STATE OF ALASKA

THE REGULATORY COMMISSION OF ALASKA

Before Commissioners: Anthony A. Price, Chairman
Kate Giard
Dave Harbour
Mark K. Johnson
Janis W. Wilson

In the Matter of Determining Generally Accepted Industry Standards for E911 Service	R-05-5
	ORDER NO. 4

ORDER ISSUING PROPOSED REGULATIONS FOR COMMENT

BY THE COMMISSION:

Summary

We issue for comment proposed regulations to implement standards relating to enhanced 911 (E911) service for multi-line telephone systems.

Background

Under AS 29.35.134, municipalities may by ordinance require an E911 system from a multi-line telephone system (MLTS) to comply with E911 generally accepted industry standards as defined by the Regulatory Commission of Alaska. We opened this docket to implement standards relating to E911 service for MLTS,[1] and issued proposed regulations.[2]

Comments were filed by APD,[3] GCI,[4] and ACS.[5] GCI filed reply comments. Commission Staff (Staff) presented a memorandum summarizing the

[1]Order R-05-5(1), *Order Seeking Comments*, dated October 13, 2005.

[2]Order R-05-5(2), *Order Issuing Proposed Regulations for Comment*, dated February 14, 2006.

[3]Anchorage Police Department. *See* APD letter dated March 16, 2006.

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comments at our May 3, 2006 public meeting,[6] and we held a public workshop on June 1, 2006 to allow interested persons to discuss technical and factual issues raised in Docket R-05-5.

Based upon a second Staff memorandum,[7] we requested clarification from the Attorney General on June 28, 2006 regarding various legal issues, including whether our agency has authority to waive standards it is legally obligated to define under AS 29.35.134. We received the Attorney General's legal opinion on these issues on July 20, 2007.

Discussion

This docket was opened to define generally accepted E911 industry standards for MLTS. The proposed MLTS E911 regulations issued with Order R-05-5(2) were closely patterned after the model legislation proposed by the National Emergency Number Association (NENA) in 2000.[8] The NENA model was issued at a time when many MLTS may not have been fully capable of providing all necessary E911 information to public safety answering points on an automated basis. Exemptions included in the NENA model may have been intended to accommodate the existence of installed and (perhaps) available-for-purchase MLTS that at the time were not compliant

(. . . continued)

[4]GCI Communication Corp. d/b/a General Communication, Inc. d/b/a GCI. *See Comments of GCI*, filed March 16, 2006.

[5]ACS of Anchorage, Inc.; ACS of Fairbanks, Inc.; ACS of Alaska, Inc.; ACS of the Northland, Inc.; ACS Long Distance, Inc. (collectively, Alaska Communications Systems or ACS). *See Comments of Alaska Communications Systems*, filed March 17, 2006.

[6]Staff's memorandum was attached to order R-05-5(3), dated May 19, 2006.

[7]*See* Staff's June 24, 2006 memorandum.

[8]*NENA Technical Information Document on Model Legislation Enhanced 9-1-1 for Multi-line Telephone Systems*, National Emergency Number Association, November 2000. That model legislation can be found at the following link:

http://www.nena.org/media/files/MLTS_ModLeg_Nov2000.pdf

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with the proposed standards. For that reason, many of the comments focused on the continued applicability in the NENA model of automatic exemptions from E911 MLTS standards.

Commenters generally fall into two distinct camps regarding how closely we should follow the NENA model legislation. GCI tends to favor the regulations as drafted with only modest changes. APD and ACS believe that there are too many automatic exemptions in the proposed regulations, many of which are unnecessary since modern MLTS (at least the larger systems) are capable of meeting the automated data delivery requirements in the proposed regulations. APD prefers an approach that would only retain exemptions that place less stringent requirements on smaller MLTS (i.e., generally those with less than 49 users on a single contiguous premise).

GCI favors many of the automatic exemptions on the basis that many installed MLTS would not be able to meet the more stringent proposed standards without costly upgrades. GCI believes that without the automatic exemptions, many MLTS operators face the burden of having to file waivers. GCI also questions whether the installed base of larger users could immediately upgrade to the new standards without incurring significant expense.

We generally agree with the APD and ACS that there may be too many automatic or unnecessary exemptions in our previously proposed regulations. The NENA Model Legislation was issued at a time when many systems may not have been able to comply with the new standards. Testimony in this proceeding suggests since November 2000 manufacturers have largely incorporated features into MLTS that either automatically comply, or can be easily programmed to comply, with NENA standards.

