**65 PUBLIC UTILITIES COMMISSON**

**625 EMERGENCY SERVICES COMMUNICATIONS BUREAU**

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

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

**Section 1. Applicability**

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

**Section 2. Definitions**

1. “Alternative Methods of Notification” means a method of locating an emergency caller and initiating an emergency response for users of Multiline Telephone Service other than the use of Automatic Location Identification and Automatic Number Identification standards used in processing enhanced 9-1-1 calls.
2. “Alternative Methods to Support Enhanced 9-1-1” means any method used by a MLTS Operator to give emergency response teams a reasonable opportunity to quickly locate a caller as an alternative to the MLTS signaling needed to produce the automatic display of caller location information on the video terminal of the call-taker.
3. “Automatic Location Identification (ALI)” means the automatic display at the PSAP of the caller’s telephone number, the address/location of the telephone, and supplementary emergency services information.
4. “Automatic Number Identification (ANI)” means the automatic display at the PSAP of the telephone number associated with the access line from which a 9-1-1 call originates.
5. “Building Unit Identifier (BUI)” means a room number or equivalent designation of a portion of a structure and/or building that uses a multiline telephone system.
6. “Centrex” means a business telephone service offered by some Local Exchange Carriers that provides PBX type features over access lines.
7. “Emergency Location Identification Number (ELIN)” means a valid North American Numbering Plan format telephone number (assigned to the MLTS Operator by the appropriate authority), which is used to route the call to a PSAP and used to retrieve the ALI for the PSAP. The ELIN may be the same number as the ANI. In some cases, the number my not be a dialable number.
8. “Emergency Response Location (ERL)” means a location to which a 9-1-1 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it.
9. “Emergency Services Communication Bureau (the Bureau)” means the Emergency Services Communication Bureau created pursuant to 25 M.R.S.A. §2934.
10. “9-1-1 Service Provider” means an entity providing one or more of the following 9-1-1 elements: Network, Customer Premise Equipment, or database service.
11. “Master Street Address Guide (MSAG)” means a database of street names and house number ranges within their associated communities defining emergency service zones (ESZs) and their associated emergency service numbers (ESNs) to enable proper routing of 9-1-1 calls.
12. “Multiline Telephone System (MLTS)” means a system comprised of common control unit(s), telephone sets, and control hardware and software. This includes, but is not limited to, network and premises based systems (e.g., Centrex and PBX, Hybrid, and Key Telephone Systems) that are owned or leased by municipal or government entities, non-profit entities, and for-profit businesses.
13. “MLTS operator” means the entity that either owns, or leases/rents from a third party, and operates a MLTS through which a caller/person may place a 9-1-1 call through the public switched network.
14. “Private Emergency Answering Point (PEAP)” means an answering point operated by non-public safety entities with alternative and adequate means of signaling and directing a response to emergencies.
15. “Private Branch Exchange (PBX)” means a private telephone switch that is connected to the Public Switched Telephone Network.
16. “Public Switched Telephone Network (PSTN)” means the network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.
17. “Public Safety Answering Point (PSAP)” means a facility equipped and staffed to receive 9-1-1 calls.
18. “Residence or residence facility” means multi-family facilities including apartments, townhouses, condominiums, dormitories, hotels, motels, resorts, extended care facilities, or similar entities, facilities, or structures.
19. “Shared Residential MLTS Service” means the use of a MLTS to provide service to residential facilities even if the service is not so delineated for purposes of billing.
20. “Substantially Upgraded” means having increased the capacity of a multiline telephone system by more than 75% of its previous capacity.

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

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

#### Section 4. Business Multiline Telephone System

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

**Section 5. Hotel/Motel Multiline Telephone System**

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

**Section 6. ALI Database Maintenance**

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

**Section 7. Industry Standards**

MLTS Operators shall use accepted and current industry standards, as approved by the Bureau, for interconnection into the State of Maine 9-1-1 system. Telecommunication carriers are responsible for providing interconnectivity using generally accepted industry standards.

**Section 8. Dialing Instructions**

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

**Section 9. MLTS Signaling**

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

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

Operators of buildings containing workspace of more than 40,000 square feet may seek Bureau approval of alternative methods of notification, communication, and response to emergencies. The alternative method shall include, at a minimum, the following:

**1.** A telephone system that provides the physical location of 9-1-1 calls coming from the building;

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

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

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

**Section 11. Application for Private Emergency Answering Point**

1. Buildings containing workspace of more than 40,000 square feet, sites that contain multiple buildings that share the same address, or businesses, entities or institutions that occupy multiple buildings in close proximity with different addresses may maintain a Private Emergency Answering Point (PEAP).

