

## 560 CMR: STATE 911 DEPARTMENT

### 560 CMR 4.00: REGULATIONS GOVERNING ENHANCED 911 SERVICE FOR MULTI-LINE TELEPHONE SYSTEMS

#### 4.01: Purpose

The purpose of 560 CMR 4.00 is to establish regulations to carry out the provisions of M.G.L. c. 6A, §18J to require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system shall provide the same level of enhanced 911 service that is provided to others in the commonwealth.

#### 4.02: Scope and Applicability

560 CMR 4.00 applies to all new or substantially renovated multi-line telephone systems beginning July 1, 2009.

#### 4.03: Definitions

Automatic location identification or ALI means an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

ALI Database means the set of ALI records residing on a computer system.

Automatic number identification or ANI means an enhanced 911 service capability that allows for the automatic display of a telephone number used to place or route a 911 call.

Business or entity multi-line telephone system means a multi-line telephone system that provides service to a corporation, trust, organization, partnership, cooperative, joint venture, incorporated or unincorporated association, whether for profit or not for profit and whether created by or organized under the laws of the commonwealth or under laws other than those of the commonwealth.

Call back number means a number used by a PSAP to contact the location from which the 911 call was placed. This number shall allow a call from the PSAP to reach the station used to originate the 911 call, or the number of a switchboard operator, attendant, or other designated on-site individual with the ability to direct emergency responders to the 911 caller's location 24 hours a day, 7 days a week, 365 days a year.

Centrex means a system that is central office based and has feature characteristics similar to a private branch exchange.

Commonwealth means the Commonwealth of Massachusetts.

Department means the state 911 department.

Direct Inward Dialing means the ability for an outside caller to be connected directly to an internal telephone extension without having to pass through a switchboard operator or attendant.

Emergency response location or ERL means a location to which emergency response services may be dispatched.

Emergency response location or ERL identifier means an additional location identification that provides specific location identification within a building, structure, complex, or campus such as a floor name or number, wing name or number, building name or number, unit name or number, room name or number, or office or cubicle name or number.

End user means a person who uses communication services.

Enhanced 911 service means a service consisting of communication network, database and equipment features provided for subscribers or end users of communication services enabling such subscribers or end users to reach a PSAP by dialing the digits 911, or by other means approved by the department, that directs calls to appropriate PSAPs based on selective routing and provides the capability for automatic number identification and automatic location identification.

Enhanced 911 network features means the components of enhanced 911 service that provide selective routing, automatic number identification and automatic location identification.

Governmental agency multi-line telephone system means a multi-line telephone system that provides service to an agency, department, executive office, board, commission, division or authority of the commonwealth, or any of its branches, or of any political subdivisions thereof; each board, commission, committee or subcommittee of any district, city, region, or town, however elected, appointed, or otherwise constituted; and the governing board of a local housing redevelopment or similar authority.

Hotel/motel multi-line telephone system means a multi-line telephone system that provides service to a hotel, motel, resort, inn, lodge, bed and breakfast or other similar accommodation with 20 or more rooms intended or designed to be used, or used, rented or hired out to be occupied for sleeping purposes.

Hybrid key telephone system means a type of multi-line telephone system designed to provide both manual and pooled access to outside lines.

Key telephone system means a type of multi-line telephone system designed to provide manual direct selection of lines for outgoing calls through keys offering identified access lines.

Multi-line telephone system means a system comprised of common control units, telephones and control hardware and software providing local telephone service to multiple end-use customers. Multi-line telephone system includes VoIP and includes network and premises based systems such as centrex, private branch exchange or pbx, and hybrid key telephone systems, but does not include key telephone systems.

Multi-line telephone system operator means a person or entity that owns, leases, or rents and manages or operates a multi-line telephone system through which an end user may place a 911 call through the public switched network.

Network components means any software or hardware for a control switch, other switch modification, trunking or any components of a computer storage system or database used for selective routing of 911 calls, automatic number identification and automatic location.

New means any multi-line telephone system acquired, installed, introduced, established, or replaced on or after July 1, 2009.

Private branch exchange or PBX means a private telephone switch that is connected to the public switched telephone network.