The record in this proceeding is less conclusive about the extent to which large organizations in Alaska have upgraded to new MLTS. The absence of public comment in this proceeding by large MLTS users suggests either a lack of concern

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about the proposed standards (perhaps due to the fact that they have upgraded MLTS) or a lack of knowledge about our statutory requirement to adopt standards. We intend to address the latter concern by expanding our normal order publication and notice procedure, to the extent possible, to reach those most likely to be affected by our rules (i.e., organizations with large MLTS). We encourage such organizations to inform us about the extent to which they may need to request waivers should our proposed regulations be adopted.

The attached Appendix A sets out proposed regulations addressing enhanced 911 (E911) generally accepted industry standards for MLTS. Appendix B provides a marked-up version of the currently proposed regulations to show the revisions to the proposed regulations issued in Order R-05-5(2). Our exclusion of exemptions is a significant modification from our previous draft regulations issued through Order R-05-05(2). Testimony in this proceeding suggests that the new generation of MLTS is generally compatible with our proposed standards, and an automatic exemption from E911 MLTS compliance is no longer required.

A few additional changes from our previous draft merit brief comment. We modified 3 AAC 53.400(b) by changing the standard for a waiver from "impractical" to "unreasonably burdensome." Because almost any change could be considered "impractical" by an MLTS provider, we believe that "unreasonably burdensome" is a better standard. We believe the more rigorous standard will discourage frivolous or inappropriate waiver requests. However we seek comment on this standard as well as other possible standards (e.g. unduly economically burdensome).

We seek comment on whether the term "property" and the reference to "40,000 square feet" as used in 3 AAC 53.410 require additional definition or clarification. For example, is the standard clear enough to avoid confusion about how (or whether) it applies to ten commonly-owned 4,000 square foot buildings on a single

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piece of land, such as a small campus? Or might some understand "40,000 square feet" to refer to interior space within a single building?

In section 3 AAC 53.435 we deleted subsection (e), which would have provided temporary exemptions for certain types of wireless and internet protocol telephones and telephone systems.[9] In its rationale for these exemptions in 2000, NENA stated:

> We provide exceptions for MLTS wireless telephones for several reasons. The technology for locating a wireless caller within a building is currently not developed. The percentage of MLTS wireless telephones is very small. And, it's difficult to justify including them while excluding regulations for cordless telephones, which are far more numerous, and which pose the same risk to 9-1-1 callers.
>
> Some new design MLTS handle telephone calling via Voice-over-Internet-Protocol (VoIP). Today, there is no method for support of Enhanced 9-1-1 Calling by this technology. There is no way to determine where a VoIP caller is, or of specifying a valid callback number. For example, how do we call johndoe@anynet.com? Industry standards committees such as TIA TR-41.4 are developing solutions to these problems. These solutions will likely take several years to develop and several more to deploy. Requiring support of Enhanced 9-1-1 Calling now by VoIP MLTS would require replacement of such technology already deployed and inhibit the deployment of this valuable new technology.[10]

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[9]Order R-05-5(2) proposed the following version of 3 AAC 53.435(e):

> The requirements of 3 AAC 53.400 – 3 AAC 53.499 shall not apply to the following types of equipment until two years after the effective date of a Federal Communications Commission ruling addressing implementation of E911 support by such equipment:
>
> (1) multi-line telephone system wireless telephones;
> (2) multi-line telephone system internet protocol telephones; and
> (3) Internet protocol based multi-line telephone systems.
>
> A multi-line telephone system using a combination of conventional stations and internet protocol or wireless station is subject to this exemption for calls made from the internet protocol based or wireless stations.

[10]NENA Model Legislation, p. 12.

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AVAYA[11] however has proposed another alternative, as follows:

> (e) For the following types of equipment:
>
> (1) multi-line telephone system internet protocol telephones,
> (2) multi-line telephone system internet protocol telephones, and
> (3) Internet protocol based multi-line telephone systems,
>
> the requirements of 3 AAC 53.410 subsection (a) shall be considered satisfied if the emergency response location provides at least the building of the caller, where technically feasible.
>
> (f) For the multi-line telephone system wireless telephones, the requirements of 3 AAC 53.415 subsection (a)(1) shall be considered satisfied if the emergency response location provides at least the building of the caller, where technically feasible.[12]

Given the passage of time since NENA elucidated its rationale for these exemptions (almost 7 years), we seek comment as to whether the rationale is still valid. Although we did not adopt AVAYA's alternative for our proposed regulations, we nevertheless seek comment on their proposal. Commenters are strongly encouraged to provide information on the extent to which these wireless and Internet protocol systems have been deployed in Alaska and the extent to which the location technology referred to in the NENA rationale needs development or deployment.

