

**DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS**

**PUBLIC SERVICE COMMISSION**

**EMERGENCY 9-1-1 SERVICES MULTILINE TELEPHONE SYSTEMS**

(By authority conferred on the public service commission by sections 405 and 413 of 1986 PA 32, MCL 484.1405 and 484.1413)

**PART 1. GENERAL PROVISIONS**

**R 484.901 Applicability.**

Rule 1. (1) These rules apply to multiline telephone system operators as defined in Part 1, Rule 2 of these rules.

(2) Provisions of these rules shall be mandatory not later than the date specified in MCL 484.1405.

History: 2011 AACS.

**R 484.902 Definitions.**

Rule 2. (1) As used in these rules:

(a) "Act" means the emergency 9-1-1 service enabling act, 1986 PA 32, MCL 484.1101 et seq.

(b) "Alternative methods of notification" means that an internal system exists which will locate the communications device used to make a 9-1-1 call and initiate an emergency response.

(c) "Communications device" means a device capable of accessing, connecting with or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone, cellular telephone, wireless communications device, interconnected voice over the internet device, or any other means.

(d) "Enhanced 9-1-1" or "E9-1-1" means an advanced form of 9-1-1 service that transmits the caller's telephone number to the public safety answering point, for cross-referencing with an address database to determine the caller's location, which is relayed to a video-monitor for the emergency dispatcher to direct public safety personnel responding to the emergency.

(e) "Multiline telephone system" or "MLTS" means a system comprised of common control unit or units, telephone sets with unique telephone numbers, and control hardware and software.

(f) "Multiline telephone system operator" or "MLTS operator" means a service user who owns, leases, or rents from a third party, and operates an MLTS.

(g) "Specific location" means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet.

History: 2011 AACCS.

## **PART 2. MULTILINE TELEPHONE SYSTEM OPERATOR RESPONSIBILITIES**

### **R 484.903 Multiline telephone system operator responsibilities.**

Rule 3. (1) The MLTS operator shall assure that the multiline telephone system is capable of routing 9-1-1 calls to the 9-1-1 network, and answered by a primary PSAP, in a manner that the calls result in accurate ALI and ANI that can be verified in the 9-1-1 location database and include the specific location of the communications device.

(2) For a building having its own street address and containing an occupied area of more than 7,000 square feet, all located on a single floor and on a single contiguous property, the MLTS operator shall identify the specific location of each communications device, including the street address.

(3) For a building having its own street address and containing an occupied area of more than 7,000 square feet on multiple floors, the MLTS operator shall identify the specific location of each communications device including the street address and building floor.

(4) For separate buildings, using 1 MLTS, containing a total occupied area of more than 7,000 square feet on multiple floors and on a single contiguous property having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, including the street address, building floor, and any unique building identifier, if applicable.

(5) For separate buildings, using 1 MLTS, containing an occupied area of more than 7,000 square feet, all located on a single floor and on a single contiguous property and having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, in addition to the street address.

History: 2011 AACCS; 2015 AACCS.

## **PART 3. EXEMPTIONS**

### **R 484.904 Exemptions.**

Rule 4. (1) The MLTS operator is exempt from the specific location identification requirements if the building maintains, on a 24-hour basis, an alternative method of notification and adequate means of signaling and responding to emergencies including, but not limited to, a communications system that provides the

specific location of 9-1-1 calls from within the building or the building is serviced with its own appropriate medical, fire, and security personnel.

(2) MLTS operators not serviced by enhanced 9-1-1 service are exempt until enhanced 9-1-1 is available.

History: 2011 AACS.

#### **PART 4. REMEDIES AND PENALTIES**

##### **R 484.905 Remedies.**

Rule 5. MLTS operators in violation of the act after December 31, 2011 must provide the commission and the committee information on the failure to meet the deadline and within 60 days of the violation provide a plan to remedy the failure within 6 months.

History: 2011 AACS.

##### **R 484.906 Penalties.**

Rule 6. MLTS operators in violation of the act after December 31, 2011 may be assessed a fine by the commission from \$500.00 to \$5,000.00 per offense.

History: 2011 AACS.