prepaid wireless telephone service, the
278 monthly wireless 911 surcharge imposed by subsection (8) shall
279 be remitted based upon each prepaid wireless telephone
280 associated with this state, for each wireless service customer
281 that has a sufficient positive balance as of the last day of
282 each month. The surcharge shall be remitted in any manner
283 consistent with the wireless provider's existing operating or
284 technological abilities, such as customer address, location
285 associated with the MTN, or reasonable allocation method based
286 upon other comparable relevant data. The surcharge amount or an
287 equivalent number of minutes may be reduced from the prepaid
288 subscriber's account since a direct billing may not be possible.
289 However, collection of the wireless 911 surcharge in the manner
290 of a reduction of value or minutes from the prepaid subscriber's
291 account does not constitute a reduction in the sales price for
292 purposes of taxes that are collected at the point of sale.

293 (c) ~~(b)~~ A provider is not obligated to take any legal
294 action to enforce collection of the fees for which any
295 subscriber is billed. The provider shall provide to the board
296 each quarter a list of the names, addresses, and service numbers
297 of all subscribers who have indicated to the provider their
298 refusal to pay the fee.

299 (d) ~~(e)~~ Each provider may retain 1 percent of the amount of
300 the fees collected as reimbursement for the administrative costs
301 incurred by the provider to bill, collect, and remit the fee.
302 The remainder shall be delivered to the board and deposited in
303 the fund. The board shall distribute the remainder pursuant to
304 s. 365.173.

305 (e) ~~(d)~~ Each provider shall deliver revenues from the fee
306 to the board within 60 days after the end of the month in which
307 the fee was billed, together with a monthly report of the number
308 of wireless customers whose place of primary use is in each
309 county. A provider may apply to the board for a refund of, or
310 may take a credit for, any fees remitted to the board which are
311 not collected by the provider within 6 months following the
312 month in which the fees are charged off for federal income tax
313 purposes as bad debt. The board may waive the requirement that
314 the fees and number of customers whose place of primary use is
315 in each county be submitted to the board each month and
316 authorize a provider to submit the fees and number of customers
317 quarterly if the provider demonstrates that such waiver is
318 necessary and justified.

319 (f) ~~(e)~~ For purposes of this section, the definitions
320 contained in s. 202.11 and the provisions of s. 202.155 apply in
321 the same manner and to the same extent as such definitions and
322 provisions apply to the taxes levied pursuant to chapter 202 on
323 mobile communications services.

324 (g) [(#)] As used in this subsection, the term "provider"
325 includes any person or entity that resells wireless service and
326 was not assessed the fee by its resale supplier.

327 (11) FACILITATING E911 SERVICE
328 IMPLEMENTATION.--Notwithstanding any other law or local
329 ordinance to the contrary:

330 (a) Colocation among wireless telephone service providers
331 is encouraged by the state. To further facilitate agreements
332 among providers for colocation of their facilities, any antennae
333 and related equipment to service the antennae that is being
334 colocated on an existing above-ground structure is not subject
335 to land development regulation pursuant to s. 163.3202, provided
336 the height of the existing structure is not increased. However,
337 construction of the antennae and related equipment is subject to
338 local building regulations and any existing permits or
339 agreements for such property, buildings, or structures. Nothing
340 herein shall relieve the permit holder for or owner of the
341 existing structure of compliance with any applicable condition
342 or requirement of a permit, agreement, or land development
343 regulation, including any aesthetic requirements, or law.

344 (b) Local governments shall not require providers to
345 provide evidence of a wireless communications facility's
346 compliance with federal regulations. However, local governments
347 shall receive evidence of proper Federal Communications
348 Commission licensure from a provider and may request the Federal
349 Communications Commission to provide information as to a
350 provider's compliance with federal regulations, as authorized by
351 federal law.

352 (c)1. A local government shall grant or deny a properly
353 completed application for a permit, including permits under
354 paragraph (a), for the colocation of a wireless communications
355 facility on property, buildings, or structures within the local
356 government's jurisdiction within 45 business days after the date
357 the properly completed application is initially submitted in
358 accordance with the applicable local government application
359 procedures, provided that such permit complies with applicable
360 federal regulations and applicable local zoning or land
361 development regulations, including any aesthetic requirements.
362 Local building regulations shall apply.