Finally, we modified the definition of master street address guide (3 AAC 53.499(14)) to clarify that it is a database "approved and implemented by the municipality." This proposed modification is intended to prevent the proliferation of multiple, incompatible databases.

ORDER

THE COMMISSION FURTHER ORDERS:

[11]AVAYA is an equipment manufacturer. *See* June 1, 2006 workshop transcripts at 3.

[12]The above proposal is based on comments by AVAYA at the workshop. *See* comments of Gary Becker, June 1, 2006 workshop transcript, at 54 - 62.

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1. The proposed regulations set out in Appendix A to this order are issued for public comment.

2. By 4 p.m., September 14, 2007, any interested person may file comments in response to this order.[13]

3. By 4 p.m., September 21, 2007, any interested person may file comments in response to the comments filed in accordance with Ordering Paragraph No. 2.

DATED AND EFFECTIVE at Anchorage, Alaska, this 14th day of August, 2007.
BY DIRECTION OF THE COMMISSION

(S E A L)

[13]Commenters are requested to reference Docket R-05-5. If you are a person with a disability who may need a special accommodation, auxiliary aid or service, or alternative communication format in order to participate in this process, please contact Joyce McGowan at 1-907-276-6222, toll free at 1-800-390-2782, or TTY 1-907-276-4533, or send a request via electronic mail to rca_mail@rca.state.ak.us, at least one week in advance, to make the necessary arrangements for submitting comments.

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3 AAC 53 is amended to add a new article and sections to read:

Publisher: Renumber existing Articles 6 through 11 as Articles 7 through 12 in 3 AAC 53.

Insert the following for the new Article 6: "Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-line Telephone Systems. (3 AAC 53.400 - 3 AAC 53.499)"

Article 6. Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-Line Telephone Systems.

Section

3 AAC 53.400. **Application and waiver**. (a) The provisions of 3 AAC 53.400 – 3 AAC 53.499 apply to multi-line telephone system operators in municipalities where these provisions have been activated through enactment of municipal ordinance under AS 29.35.134.

(b) Multi-line telephone system operators that are not exempt from these regulations may seek a waiver from the commission if bringing the system into compliance is unreasonably burdensome.

(c) Nothing in 3 AAC 53.400 – 3 AAC 53.499 is intended to relieve employers of their obligations under federal and state workplace occupational safety and health statutes and rules.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.405. Shared residential multi-line telephone system service. Operators of shared multi-line telephone system service serving residential customers are required to assure that the telecommunications system is connected to the public switched network such that calls to 911 result in one distinctive automatic number identification and one distinctive automatic location identification for each living unit unless the facility maintains, at all times, alternative methods to support enhanced 911.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.410. Business multi-line telephone system. (a) For a multi-line telephone system connected to the public switched network and serving business locations of one employer, the multi-line telephone system operator shall deliver the 911 call with an emergency location identification number which will result in an emergency response location which provides at least the building and floor location of the caller.

(b) Exceptions to the requirements of this section are as follows:

(1) workspace less than 7,000 square feet and located on a single contiguous property is not required to provide more than one emergency response location;

(2) multi-line telephone system operators with less than 50 stations installed and occupying not more than 40,000 square feet and located on a single contiguous property are not required to provide more than one emergency response location.

(c) Providers of shared business telecommunications services shall assure that the multi-line telephone system connects to the public switched network such that calls to 911 from any telephone result in automatic location identification for each emergency response location of each entity sharing the telecommunication services.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 ACC 53.415. Hotel and motel multi-line telephone system. (a) Hotel and motel multi-line telephone systems shall permit the dialing of 911 and shall ensure that the multi-line telephone system connects to the public switched telephone network such that 911 calls originating from the hotel or motel multi-line telephone system provide the public safety answering point with the ability to:

(1) clearly identify the address and building unit identifier of the 911 caller through the delivery of automatic notification identification, emergency location identification number, or both, and

(2) subsequently retrieve the automatic location identification by the public safety answering point for each telephone set within the facility.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.420. Automatic location identification database maintenance. (a) Where applicable, multi-line telephone system operators must arrange to update the automatic location identification database with appropriate master street address guide valid address and callback information for each multi-line telephone system telephone, such that the location information specifies the emergency response location of the caller.