Private switch automatic location identification or PSALI means a service option that provides enhanced 911 service features for multi-line telephone systems.

Public safety answering point or PSAP means a facility assigned the responsibility of receiving 911 calls and, as appropriate, directly dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety agencies or other PSAPs.

Primary Public Safety Answering Point or Primary PSAP means a facility equipped with ANI and ALI displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located, and other cities and towns as may be determined by the department.

Public switched telephone network means the network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.

Regional PSAP means a PSAP that is operated by or on behalf of two or more municipalities of the commonwealth as a Primary PSAP for, at a minimum, the inter-municipal operation of enhanced 911 call taking and call transfer activities. Such facility may also be engaged in, pursuant to inter-municipal agreements in force, the dispatching, or control of public safety resources serving several jurisdictions.

Residential unit means a private home, townhouse, condominium, apartment, mobile home, cabin, cottage, or residential unit in a governmental public housing facility.

School means a private or public educational institution, college, or university, whether day or residential.

School multi-line telephone system means a multi-line telephone system that provides service to a school campus, complex, or facility, including the portions of a dormitory, sleeping unit, living unit, apartment building, boarding hall, structure, or facility suitable for use as a housing facility for students, faculty, officers, or employees.

Shared residential multi-line telephone system means a multi-line telephone system that provides service to residential subscribers or end users.

Station means a specific telephone station on a multi-line telephone system.

Substantially Renovated means (1) having the increased capacity of incoming lines or stations of a multi-line telephone system by more than 50 per cent of its previous capacity on or after July 1, 2009, regardless of whether the increased capacity results from one action or from multiple actions, or a series of or combination of actions that occur over time and that, taken together, result in an increased capacity of incoming lines or workstations by more than 50 per cent of its capacity as existed at the time of the first such action taken on or after July 1, 2009; or (2) having all or substantially all of the hardware, structural, or operating components of a multi-line telephone system upgraded, rehabilitated, altered, or replaced on or after July 1, 2009.

Subscriber means a person who uses communication services.

Unit Identifier means a room name or number, unit name or number, or equivalent designation of a portion of a structure or building. For buildings or structures used, rented, occupied or hired out for sleeping or residential purposes or containing living quarters, a unit identifier means a room name or number or unit name or number.

VoIP or Voice Over Internet Protocol means a type of internet protocol-enabled service that allows for the two-way real time transmission of voice communications and has access to the public switched network.

Workspace means an indoor area, structure or facility or a portion thereof, occupied by one or more employees during the course of employment, or other enclosed spaces where the employer has the right or authority to exercise control over the space.

#### **4.04: Standards Governing Multi-Line Telephone Systems**

Beginning July 1, 2009, all new or substantially renovated multi-line telephone systems shall provide to end users or subscribers the same level of enhanced 911 service that is provided to other end users or subscribers in the commonwealth. The service shall include, but not be limited to, ALI and ANI that meets, at a minimum, the applicable standards set forth in this part

4.04. Beginning July 1, 2009, each operator of a new or substantially renovated multi-line telephone system shall provide (1) a call back number; and (2) PSALI to the station level, or an ERL identifier. For structures or buildings located in the commonwealth, such information shall be transmitted to the appropriate jurisdictional PSAP.

If a multi-line telephone system requires a caller to dial a prefix, such as the digit 9, before dialing any outgoing call, the multi-line telephone system operator shall make a diligent effort to ensure that subscribers or end users are aware of the procedures for calling for emergency assistance. This requirement shall apply to all multi-line telephone system operators, even if such operator is providing service subject to an authorized waiver.

**(1) Shared Residential Multi-Line Telephone Systems**

Each operator of a shared residential multi-line telephone system shall transmit to the PSAP one ANI and one ALI for each residential unit.

**(2) Business or Entity, and Governmental Agency Multi-Line Telephone Systems**

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall transmit to the PSAP the street address and an ERL identifier that provides at least the building and floor location of the caller.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for buildings having their own street address or a common street address and containing workspace of 22,500 square feet or less, transmit to the PSAP at least one ANI and at least one ERL identifier that provides a street address and a unit identifier for each building.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for buildings having their own street address or a common street address and containing workspace of more than 22,500 square feet, transmit to the PSAP at least one ANI per 22,500 square feet of workspace and at least one ERL identifier per 22,500 square feet of workspace that provides a street address and a unit identifier for each building.