363 2. A local government shall grant or deny a properly
364 completed application for a permit for the siting of a new
365 wireless tower or antenna on property, buildings, or structures
366 within the local government's jurisdiction within 90 business
367 days after the date the properly completed application is
368 initially submitted in accordance with the applicable local
369 government application procedures, provided that such permit
370 complies with applicable federal regulations and applicable
371 local zoning or land development regulations, including any
372 aesthetic requirements. Local building regulations shall apply.

373 3.a. The local government shall notify the permit
374 applicant within 20 business days after the date the application
375 is submitted as to whether the application is, for
376 administrative purposes only, properly completed and has been
377 properly submitted. However, such determination shall not be
378 deemed as an approval of the application. Such notification
379 shall indicate with specificity any deficiencies which, if

380 cured, shall make the application properly completed.
381 b. If the local government fails to grant or deny a
382 properly completed application for a permit which has been
383 properly submitted within the timeframes set forth in this
384 paragraph, the permit shall be deemed automatically approved and
385 the provider may proceed with placement of such facilities
386 without interference or penalty. The timeframes specified in
387 subparagraphs 1. and 2. shall be extended only to the extent
388 that the permit has not been granted or denied because the local
389 government's procedures generally applicable to all permits,
390 require action by the governing body and such action has not
391 taken place within the timeframes specified in subparagraphs 1.
392 and 2. Under such circumstances, the local government must act
393 to either grant or deny the permit at its next regularly
394 scheduled meeting or, otherwise, the permit shall be deemed to
395 be automatically approved.
396 c. To be effective, a waiver of the timeframes set forth
397 herein must be voluntarily agreed to by the applicant and the
398 local government. A local government may request, but not
399 require, a waiver of the timeframes by an entity seeking a
400 permit, except that, with respect to a specific permit, a one-
401 time waiver may be required in the case of a declared local,
402 state, or federal emergency that directly affects the
403 administration of all permitting activities of the local
404 government.
405 (d) Any additional wireless communications facilities,
406 such as communication cables, adjacent accessory structures, or
407 adjacent accessory equipment used in the provision of cellular,
408 enhanced specialized mobile radio, or personal communications
409 services, required within the existing secured equipment
410 compound within the existing site shall be deemed a permitted
411 use or activity. Local building and land development
412 regulations, including any aesthetic requirements, shall apply.
413 (e) Any other provision of law to the contrary
414 notwithstanding, the Department of Management Services shall
415 negotiate, in the name of the state, leases for wireless
416 communications facilities that provide access to state
417 government-owned property not acquired for transportation
418 purposes, and the Department of Transportation shall negotiate,
419 in the name of the state, leases for wireless communications
420 facilities that provide access to property acquired for state
421 rights-of-way. On property acquired for transportation purposes,
422 leases shall be granted in accordance with s. 337.251. On other
423 state government-owned property, leases shall be granted on a
424 space available, first-come, first-served basis. Payments
425 required by state government under a lease must be reasonable
426 and must reflect the market rate for the use of the state
427 government-owned property. The Department of Management Services
428 and the Department of Transportation are authorized to adopt
429 rules for the terms and conditions and granting of any such
430 leases.
431 (f) Any wireless telephone service provider may report to
432 the board no later than September 1, 2003, the specific
433 locations or general areas within a county or municipality where
434 the provider has experienced unreasonable delay to locate
435 wireless telecommunications facilities necessary to provide the