(b) Updates submitted by the MLTS provider must be submitted as soon as practicable for new multi-line telephone system installation or within one business day of record completion of the actual changes for previously installed systems.

(c) The information in the automatic location identification database is proprietary to multi-line telephone system operators and may not be disclosed or used for any purpose other than facilitating emergency response to a 911 call.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.425. Dialing instructions. (a) An MLTS provider with 50 or more telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9.

(b) An MLTS provider with less than 50 telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9, if technically feasible.

(c) An MLTS provider that is unable to program its system to allow users to dial 911 automatically without first dialing a prefix such as 9 must make a reasonable effort to assure that potential 911 callers are aware of the proper procedures for calling for emergency assistance.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3AAC 53.430. Multi-line telephone system signaling. Multi-line telephone systems shall support E911 calling by using any generally accepted industry standard signaling protocol, designed to produce an automatic display of caller information on the video terminal of the public safety answering point call-taker.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.435. Miscellaneous exemptions. (a) MLTS providers offering alternative and adequate means of intercepting the emergency calls through waiver shall provide training to individuals intercepting the call in accordance with applicable local emergency telecommunications requirements.

(b) Multi-line telephone system operators in areas without E911 service are exempt from the signaling [3 AAC 53.430] and database maintenance [3

AAC 53.420] regulations. Multi-line telephone system operators lose this exemption 18 months after E911 service becomes available.

(c) Multi-line telephone system with a single emergency response location and less than 50 stations are exempt from the signaling regulations under 3 AAC 53.430 and database maintenance regulations under 3 AAC 53.420.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.440. Effective date. (a) The provisions of 3 AAC 53.400 — 3 AAC 53.499 shall take affect six months after they are enacted by municipal ordinance under AS 29.35.134 in a municipality where E911 multi-line telephone system support service is available. Existing systems shall comply within one year after adoption of municipal ordinance where an E911 support system is available.

(b) E911 multi-line telephone system support service is deemed to be available if:

(1) the serving central office can accept emergency location identification number information for the multi-line telephone system using generally accepted industry standard interfaces;

(2) facilities are in place to accept the emergency response location information provided by the multi-line telephone system; and

(3) the public safety answering point is equipped to utilize the emergency response location information.

The choice of industry standard interface is the option of the multi-line telephone system operator. Operators of multi-line telephone system not connected to the E911 system because the chosen interface standard is not available from the local exchange carrier shall report this information to the commission.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.499. Definitions.

(1) "alternative methods of notification" means an alternative method of locating the emergency caller and initiating emergency response authorized through waiver or exemption under these; alternative methods of notification must be authorized through exemption or waiver.

(2) "alternative methods to support enhanced 911" are methods used by a multi-line telephone system operator to permit an 911 emergency response team reasonable opportunity to locate a caller quickly as alternatives to the multi-line telephone system signaling needed to produce the automatic display of caller location information on the video terminal of the call-taker; alternative methods to support enhanced 911 must be authorized through exemption or waiver;

(3) "automatic location identification" means the automatic display at the public safety answering point of the caller's telephone number, the address or geographical location of the telephone, and supplementary emergency services information;

(4) “automatic number identification” means the telephone number associated with the access line from which a call originates;

(5) “building unit identifier” means the room number or equivalent designation of a portion of a structure or building;

(6) “call back number” means a number used by the public safety answering point to re-contact the location from which the 911 call was placed; the number may or may not be the number of the station used to originate the 911 call;

(7) “direct inward dialing” means a dialing system in which a caller external to a multi-line telephone system switchboard is able call an internal extension of the multi-line telephone system switchboard without having to pass through a switchboard operator or attendant at the multi-line telephone system;

(8) “emergency location identification number” means a valid North American numbering plan format telephone number assigned to the multi-line 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; the emergency location identification number may be the same number as the automatic number identification and the North American numbering plan number may in some cases not be a dialable number;

(9) “emergency response location” means the location to which a 911 emergency response team may be dispatched that is specific enough to

provide a reasonable opportunity for the emergency response team to locate a caller quickly anywhere within it;