The operators of the following multi-line telephone systems shall not be required to provide more than one ERL identifier:

- (a) A business or entity or governmental agency multi-line telephone system with workspace less than 7,000 square feet and located on a single contiguous property;

- (b) A business or entity or governmental agency multi-line telephone system with fewer than 49 stations and occupying not more than 22,500 square feet and located on a single contiguous property.

The square footage measurement includes, but not is limited to, hallways, lobbies, conference rooms, restrooms, breakrooms, elevators, laboratories, warehouse space, and other areas where the employees or the public have access on a regular basis, but does not include wall thickness, shafts, heating or ventilation spaces, mechanical or electrical spaces or other areas not ordinarily accessible to employees or the public.

Each operator of a business or entity multi-line telephone system and each operator of a governmental agency multi-line telephone system shall, for multi-line telephone system telephones provided to users for use off-premises beyond the workspace of such business or entity or governmental agency, provide written instructions that clearly and accurately inform each user how to place an emergency call from the multi-line telephone system telephone.

### **(3) Hotel/Motel Multi-Line Telephone Systems**

Each operator of a hotel or motel multi-line telephone system shall ensure that the system clearly identifies the street address and a unit identifier of the caller through the delivery to the PSAP of ANI, an ERL identifier, or both, and that provides the PSAP with the ability to retrieve the ALI. Each operator of a hotel/motel multi-line telephone system shall be subject to this subsection (3) and shall not be subject to the requirements applicable to operators of business or entity or governmental agency multi-line telephone systems set forth above in subsection (2).

### **(4) School Multi-Line Telephone Systems**

Each operator of a school multi-line telephone system shall ensure that the system clearly identifies the street address and a unit identifier of the caller through the delivery to the PSAP of ANI, an ERL identifier, or both, and that provides the PSAP with the ability to retrieve the ALI. Each operator of a school multi-line telephone system shall be subject to this subsection (4) and shall not be subject to the requirements applicable to operators of business or entity or governmental agency multi-line telephone systems set forth above in subsection (2).

#### **4.05: ALI Database Maintenance**

Each operator of a multi-line telephone system, except those granted a waiver from the requirements of 560 CMR 4.00, shall update the ALI Database with Master Street Address Guide validation as soon as practicable for new multi-line telephone systems or within one business day following completion of the substantial renovation of an existing multi-line telephone system. To the extent that the operator of a multi-line telephone system assigns the direct inward dialing number of the station or ERL as the ALI Database record indicator, updates to the ALI Database

shall match the direct inward dialing number ALI Database record indicator. The updates shall provide valid address and callback information for such multi-line telephone system.

**4.06:            Waivers**

The operator of a multi-line telephone system may seek a waiver from the requirements of 560 CMR 4.00 from the department. The multi-line telephone system operator shall provide notice to the department that it seeks such a waiver stating the grounds thereof and setting forth information in support of its request for a waiver. The proponent of the waiver shall demonstrate that compliance with the requirements of 560 CMR 4.00 is technologically infeasible or of excessive cost without public benefit. The department may deny a request for a waiver, grant a waiver upon a showing that compliance with the requirements of 560 CMR 4.00 is technologically infeasible or of excessive cost without public benefit, or grant a waiver with such conditions as are necessary to ensure the public safety.

**4.07:            Recordkeeping and Enforcement**

Each operator of a multi-line telephone system shall maintain, and shall make available to the department for inspection, its books and records in a manner that will permit the department to determine compliance with the provisions of 560 CMR 4.00.

Primary or regional PSAPs may require the operator of a multi-line telephone system to conduct testing to confirm that such multi-line telephone system provides the same level of enhanced 911 service that is provided to others in the commonwealth.

**4.08:            Severability**

If any provision of 560 CMR 4.00, or the application thereof, is held, adjudged, or deemed invalid, such finding of invalidity shall not affect other provisions or application, and to that end the provision of 560 CMR 4.00 are severable.

**REGULATORY AUTHORITY**

**M.G.L. c. 6A, § 18J, M.G.L. c. 30A**