436 [needed coverage for compliance with federal Phase II E911](#)
437 [requirements using its own network. The provider shall also](#)
438 [provide this information to the specifically identified county](#)
439 [or municipality no later than September 1, 2003. Unless the](#)
440 [board receives no report that unreasonable delays have occurred,](#)
441 [the board shall, no later than September 30, 2003, establish a](#)
442 [subcommittee responsible for developing a balanced approach](#)
443 [between the ability of providers to locate wireless facilities](#)
444 [necessary to comply with federal Phase II E911 requirements](#)
445 [using the carrier's own network and the desire of counties and](#)
446 [municipalities to zone and regulate land uses to achieve public](#)
447 [welfare goals. If a subcommittee is established, it shall](#)
448 [include representatives from the Florida Telecommunications](#)
449 [Industry Association, the Florida Association of Counties, and](#)
450 [the Florida League of Cities. The subcommittee shall be charged](#)
451 [with developing recommendations for the board and any](#)
452 [specifically identified municipality or county to consider](#)
453 [regarding actions to be taken for compliance for federal Phase](#)
454 [II E911 requirements. In the annual report due to the Governor](#)
455 [and the Legislature by February 28, 2004, the board shall](#)
456 [include any recommendations developed by the subcommittee to](#)
457 [address compliance with federal Phase II E911 requirements.](#)

458 Section 2. Paragraph (b) of subsection (2) of section
459 365.173, Florida Statutes, is amended to read:

460 365.173 Wireless Emergency Telephone System Fund.--

461 (2) Subject to any modifications approved by the board
462 pursuant to s. 365.172(8)(c), the moneys in the fund shall be
463 distributed and used only as follows:

464 (b) Fifty-four percent of the moneys shall be distributed
465 in response to sworn invoices submitted to the board by
466 providers to reimburse such providers for the actual costs
467 incurred to provide 911 or E911 service, including the costs of
468 complying with the order. Such costs include costs and expenses
469 incurred by providers to design, purchase, lease, program,
470 install, test, upgrade, operate, and maintain all necessary
471 data, hardware, and software required to provide E911 service.
472 Up to 2 percent of the funds allocated to providers shall be
473 retained by the board to be applied to costs and expenses
474 incurred for the purposes of managing, administering, and
475 overseeing the receipts and disbursements from the fund [and](#)
476 [other activities as defined in s. 365.172\(6\)](#). Any funds retained
477 for such purposes in a calendar year which are not applied to
478 such costs and expenses by March 31 of the following year shall
479 be distributed to providers pursuant to this paragraph.

480 Beginning in state fiscal year 2000-2001, each provider shall
481 submit to the board, by August 1 of each year, a detailed
482 estimate of the capital and operating expenses for which it
483 anticipates that it will seek reimbursement under this paragraph
484 during the ensuing state fiscal year. By September 15 of each
485 year, the board shall submit to the Legislature its legislative
486 budget request for funds to be allocated to providers under this
487 paragraph during the ensuing state fiscal year. The budget
488 request shall be based on the information submitted by the
489 providers and estimated surcharge revenues. Distributions of
490 moneys in the fund by the board to providers must be fair and
491 nondiscriminatory. If the total amount of moneys requested by

492 providers pursuant to invoices submitted to the board and
493 approved for payment exceeds the amount in the fund in any
494 month, providers that have invoices approved for payment shall
495 receive a pro rata share of moneys in the fund and the balance
496 of the payments shall be carried over to the following month or
497 months until all of the approved payments are made. The board
498 may adopt rules necessary to address the manner in which pro
499 rata distributions are made when the total amount of funds
500 requested by providers pursuant to invoices submitted to the
501 board exceeds the total amount of moneys on deposit in the fund.
502

503 The Legislature recognizes that the wireless E911 fee authorized
504 under s. 365.172 will not necessarily provide the total funding
505 required for establishing or providing the 911 service. It is
506 the intent of the Legislature that all revenue from the fee be
507 used as specified in s. 365.171(13)(a)6.

508 Section 3. Section 365.175, Florida Statutes, is created
509 to read:

510 365.175 Emergency Telephone Number 911 Private Branch
511 Exchange-Private Switch Automatic Location Identification.--

512 (1) DEFINITIONS.--As used in this section, the term:

513 (a) "Automatic location identification" or "ALI" means the
514 automatic display at the Public Safety Answering Point (PSAP) of
515 the caller's telephone number, the address or location of the
516 telephone, and supplementary emergency services information.

517 (b) "Automatic location identification retrieval" or "ALI
518 retrieval" means the process of querying the 9-1-1 database for
519 ALI records.