(10) "key telephone system" means a type of multi-line telephone system designed to provide shared access to several outside lines through buttons, or keys, typically offering identified access lines with direct line appearance or termination on a given telephone set;

(11) "local notification" means a system capability whereby a call to 911 from a multi-line telephone system extension is directed through the 911 network to a public safety answering point and simultaneously to an switchboard operator, attendant, or designated personnel where assistance can be provided to the public safety answering point to locate the caller and to assist in directing a response; and

(A) the call back number shall be a phone number that can be dialed from the public switched telephone network which will be answered by the switchboard operator, attendant, or designated personnel;

(B) the switchboard operator, attendant, or designated personnel must have the capability to identify the location of telephones that have dialed 911;

(12) "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal

Communications Commission under Part 68 Requirements, and includes systems owned or leased by governmental agencies or non-profit entities, as well as for profit entities;

(13) “multi-line telephone system operator” means an entity that owns, leases, or rents from a third party and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network;

(14) “master street address guide” means a database approved and implemented by a municipality containing formatted street names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers that enables the proper routing and response to 911 calls;

(15) “private 911 emergency answering point” means an answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies, including training to individuals intercepting calls for assistance that is in accordance with applicable local emergency telecommunications requirements; private 911 emergency answering points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements;

(16) “public safety answering point” means a facility equipped and staffed to receive 911 calls;

(17) “shared residential multi-line telephone system service” means the use of a multi-line telephone system to provide service to residential facilities even if the service is not delineated for purposes of billing; residential facilities may include single family and multi-family facilities, extended care facilities, and dormitories;

(18) “shared telecommunications services” means the provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses, or high-rise buildings, by a commercial shared services provider or by a user association through privately-owned customer premises equipment and associated data processing and information management services and includes the provision of connections to the facilities of a local exchange and to interexchange telecommunications companies;

(19) “station identification” means a telephone number dialable from the public switched network which provides sufficient information to permit a return call by the public safety answering point to the caller or a telephone nearby the caller;

(20) “workspace” means the physical building area where work is normally performed that is a net square footage measurement including hallways, conference rooms, restrooms, and break rooms but does not include wall thickness, shafts, heating, ventilating, and air conditioning equipment spaces, mechanical and electrical spaces or similar areas where employees do not normally have access;

(21) “911 service provider” means an entity providing one or more of the following 911 elements: network, customer premises equipment, or database service.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53 is amended to add a new article and sections to read:

Publisher: Renumber existing Articles 6 through 11 as Articles 7 through 12 in 3 AAC 53.

Insert the following for the new Article 6: "Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-line Telephone Systems. (3 AAC 53.400 - 3 AAC 53.499)"

Article 6. Definition of Enhanced 911 Generally Accepted Industry Standards for Multi-Line Telephone Systems.

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3 AAC 53.400. **Application and waiver**. (a) The provisions of 3 AAC 53.400 – 3 AAC 53.499 apply to multi-line telephone system operators in municipalities where these provisions have been activated through enactment of municipal ordinance under AS 29.35.134.

(b) Multi-line telephone system operators that are not exempt from these regulations may seek a waiver from the commission if bringing the system into compliance is unreasonably burdensome.

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(c) Nothing in 3 AAC 53.400 – 3 AAC 53.499 is intended to relieve employers of their obligations under federal and state workplace occupational safety and health statutes and rules.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.405. Shared residential multi-line telephone system service. Operators of shared multi-line telephone system service serving residential customers are required to assure that the telecommunications system is connected to the public switched network such that calls to 911 result in one distinctive automatic number identification and one distinctive automatic location identification for each living unit unless the facility maintains, at all times, alternative methods to support enhanced 911.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.410. Business multi-line telephone system. (a) For a multi-line telephone system connected to the public switched network and serving business locations of one employer, the multi-line telephone system operator shall deliver the 911 call with an emergency location identification number which will result in an emergency response location which provides at least the building and floor location of the caller.

(b) Exceptions to the requirements of this section are as follows:

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(1)

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(2) an ability to direct response through an alternative and adequate means of signaling by the establishment of a private answering point, or¶
(3) a connection to a switchboard operator, attendant, or a designated individual which provides for the establishment of local notification capability

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(1) workspace less than 7,000 square feet and located on a single contiguous property is not required to provide more than one emergency response location;

(2) multi-line telephone system operators with less than 50 stations installed and occupying not more than 40,000 square feet and located on a single contiguous property are not required to provide more than one emergency response location.

