

# HOUSE RESEARCH

## Bill Summary

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### Overview

Most traditional landline phones provide enhanced 911 (E911) service, where the caller's location automatically appears on the screen of the emergency personnel answering the call. This feature allows emergency responders to quickly reach callers unable to speak or who do not know their location. However, it has been estimated that as few as 20 percent of large institutions with multiline telephone systems - offices, universities, public facilities - have E911 service that provides responders with the caller's specific location (e.g., 8<sup>th</sup> floor, southwest corner).

This is a national problem. A December 2003 Federal Communications Commission order stated that

the lack of effective implementation of MLTS [multiline telephone systems] E911 could be an unacceptable gap in the emergency call system. . . The delivery of accurate location and call-back information is vital for emergency response service to be effective and is clearly in the public interest.<sup>1</sup>

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<sup>1</sup> *In the Matter of Revision of the Commission's Rules to Ensure Compatibility With Enhanced 911 Emergency Calling Systems*, CC Docket No. 94-102, December 1, 2003, Paragraph 50.

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The Commission concluded, "[W]e expect that states will adopt rules requiring MLTS E911 implementation. . . . [W]e are prepared to act at the federal level should states fail to do so."<sup>1</sup>

House File 622 requires operators of multiline telephone systems serving different types of institutions to provide enhanced 911 service or its equivalent to their customers.

## Section

- 1 **Multistation or PBX system.** Requires a multistation telephone system operator to provide a callback number and an emergency response location for 911 calls.
- 2 **Definition: call back number.** Telephone number used by the 911 calltaker ("public safety answering point") to recontact the location from which the 911 call is placed.
- 3 **Definition: emergency location identification number.** Telephone number assigned to a multiline telephone system operator that is used by the public safety answering point to retrieve the location from which the 911 call is placed.
- 4 **Definition: emergency response location.** Location to which a 911 response team is dispatched. The location should be specific enough to give the response team a reasonable opportunity to locate the caller.
- 5 **Definition: multiline telephone system.** Private telephone system installed after June 30, 2003 that shares a common interface with the public switched telephone network.
- 6 **Definition: shared residential multiline telephone system.** Multiline system for residential facilities, including single-family, multifamily, and extended care facilities and dormitories.
- 7 **Multiline telephone system 911 requirements.**

**Subd. 1. Multiline telephone system user dialing instructions.** Requires the system operator to instruct all new users how to call for emergency assistance.

**Subd. 2. Shared residential multiline telephone system.** Requires the system operator to ensure that 911 calls automatically identify a separate subscriber and location for each residential unit, unless alternative methods to support E911 have been implemented.

**Subd. 3. Hotel and motel multiline telephone system.** Requires the system operator to allow 911 calls to be dialed and to ensure that the address and specific location of the caller is clearly identified.

**Subd. 4. Business multiline telephone system.** Requires the operator of such a system connected to the public switched telephone network and doing business at a single location to ensure that 911 calls:

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<sup>2</sup> *Ibid.*, Paragraph 53.

## **Section**

- identify a separate caller and location for each emergency response location; or
- allow emergency responders to be directed to the caller's location by alternate means, such as a private 24-hour answering point; or
- connect to a switchboard operator or other individual on-site.

If the business has multiple locations, a provider must ensure that 911 calls identify specific callers and emergency response locations at each separate place of business.

A single emergency response location may be identified only if the business covers less than 40,000 square feet on a single floor and on a single contiguous property, or less than 7,000 square feet on multiple floors on a single contiguous property.

**Subd. 5. Exemptions.** Multiline telephone systems with a single emergency response location or that provide alternative methods to support enhanced 911 service are exempt from the signaling regulations and regulations requiring providers to provide and continuously update a database of customer names, addresses and telephone numbers to each public safety answering point. (Minn. Stat. § 403.07, subd. 3) Any multiline operator may apply for an exemption from the requirements in this chapter from the chief officer of each public safety answering point serving that jurisdiction.

**8** **Effective date.** Sections 1 to 6 are effective the day following enactment.