520 (c) "Automatic number identification" or "ANI" means the
521 telephone number associated with the access line from which a
522 call originates.

523 (d) "Private branch exchange" or "PBX" means a private
524 telephone system that is connected to the Public Switched
525 Telephone Network (PSTN).

526 (e) "Private switch ALI" or "PSA" means a service option
527 which provides enhanced 9-1-1 features for telephone stations
528 behind private switches, e.g., PBX's.

529 (2) REQUIRED ALI CAPABILITY.--Each PBX system installed
530 after January 1, 2004, must be capable of providing automatic
531 location identification to the station level.

532 Section 4. This act shall take effect July 1, 2003.

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.

Louisiana

SENATE BILL NO. 878 (Substitute for Senate Bill No. 705 by Senator Jackson)
BY SENATOR JACKSON
ACT NO. 737

AN ACT 1

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

Be it enacted by the Legislature of Louisiana: 5

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

§9110. Multi-line telephone systems 7

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

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

(1) "District" means a communication district created pursuant to R.S. 11
33:9101 or pursuant to or by any local or special Act except a district that is governed 12
by the provisions of Part II of this Chapter unless otherwise provided by law. 13

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

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

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

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

ENROLLED SB NO. 878

Page 2 of 2

CODING: Words in struck through are deletions from existing law; words
underscored and boldfaced are additions.

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

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

Maine

Maine recently passed HB 1056 (LD 1444) that facilitates E-9-1-1 for Multiline Telephone Systems, and a summary of the bill's contents is below:

Requires privately owned or leased multiline telephone systems to provide to end users the same level of E- 9-1-1 service that nonmultiline end users receive (ANI signaling, station identification data and updates to E-9-1-1 databases).

Requires multiline telephone systems that are newly installed or replaced to be compliant with routine technical rules adopted by the Department of Public Safety, Emergency Services Communication Bureau.

Permits the Department of Public Safety, Emergency Services Communications Bureau to adopt rules to establish requirements for locating emergency calls, and initiating emergency responses to such calls, made from within multiline telephone systems, including network-based or premises-based systems, whether owned or leased by a public or private entity, such as private branch exchanges or Centrex systems.

Establishes parameters for any such rules, makes them major substantive rules subject to legislative approval and requires them to be approved by the Public Utilities Commission prior to their submission to the Legislature.

Fiscal Impact - Potential future biennium cost increase (General Fund).

Effective Date - 09/13/03

MINNESOTA

CHAPTER 282-S.F.No. 653

An act relating to public safety; modifying 911 emergency telecommunications provisions governing multiline telephone systems; appropriating money; amending Minnesota Statutes 2002, sections 169A.52, subdivision 7; 403.01, subdivision 6; 403.02, by adding subdivisions; 403.07, subdivision 5; proposing coding for new law in Minnesota Statutes, chapter 403.

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

Section 1. Minnesota Statutes 2002, section 169A.52, subdivision 7, is amended to read:

Subd. 6. [MULTISTATION OR PBX SYSTEM.] Every owner and operator of a multistation or private branch exchange (PBX) ~~telecommunications~~ multiline telephone system shall design and maintain the system to dial the 911 number without charge to the caller.

Sec. 3. Minnesota Statutes 2002, section 403.02, is amended by adding a subdivision to read:

Subd. 22. [CALL BACK NUMBER.] "Call back number" means a number used by the public safety answering point to recontact the location from which the 911 call was placed.

Sec. 4. Minnesota Statutes 2002, section 403.02, is amended by adding a subdivision to read:

Subd. 23. [EMERGENCY LOCATION IDENTIFICATION NUMBER.] "Emergency location identification number" means a valid North American numbering plan format telephone number, assigned to the multiline telephone system operator by the appropriate authority, that is used to route the call to a public safety answering point and is used to retrieve the automatic location identification for the public safety answering point.

Sec. 5. Minnesota Statutes 2002, section 403.02, is amended by adding a subdivision to read:

Subd. 24. [EMERGENCY RESPONSE LOCATION.] "Emergency response location" means a location to which a 911 emergency response team may be dispatched. The location must be specific enough to provide a reasonable opportunity for the emergency response team to locate a caller anywhere within it.