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(c) Providers of shared business telecommunications services shall assure that the multi-line telephone system connects to the public switched network such that calls to 911 from any telephone result in automatic location identification for each emergency response location of each entity sharing the telecommunication services.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 ACC 53.415. Hotel and motel multi-line telephone system. (a) Hotel and motel multi-line telephone systems shall permit the dialing of 911 and shall ensure that the multi-line telephone system connects to the public switched telephone network such that 911 calls originating from the hotel or motel multi-line telephone system provide the public safety answering point with the ability to:

(1) clearly identify the address and building unit identifier of the 911 caller through the delivery of automatic notification identification, emergency location identification number, or both, and

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(2) subsequently retrieve the automatic location identification by the public safety answering point for each telephone set within the facility.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
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3 AAC 53.420. Automatic location identification database maintenance. (a) Where applicable, multi-line telephone system operators must arrange to update the automatic location identification database with appropriate master street address guide valid address and callback information for each multi-line telephone system telephone, such that the location information specifies the emergency response location of the caller.

(b) Updates submitted by the MLTS provider must be submitted as soon as practicable for new multi-line telephone system installation or within one business day of record completion of the actual changes for previously installed systems.

(c) The information in the automatic location identification database is proprietary to multi-line telephone system operators and may not be disclosed or used for any purpose other than facilitating emergency response to a 911 call.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.425. Dialing instructions. (a) An MLTS provider with 50 or more telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9.

Deleted: (b) A hotel or motel multi-line telephone system provider is exempt from (a) of this section if the multi-line telephone system automatically provides a means to connect the caller, public safety answering point, and a knowledgeable designated individual when 911 is dialed. Under this exemption, a designated individual may supplement or replace the automatic location identification record with specific location information by effectively communicating to the public safety answering point the specific location of the caller.¶

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(b) An MLTS provider with less than 50 telephones shall program its system to allow users to dial 911 automatically without first dialing a prefix such as 9, if technically feasible.

(c) An MLTS provider that is unable to program its system to allow users to dial 911 automatically without first dialing a prefix such as 9 must make a reasonable effort to assure that potential 911 callers are aware of the proper procedures for calling for emergency assistance.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3AAC 53.430. Multi-line telephone system signaling. Multi-line telephone systems shall support E911 calling by using any generally accepted industry standard signaling protocol, designed to produce an automatic display of caller information on the video terminal of the public safety answering point call-taker.

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AAC 53.420] regulations. Multi-line telephone system operators lose this exemption 18 months after E911 service becomes available.

(c) Multi-line telephone system with a single emergency response location and less than 50 stations are exempt from the signaling regulations under 3 AAC 53.430 and database maintenance regulations under 3 AAC 53.420.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.440. Effective date. (a) The provisions of 3 AAC 53.400 — 3 AAC 53.499 shall take affect six months after they are enacted by municipal ordinance under AS 29.35.134 in a municipality where E911 multi-line telephone system support service is available. Existing systems shall comply within one year after adoption of municipal ordinance where an E911 support system is available.

(b) E911 multi-line telephone system support service is deemed to be available if:

(1) the serving central office can accept emergency location identification number information for the multi-line telephone system using generally accepted industry standard interfaces;

(2) facilities are in place to accept the emergency response location information provided by the multi-line telephone system; and

(3) the public safety answering point is equipped to utilize the emergency response location information.

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(d) Multi-line telephone system operators that employ alternative methods of E911 support are exempt from the signaling

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Deleted: (e) The requirements of 3 AAC 53.400 – 3 AAC 53.499 shall not apply to the following types of equipment until two years after the effective date of a Federal Communications Commission ruling addressing implementation of E911 support by such equipment:¶
(1) multi-line telephone system wireless telephones;¶
(2) multi-line telephone system internet protocol telephones; and¶
(3) internet protocol based multi-line telephone systems.¶
A multi-line telephone system using a combination of conventional stations and internet protocol or wireless station is subject to this exemption for calls made from the internet protocol based or wireless stations.¶

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The choice of industry standard interface is the option of the multi-line telephone system operator. Operators of multi-line telephone system not connected to the E911 system because the chosen interface standard is not available from the local exchange carrier shall report this information to the commission.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

3 AAC 53.499. Definitions.

(1) "alternative methods of notification" means an alternative method of locating the emergency caller and initiating emergency response authorized through waiver or exemption under these; alternative methods of notification must be authorized through exemption or waiver.