Such businesses, entities, or institutions shall seek authorization as a PEAP under the provisions of this section and Section 12 of this Chapter. Authorization by the Bureau is necessary prior to a business answering and dispatching its own internal emergency calls. Entities that qualify under this section must be either multi-floor buildings or multi-building locations and provide their own medical, fire, and law enforcement either internally or by contract.

1. Any business, entity, or institution that seeks to operate a PEAP within its own facility shall follow the procedures established herein to petition the Bureau for authorization.
2. Each business, entity, or institution shall submit a Proposed Plan to the Bureau for review, prior to filing its final plan. The Bureau shall review the Proposed Plan and provide written comments to the applicant.
3. Proposed and final plans shall consist of a narrative that provides an explanation of the proposed system's operation and shall include, but not be limited to, the following exhibits:

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

**Exhibit 2:** Call handling agreements with the internal emergency responders, including, but not limited to, the internal medical, fire, and law enforcement services. These agreements shall include a commitment from the parties that appropriate action shall be taken in response to emergency calls and subsequent dispatches and that top priority shall be given to such emergency calls by the parties.

**Exhibit 3:** Call handling agreements with the existing jurisdictional PSAP for additional back-up medical, fire, and law enforcement assistance.

**Exhibit 4:** Agreements and provisions providing for back-up PSAP services.

**Exhibit 5:** Standard Operating Procedures. Such procedures shall specify how calls will be dispatched to emergency responders within its facility. In addition, such procedures shall specify how additional public safety agencies or other emergency response services outside of the business will be dispatched in the event that additional emergency assistance is needed.

**Exhibit 6:** Disaster Procedures.

**Exhibit 7:** Network Diagram—a chart showing the trunking configuration from the applicant's switch to the jurisdictional PSAP.

**Exhibit 8:** Facility Floor Plan.

1. After review by the Bureau, the business, entity, or institution shall submit a Final Plan to the Bureau. Such Plan shall be effective upon signature by the Bureau Director.

**Section 12. Private Emergency Answering Point**

1. Any entity or business that has been authorized by the Bureau to operate a PEAP and to handle its own internal emergency calls must meet the following minimum standards:
   1. the PEAP shall use the digits “9-1-1” as its primary emergency telephone number;
   2. 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;
   3. the PEAP shall have a written agreement with the existing jurisdictional PSAP to be the remote back-up/overflow answering point. Such agreement shall contain or provide procedures for routing calls to the jurisdictional PSAP;
   4. the phone switch shall be configured to automatically transfer calls to the jurisdictional PSAP if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated;
   5. the PEAP shall have ring down or transfer capability to the jurisdictional PSAP via the 9‑1‑1 network to transfer 9-1-1 calls appropriately;
   6. personnel answering the emergency phone shall be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance in an emergency. All such personnel shall attend state-provided dispatcher training, if available. Each PEAP shall be responsible for the costs of such training;
   7. the PEAP shall meet minimum PSAP requirements as established by the Bureau; and
   8. emergency calls shall be identified by the telecommunications equipment in such a manner that the operator can give priority to the call. Where possible, the telephone switching system shall provide top priority to all emergency calls if a blocking condition occurs in the phone system.
2. The Bureau shall have the authority to inspect and audit the PEAP to verify compliance. Should the Bureau find an entity in non-compliance and the entity is unable to correct the issue to remain compliant, the Bureau may remove PEAP authority from the entity.
3. Each PEAP shall develop and use written Standard Operating Procedures and Disaster Procedures for its emergency operations and for the use by its personnel who will be handling emergency calls.
4. Each PEAP shall enter into call handling agreements with its internal emergency responders for medical, fire, or law enforcement services. Such agreements shall specify the method of dispatch that will be used in contacting these responders.
5. Each PEAP shall enter into call handling agreements with the jurisdictional PSAP for medical, fire, or law enforcement services in the event that additional assistance is needed beyond what the PEAP itself can provide, or in the event the PEAP becomes inoperable.
6. Each PEAP shall provide an annual report to the Bureau on January 1 of each year, to be submitted in electronic format. The annual report shall provide the following information:
   1. The business' name and street address.
   2. The name and telephone number of a contact person.
   3. The recertification of all agreements, including but not limited to, agreements with the jurisdictional PSAP.
   4. Current Standard Operating Procedures.
   5. Current Disaster Procedures.

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

**Section 13. Exemptions**

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

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

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

**Section15. Waivers**

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

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

**AUTHORITY:** 25 M.R.S.A. § 2934

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