Sec. 6. Minnesota Statutes 2002, section 403.02, is amended by adding a subdivision to read:

Subd. 25. [MULTILINE TELEPHONE SYSTEM.] "Multiline telephone system" means a private telephone system comprised of common control units, telephones, and control hardware and software that share a common interface to the public switched telephone network. This includes network and premises-based systems and systems owned or leased by governmental agencies and nonprofit entities, as well as for-profit businesses.

Sec. 7. Minnesota Statutes 2002, section 403.02, is amended by adding a subdivision to read:

Subd. 26. [SHARED RESIDENTIAL MULTILINE TELEPHONE SYSTEM SERVICE.] "Shared residential multiline telephone service" means the

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

Sec. 8. Minnesota Statutes 2002, section 403.07, subdivision 5, is amended to read:

Subd. 5. [LIABILITY.] (a) A wire line telecommunications service provider, its employees, or its agents are not liable to any person who uses enhanced 911 telecommunications service for release of subscriber information required under this chapter to any public safety answering point.

(b) A wire line telecommunications service provider is not liable to any person for the good faith release to emergency communications personnel of information not in the public record, including, but not limited to, nonpublished or nonlisted telephone numbers.

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

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

Sec. 9. [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 call back 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 AND MOTEL MULTILINE TELEPHONE SYSTEM.]

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

Subd. 5. [BUSINESS MULTILINE TELEPHONE SYSTEM.] (a) An operator of business multiline telephone systems connected to the public switched telephone network and serving business locations of one employer shall ensure that calls to 911 from any telephone on the system result in one of the following:

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

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

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

(b) Except as provided in paragraph (c), providers of multiline telephone systems serving multiple employers' business locations shall ensure that calls to 911 from any telephone result in automatic location identification for the respective emergency response location of each business location sharing the system.

(c) Only one emergency response location is required in the following circumstances:

(1) an employer's workspace is less than 40,000 square feet, located on a single floor and on a single contiguous property;

(2) an employer's workspace is less than 7,000 square feet, located on multiple floors and on a single contiguous property; or

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

Subd. 6. [SCHOOLS.] A multiline telephone system operated by a public or private educational institution, including a system serving dormitories and other residential customers, is subject to this subdivision and is not subject to subdivision

3. The operator of the education institution multiline system connected to the public switched network must ensure that calls to 911 from any telephone on the system result in one of the following:

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

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

or

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

Subd. 7. [EXEMPTIONS.] (a) Multiline telephone systems with a single emergency response location are exempt from subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.

(b) Multiline telephone system operators that employ alternative methods of enhanced 911 support are exempt from subdivisions 1 and 3 to 6 and section 403.07, subdivision 3.

(c) A multiline telephone system operator may apply for an exemption from the requirements in this section from the chief officer of each public safety answering point serving that jurisdiction.

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

Sec. 10. [APPROPRIATION.]

\$3,475,000 is appropriated in fiscal year 2004 to the commissioner of public safety from the state government special revenue fund to be used by the commissioner for 911 emergency telecommunications services under Laws 2003, First Special Session chapter 1, article 1, section 29. This is a onetime appropriation.

Sec. 11. [EFFECTIVE DATE.]

Sections 2 to 10 are effective the day following final enactment.

Presented to the governor May 18, 2004

Signed by the governor May 29, 2004, 10:25 a.m.

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.

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 multi tenant building is a different physical address. (f) A hotel, motel, or similar lodging facility that does not operate with a 24-hour, seven-day on-site telephone operator must use a system that furnishes the telephone number and location of the individual unit from which a 9-1-1 call is placed. (g) A service supplier, [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.

President of the Senate Speaker of the House

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

Chief Clerk of the House I certify that 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.

Virginia

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070204480

HOUSE BILL NO. 1603

AMENDMENT IN THE NATURE OF A SUBSTITUTE

(Proposed by the Senate Committee on Commerce and Labor
on February 12, 2007)

(Patron Prior to Substitute--Delegate Rapp)

A BILL 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.

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.

[Legislative Information System](#)

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.]