(2) "alternative methods to support enhanced 911" are methods used by a multi-line telephone system operator to permit an 911 emergency response team reasonable opportunity to locate a caller quickly as alternatives to the multi-line telephone system signaling needed to produce the automatic display of caller location information on the video terminal of the call-taker; alternative methods to support enhanced 911 must be authorized through exemption or waiver;

(3) "automatic location identification" means the automatic display at the public safety answering point of the caller's telephone number, the address or geographical location of the telephone, and supplementary emergency services information;

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(4) “automatic number identification” means the telephone number associated with the access line from which a call originates;

(5) “building unit identifier” means the room number or equivalent designation of a portion of a structure or building;

(6) “call back number” means a number used by the public safety answering point to re-contact the location from which the 911 call was placed; the number may or may not be the number of the station used to originate the 911 call;

(7) “direct inward dialing” means a dialing system in which a caller external to a multi-line telephone system switchboard is able call an internal extension of the multi-line telephone system switchboard without having to pass through a switchboard operator or attendant at the multi-line telephone system;

(8) “emergency location identification number” means a valid North American numbering plan format telephone number assigned to the multi-line 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; the emergency location identification number may be the same number as the automatic number identification and the North American numbering plan number may in some cases not be a dialable number;

(9) “emergency response location” means the location to which a 911 emergency response team may be dispatched that is specific enough to

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provide a reasonable opportunity for the emergency response team to locate a caller quickly anywhere within it;

(10) "key telephone system" means a type of multi-line telephone system designed to provide shared access to several outside lines through buttons, or keys, typically offering identified access lines with direct line appearance or termination on a given telephone set;

(11) "local notification" means a system capability whereby a call to 911 from a multi-line telephone system extension is directed through the 911 network to a public safety answering point and simultaneously to an switchboard operator, attendant, or designated personnel where assistance can be provided to the public safety answering point to locate the caller and to assist in directing a response; and

(A) the call back number shall be a phone number that can be dialed from the public switched telephone network which will be answered by the switchboard operator, attendant, or designated personnel;

(B) the switchboard operator, attendant, or designated personnel must have the capability to identify the location of telephones that have dialed 911;

(12) "multi-line telephone system" means a system made up of common control units, telephone sets, and control hardware and software, including network and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal

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Communications Commission under Part 68 Requirements, and includes systems owned or leased by governmental agencies or non-profit entities, as well as for profit entities;

(13) "multi-line telephone system operator" means an entity that owns, leases, or rents from a third party and operates a multi-line telephone system through which a caller may place a 911 call through a public switched network;

(14) "master street address guide" means a database approved and implemented by a municipality containing formatted street names, numerical addresses or address ranges, and other parameters defining valid locations and emergency services zones, and their associated emergency services numbers that enables the proper routing and response to 911 calls;

(15) "private 911 emergency answering point" means an answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies, including training to individuals intercepting calls for assistance that is in accordance with applicable local emergency telecommunications requirements; private 911 emergency answering points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements;

(16) "public safety answering point" means a facility equipped and staffed to receive 911 calls;

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(17) “shared residential multi-line telephone system service” means the use of a multi-line telephone system to provide service to residential facilities even if the service is not delineated for purposes of billing; residential facilities may include single family and multi-family facilities, extended care facilities, and dormitories;

(18) “shared telecommunications services” means the provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses, or high-rise buildings, by a commercial shared services provider or by a user association through privately-owned customer premises equipment and associated data processing and information management services and includes the provision of connections to the facilities of a local exchange and to interexchange telecommunications companies;

(19) “station identification” means a telephone number dialable from the public switched network which provides sufficient information to permit a return call by the public safety answering point to the caller or a telephone nearby the caller;

(20) “workspace” means the physical building area where work is normally performed that is a net square footage measurement including hallways, conference rooms, restrooms, and break rooms but does not include wall thickness, shafts, heating, ventilating, and air conditioning equipment spaces, mechanical and electrical spaces or similar areas where employees do not normally have access;

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(21) "911 service provider" means an entity providing one or more of the following 911 elements: network, customer premises equipment, or database service.

Authority: AS 29.35.134 AS 42.05.151 AS 42.05.291
AS 42.05.141

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